

EQUALITIES PERFORMANCE MONITORING INFORMATION

Report of the Chief Executive

1. SUMMARY

- 1.1 This report provides detail of equalities monitoring during the 2010 / 2011. A full copy of this report can be viewed on Derby Homes' website.
- 1.2 Historically this report looks at all various service areas each quarter. However, there was very little change and the report itself did not differ significantly from quarter to quarter. The decision was taken to focus on service areas throughout 2010 and present an end of year equalities report which looked at performance over the year along with the demographic picture of Derby City.
- 1.3 The equalities monitoring report presents information on particular service area in relation to Race and Ethnicity, Gender, Age, Disability.

2. RECOMMENDATION

The City Board notes the detail and actions taken to date.

3. MATTER FOR CONSIDERATION

- 3.1 This report provides equalities information and statistics for the 2010/2011 in relation to various service areas. This information is broken down by quarters.

Key points for noting

- 3.2 Disability
As a result of a customer profiling exercise undertaken during 2010 / 2011 we have increased the amount of information we hold relating to lead tenants and disability.
- 3.3 It is evident that there is a significant rise in lead tenant's information relating to hidden impairment, visual impairment, long term sick / disabled and people with a disability.
- 3.4 Ethnicity
Since Quarter 4 2009 / 2010 we have increased the Ethnicity information we hold on our lead residents from 11% to 14%.
- 3.5 During Quarter 4 2010 / 2011 we have trialled using an alternative Language Translation service through a company called The Big Word. The result of this pilot was that officers preferred the service provided by Language Line as it offered a better quality service which was easier to use. We have successfully renegotiated a new contract with Language Line at a vastly reduced cost per minute rate.

3.6 Lettings / Allocations

Applicants can make up to 6 bids on advertised properties per week. Auto bidding occurs when the most vulnerable applicants on the register have automatic bids placed for them by the system. These bids will be placed on the properties the applicants are most likely to be successful in being offered. Auto bidding has changed from April 2011 to enable filters by area choice.

3.7 Anti Social Behaviour (ASB)

Currently 25% of all lead tenants consider themselves disabled. On analysis of the ASB information in relation to disability, it is evident that there is an issue with reporting data for non disabled; this will be corrected in Quarter 1 2011 / 2012.

3.8 A needs assessment is undertaken on all ASB cases at the onset of the complaint. This forms part of the action plan for dealing with the allegation and takes into account the individual needs of each case. Action plans are reviewed regularly by the officers concerned and adjusted accordingly as support needs change.

3.9 Sexual Orientation, Religion and Faith

Currently this information is not collected in all service areas. We do collect this information at sign up for new residents and it is included in our customer profile information questions to collect information on all equality strands for our customers.

4. EQUALITY IMPACT ASSESSMENT

4.1 The following Equality Impact Assessments have been carried out,

- Disaster Recovery
- Local offers
- Domestic Violence Policy
- Performance Management Strategy
- Mobility Scooters
- ASB and Hate Crime Policy
- Flexible Working
- ICT Strategy

4.2 These are available to view through Derby Homes Website www.derbyhomes.org.

The areas listed below have no implications directly arising from this report:

- | | |
|-------------------------------|-------------------|
| • Consultation | • Environmental |
| • Financial and Business Plan | • Health & Safety |
| • Legal and Confidentiality | • Risk |
| • Personnel | • Policy Review |

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

Author: Annabelle Barwick / Change Manager / 01332 888402 / annabelle.barwick@derbyhomes.org

Background Information: None.

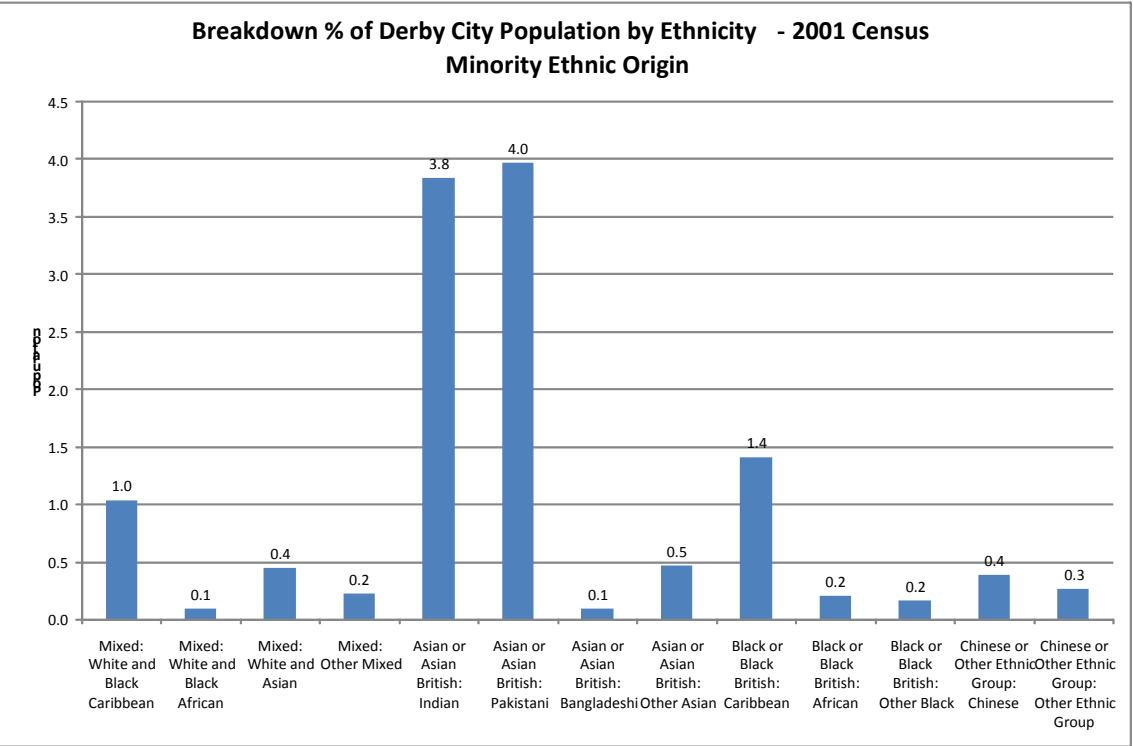
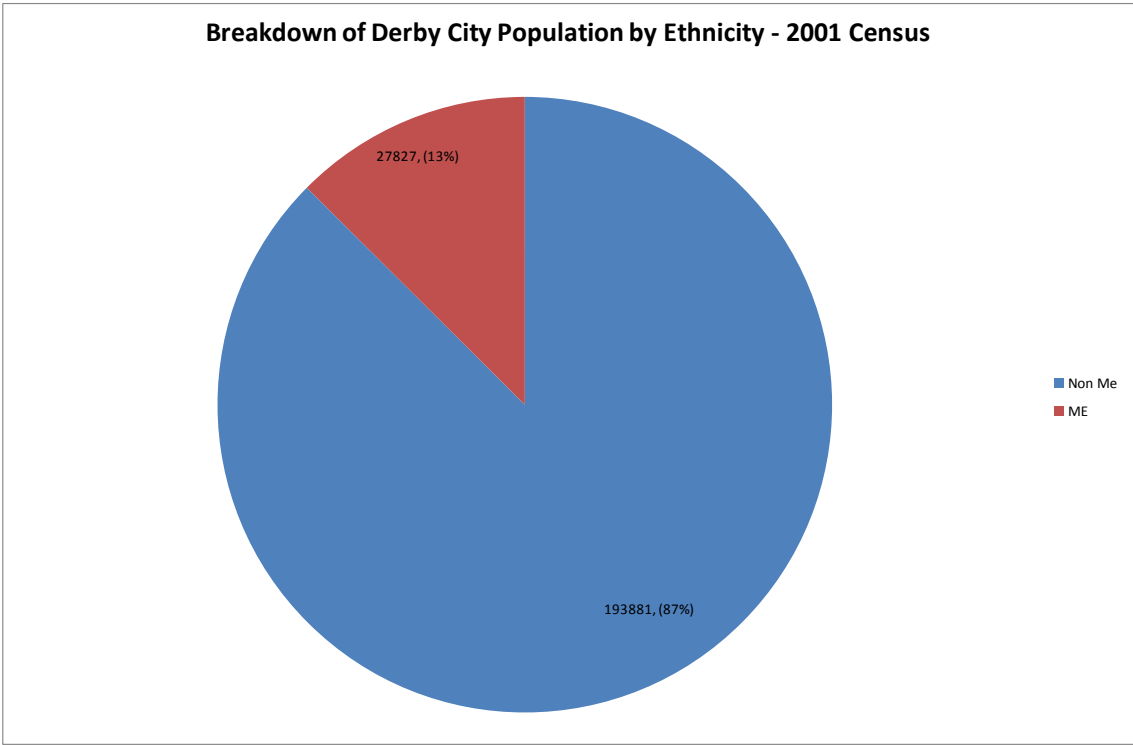
Supporting Information: None.

Equalities Monitoring Report

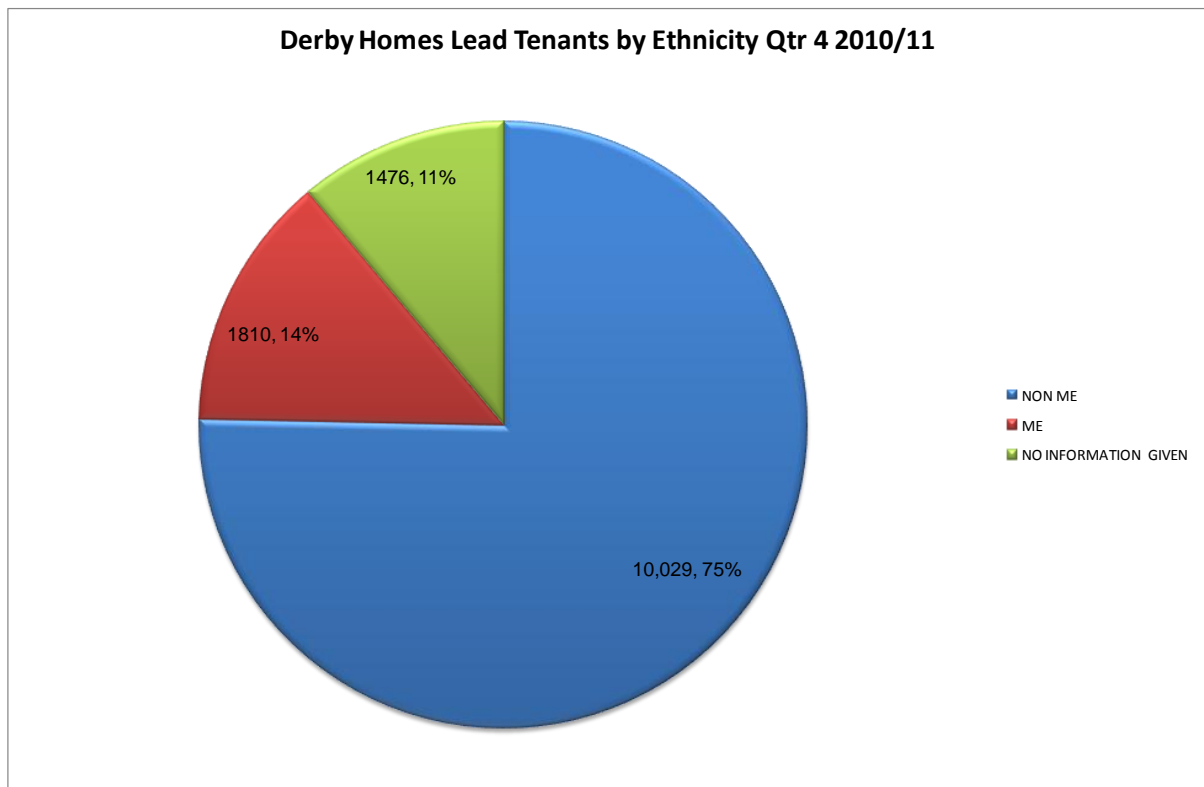
Quarter 4 Report

This report aims to present information to ensure our tenants are not being disadvantaged by our policies and procedures.

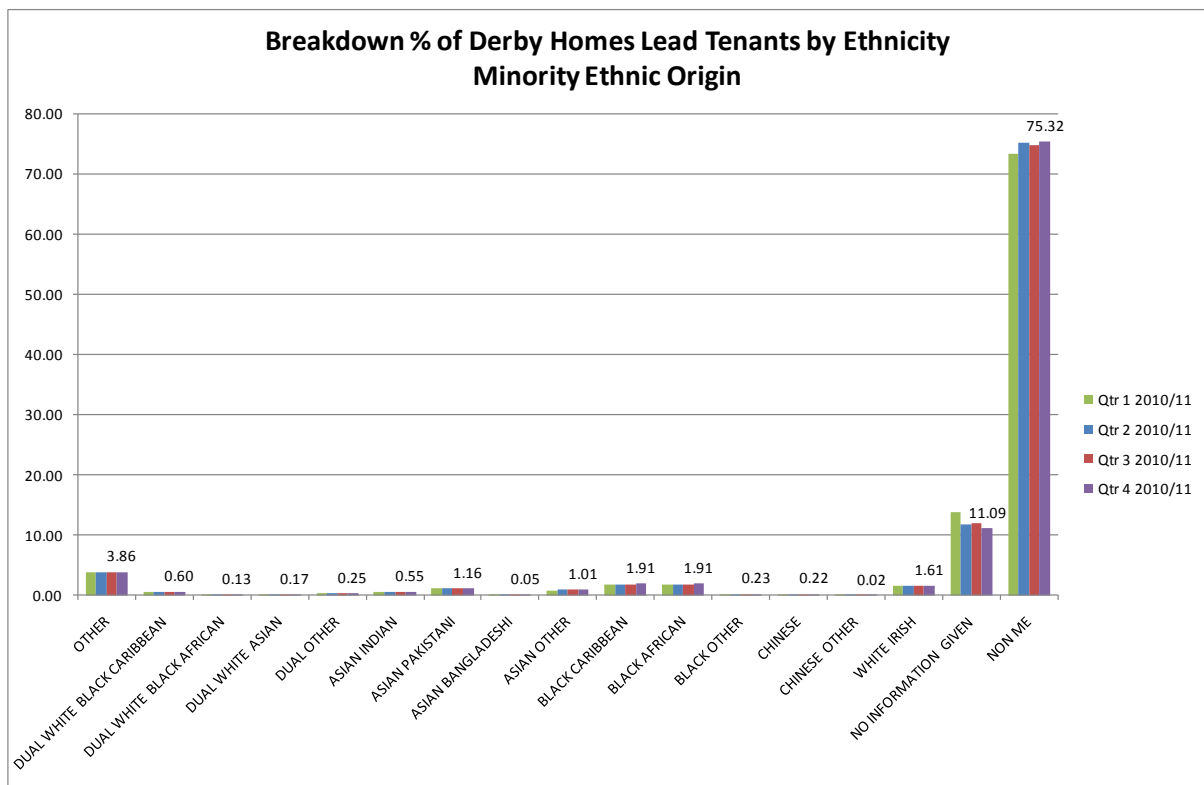
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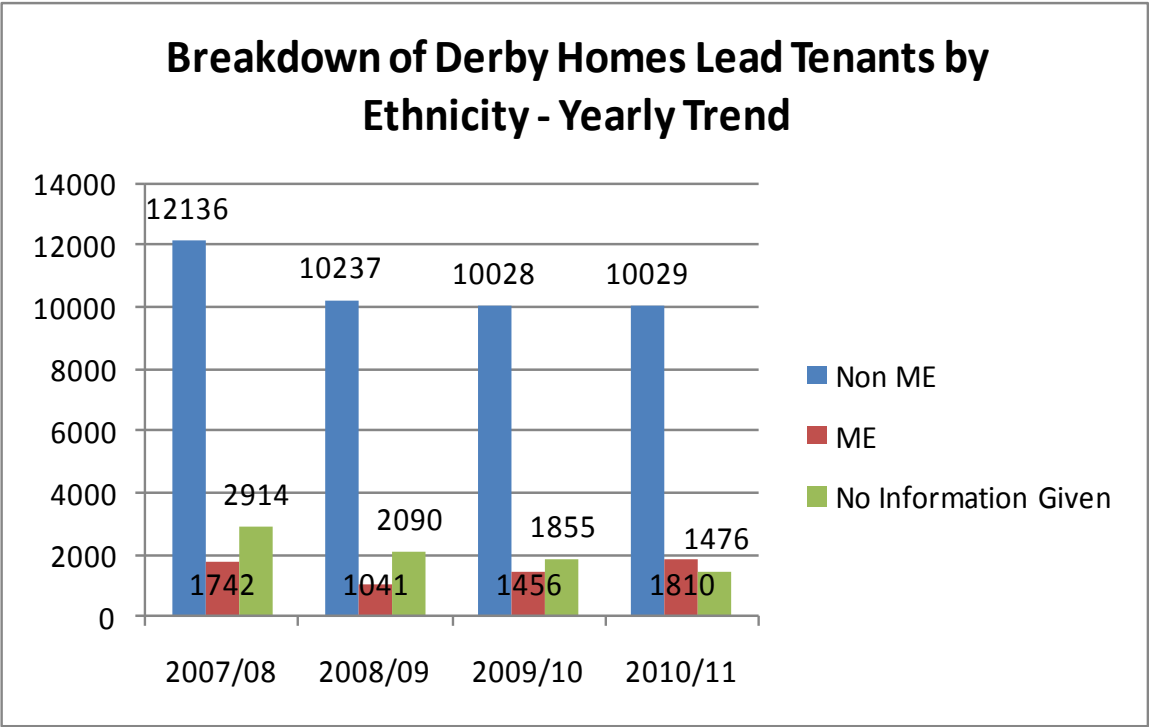


Ethnicity

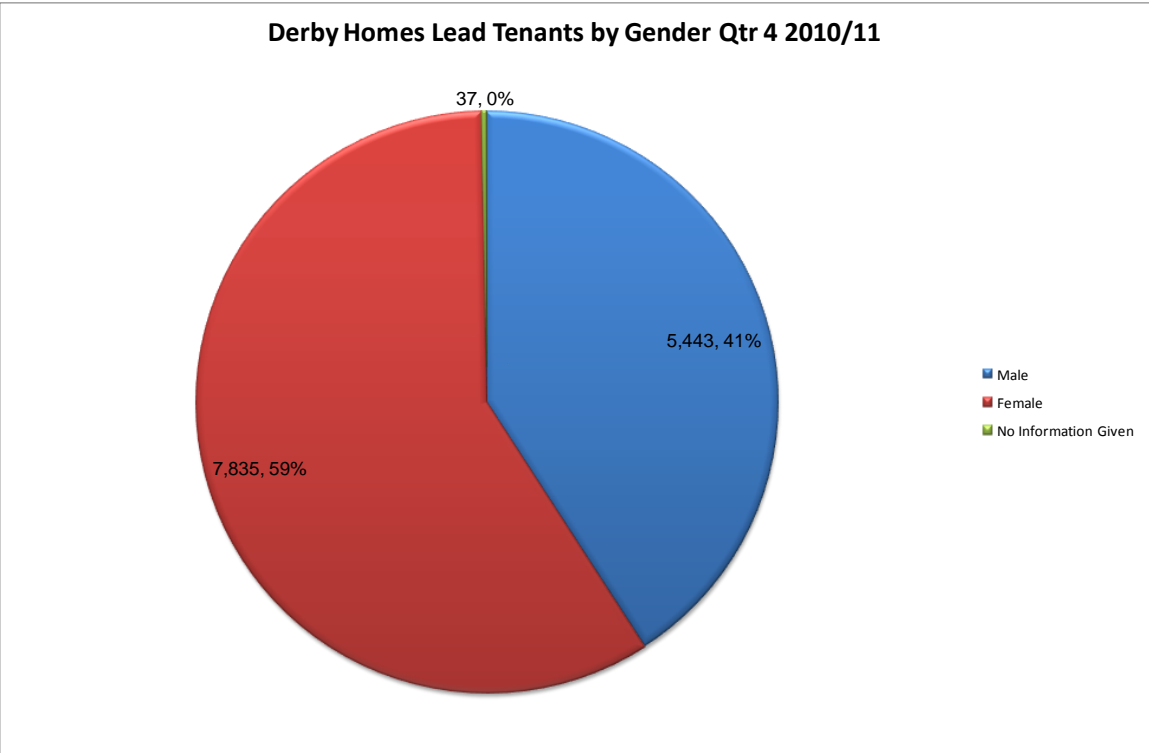


Since Quarter 4 2009 / 2010 we have increased the Ethnicity information we hold on our lead residents from 11% to 14%. The percentage of Non ME lead tenants remains the same at 75%.

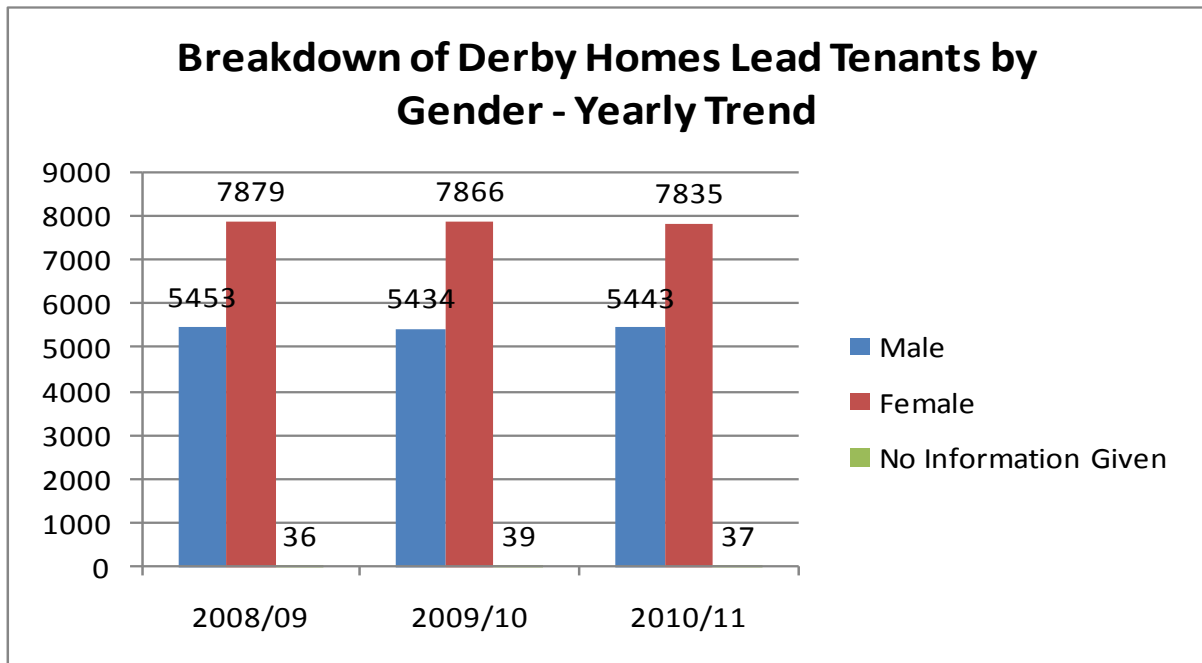




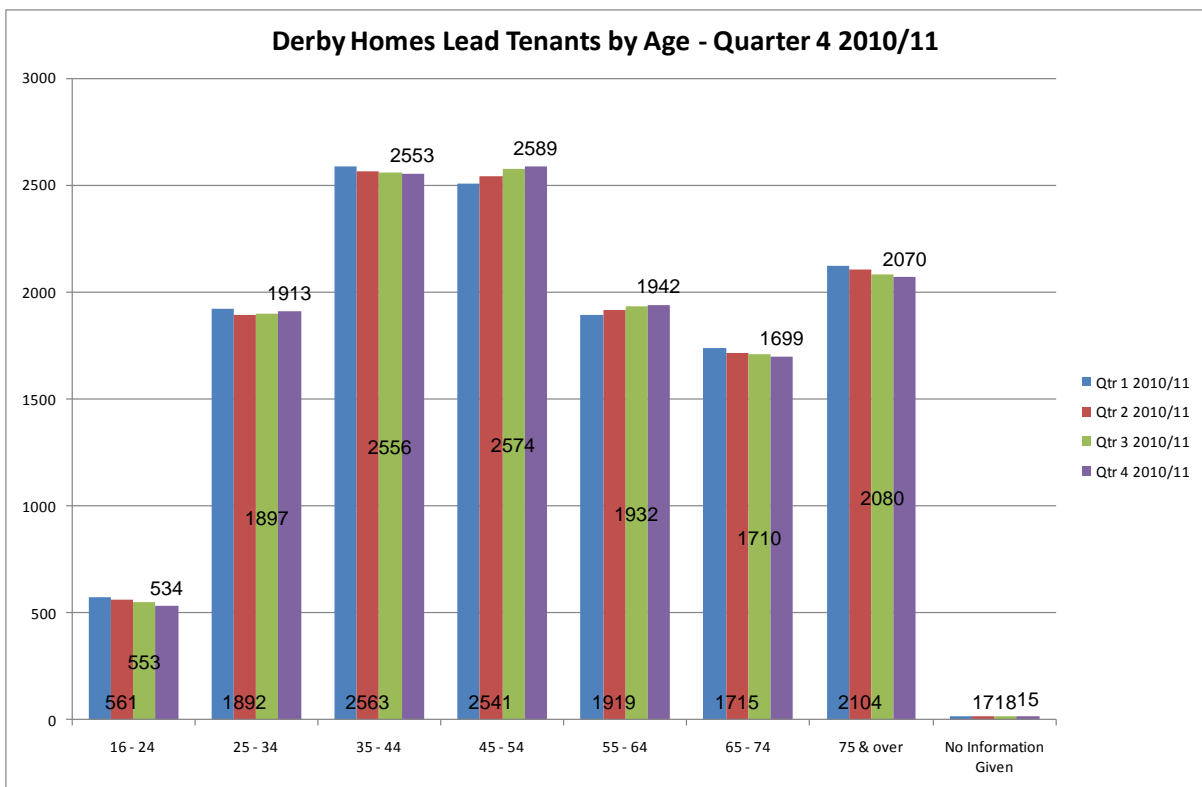
Gender



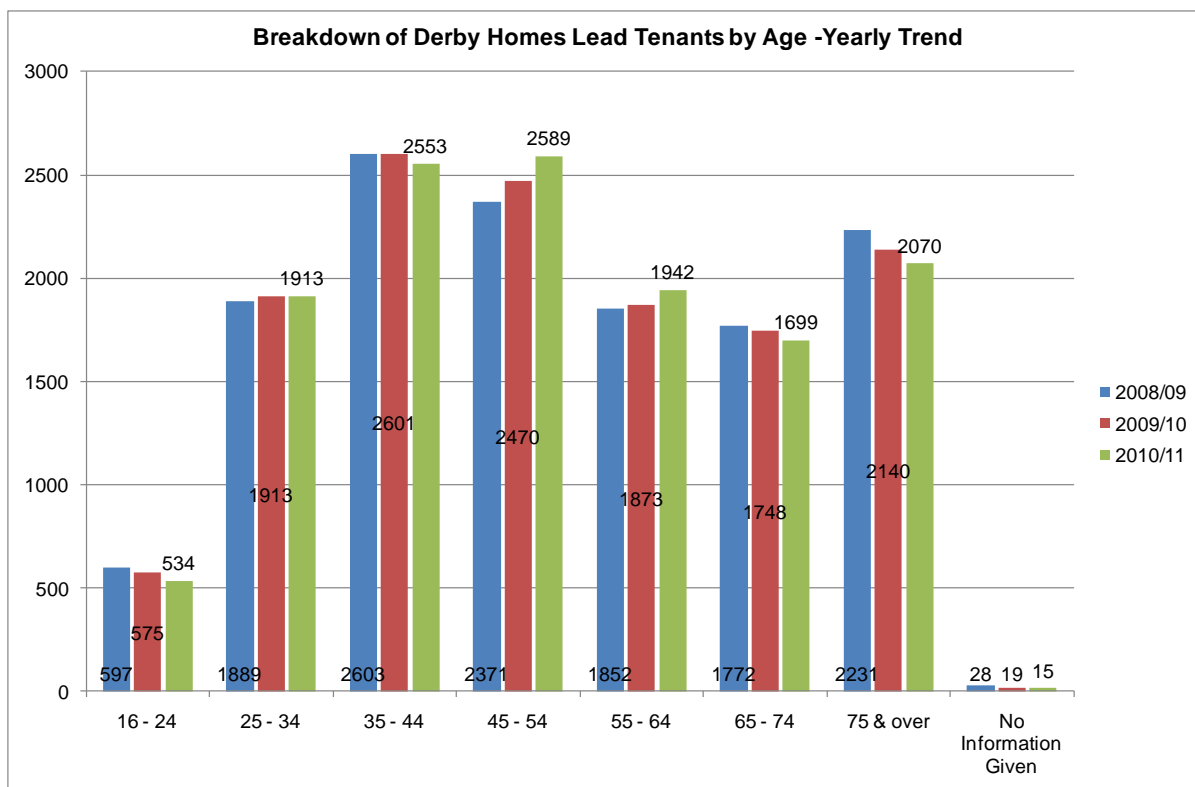
This information remains unchanged since Q4 2009 / 2010



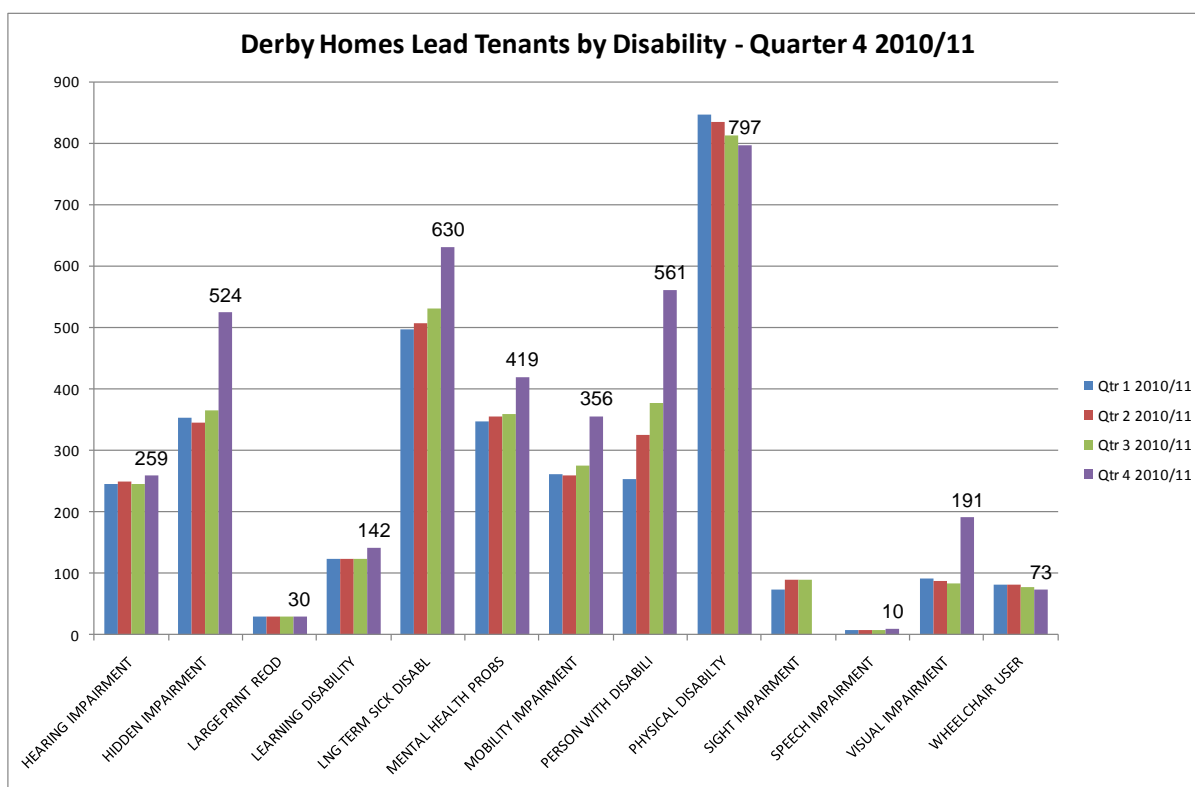
Age



Overall this information remains the same as in Quarter 4 2009 / 2010

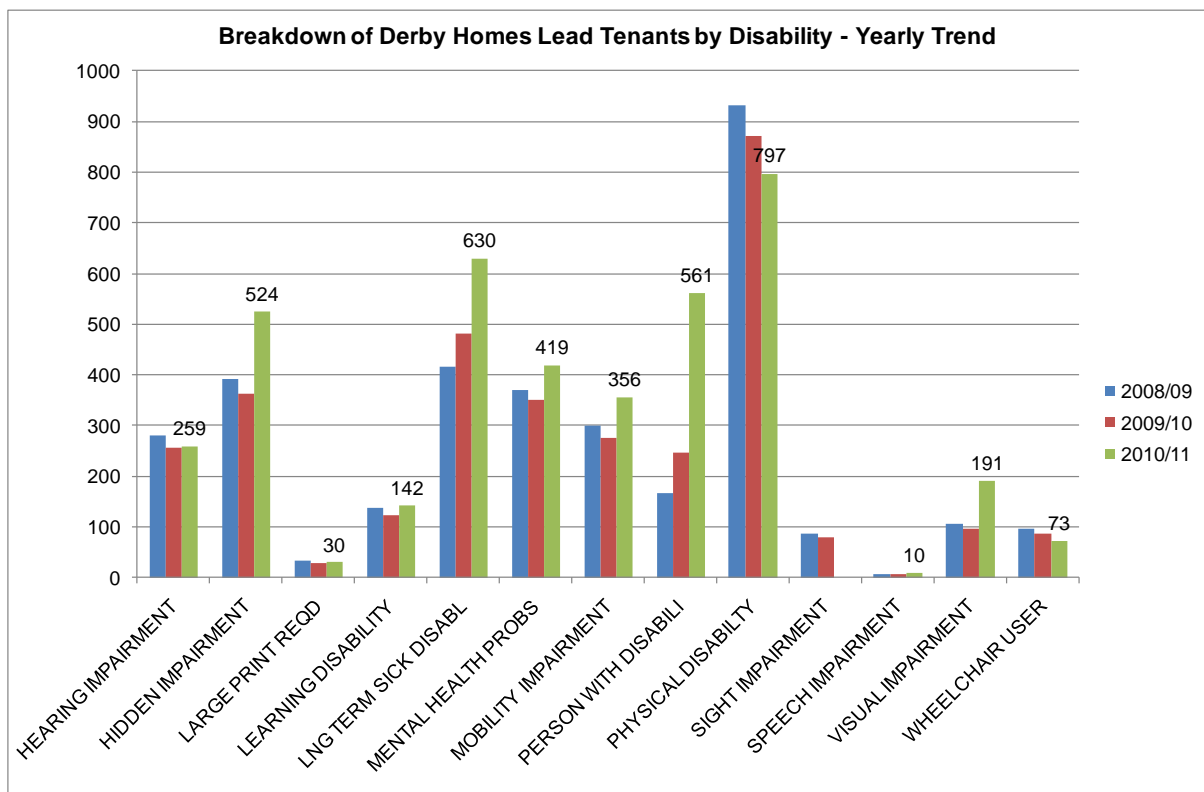


Disability

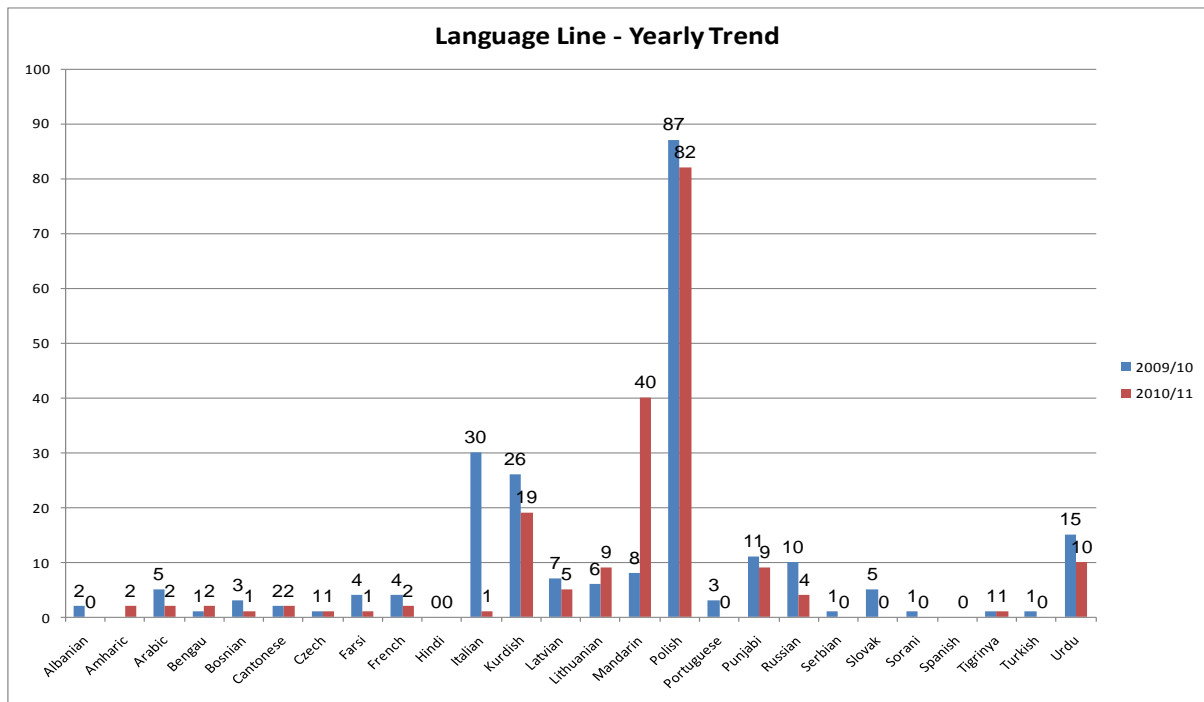
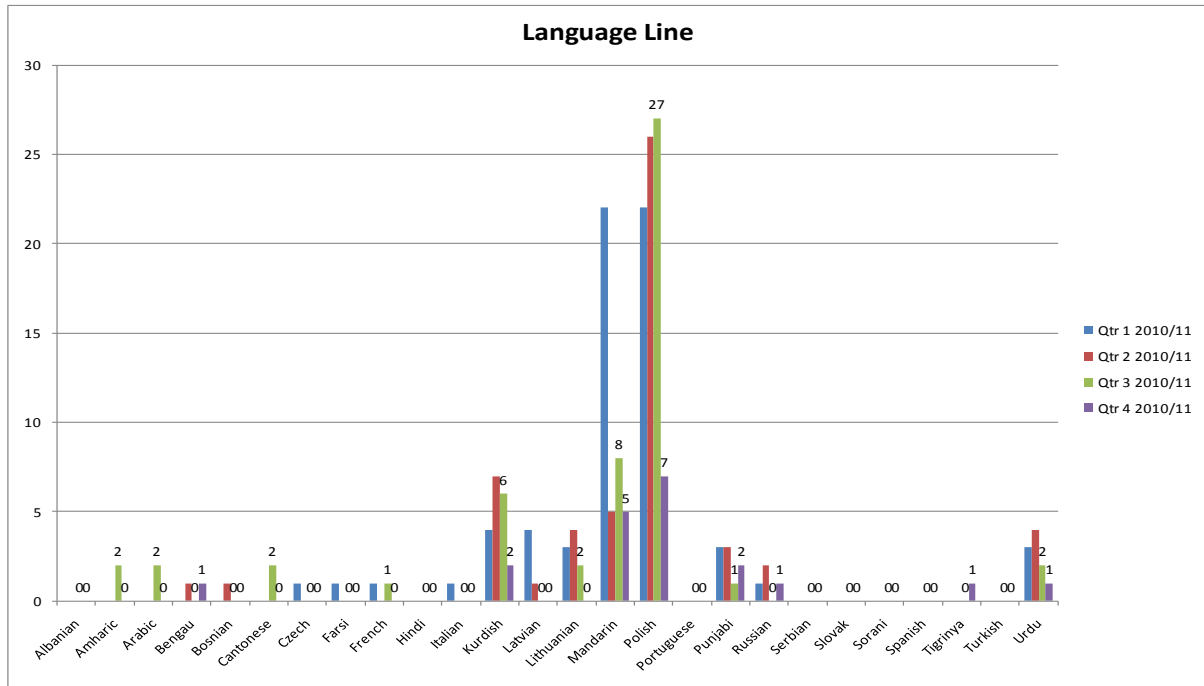


As a result of a customer profiling exercise undertaken during 2010 / 2011 we have increased the amount of information we hold relating to lead tenants and disability.

It is evident that there is a significant rise in lead tenant's information relating to hidden impairment, visual impairment, long term sick / disabled and people with a disability.

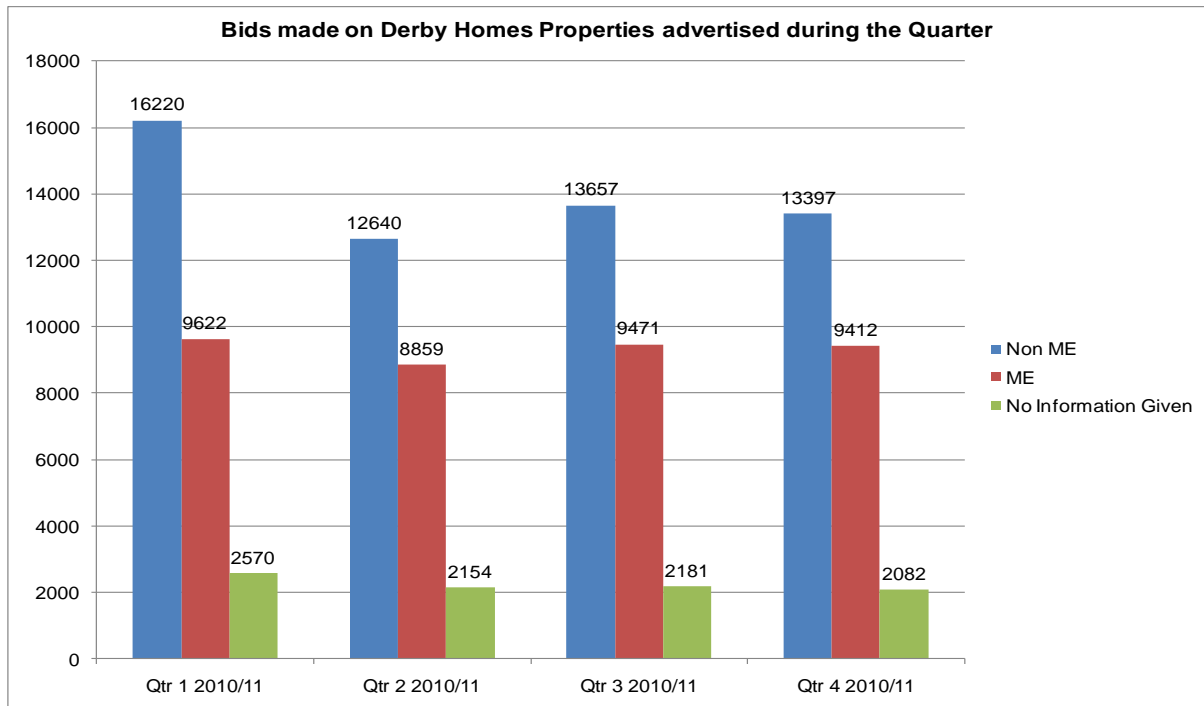


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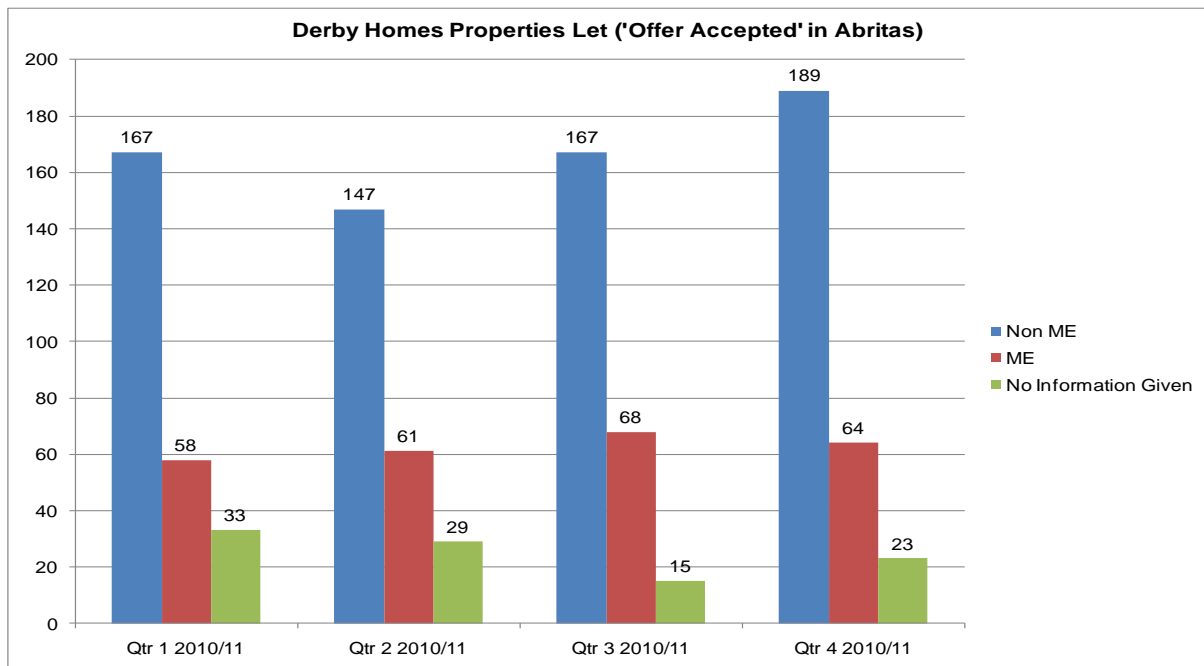


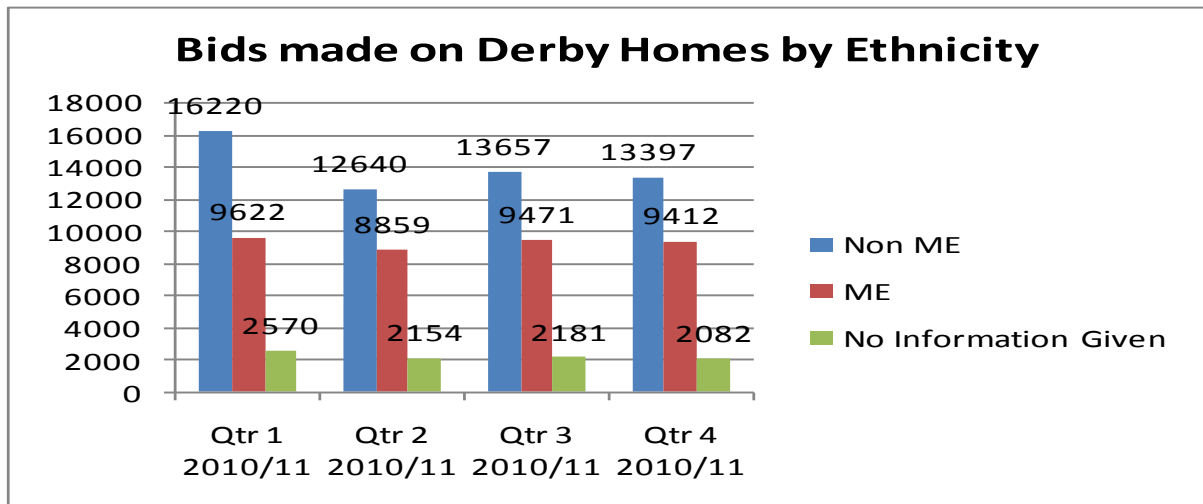
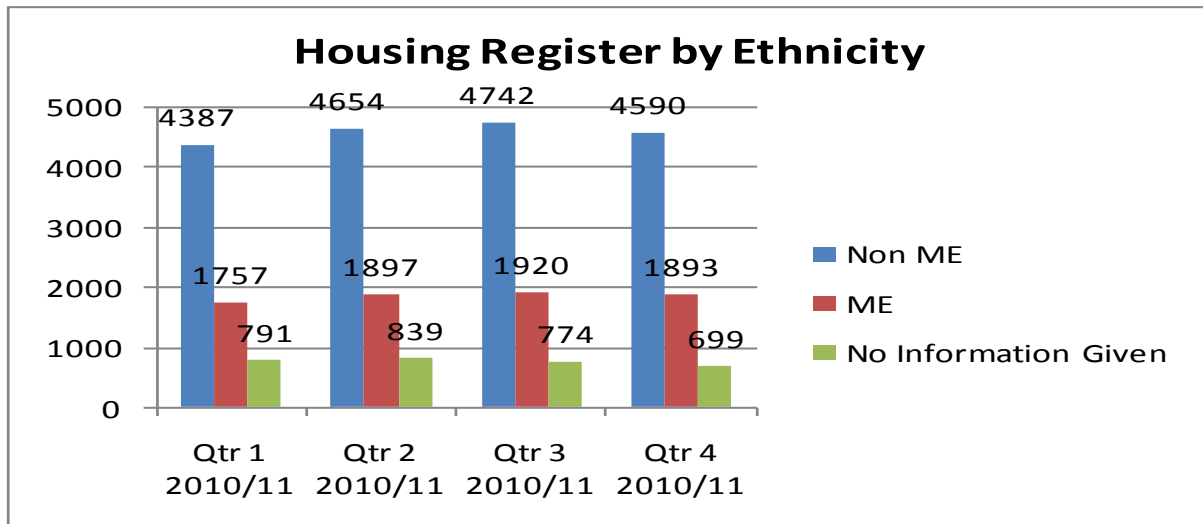
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3 Lettings

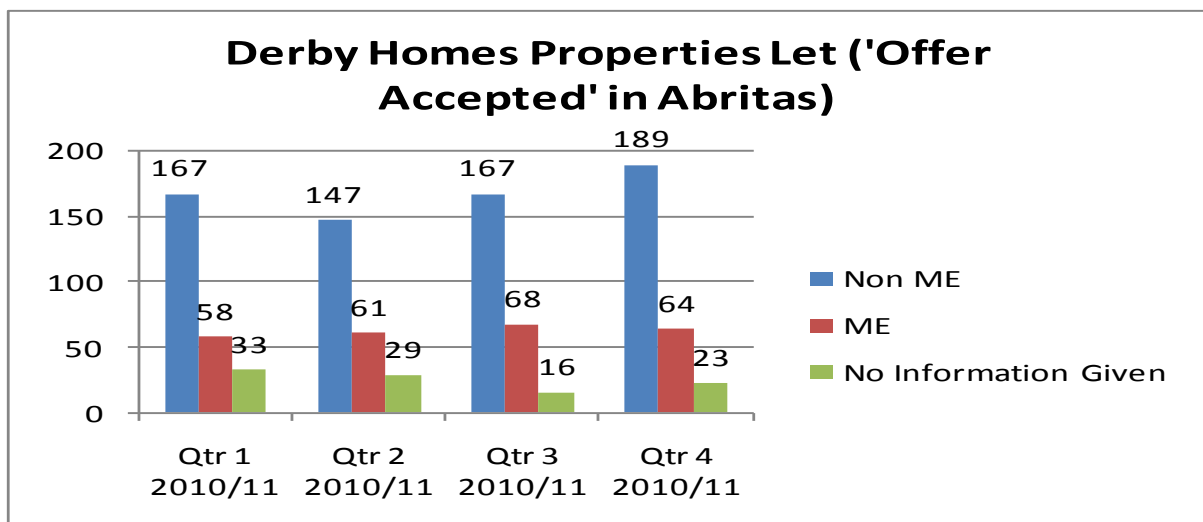


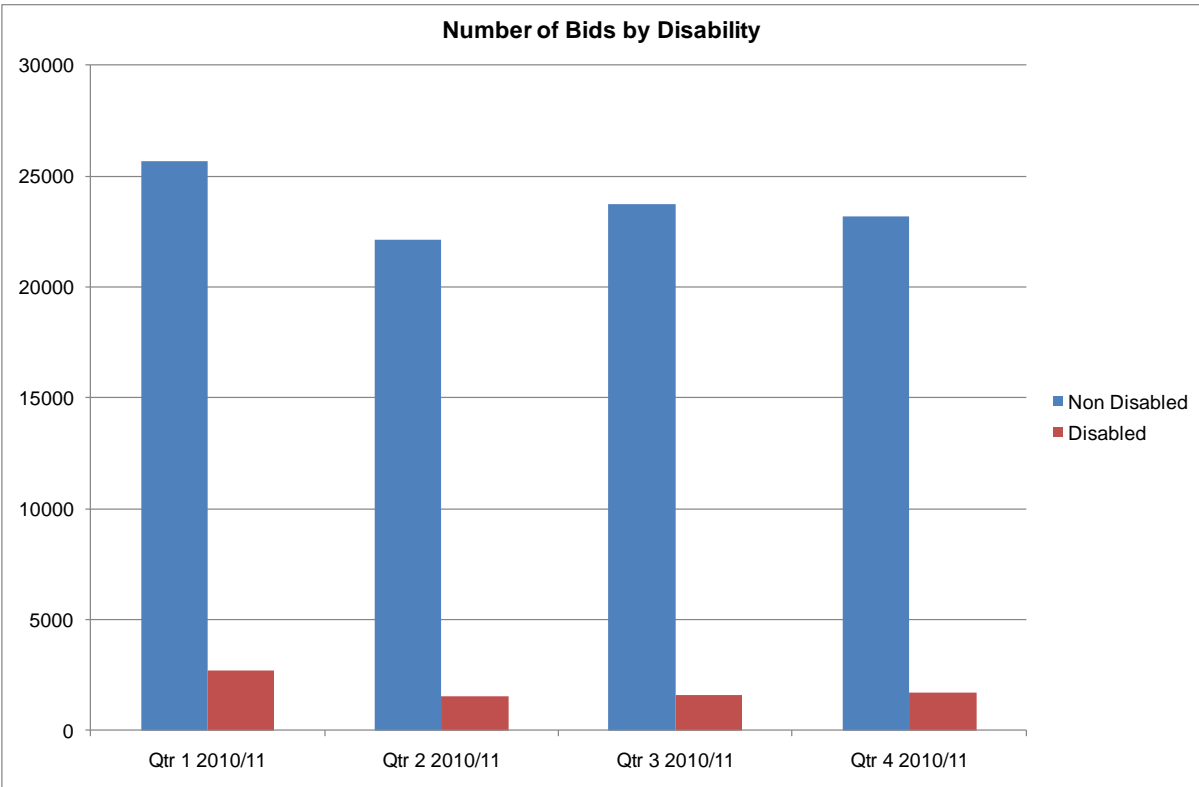
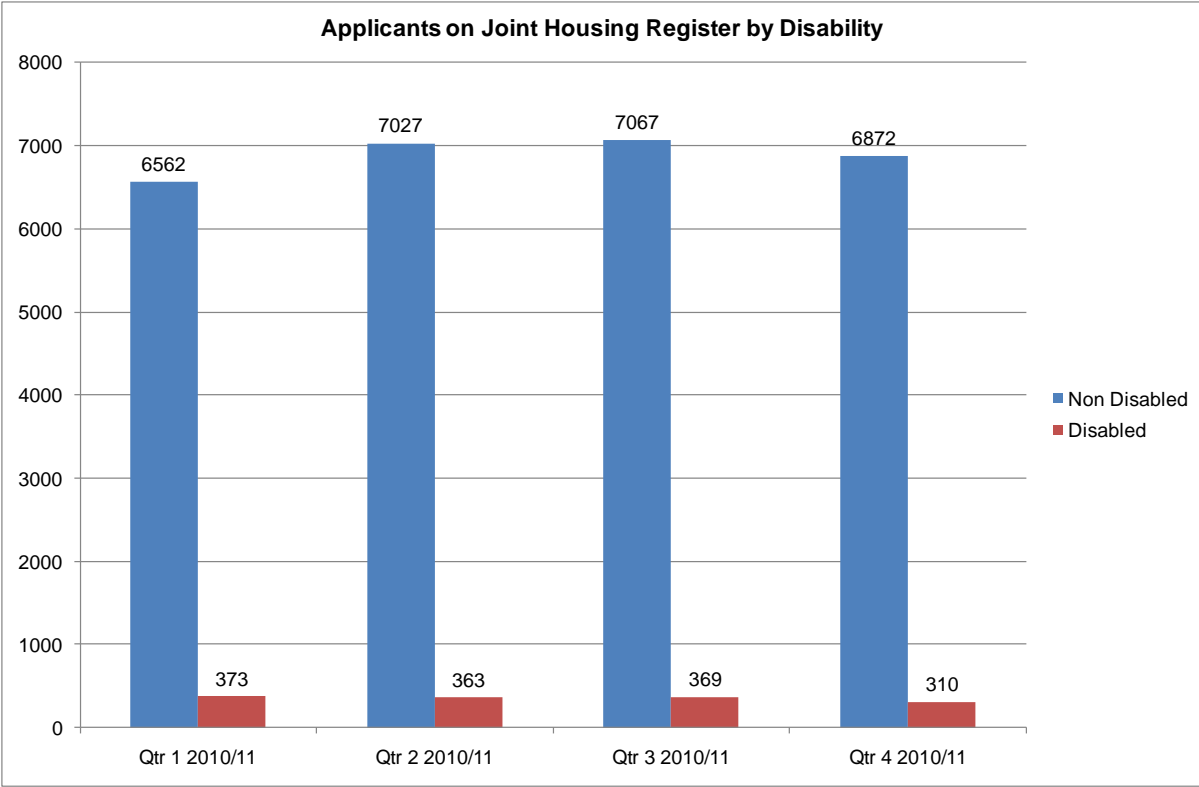
Applicants can make up to 6 bids on advertised properties per week. Auto bidding occurs when the most vulnerable applicants on the register have automatic bids placed for them by the system. These bids will be placed on the properties the applicants are most likely to be successful in being offered. Auto Bidding has changed from April 2011 to enable filters by area choice.

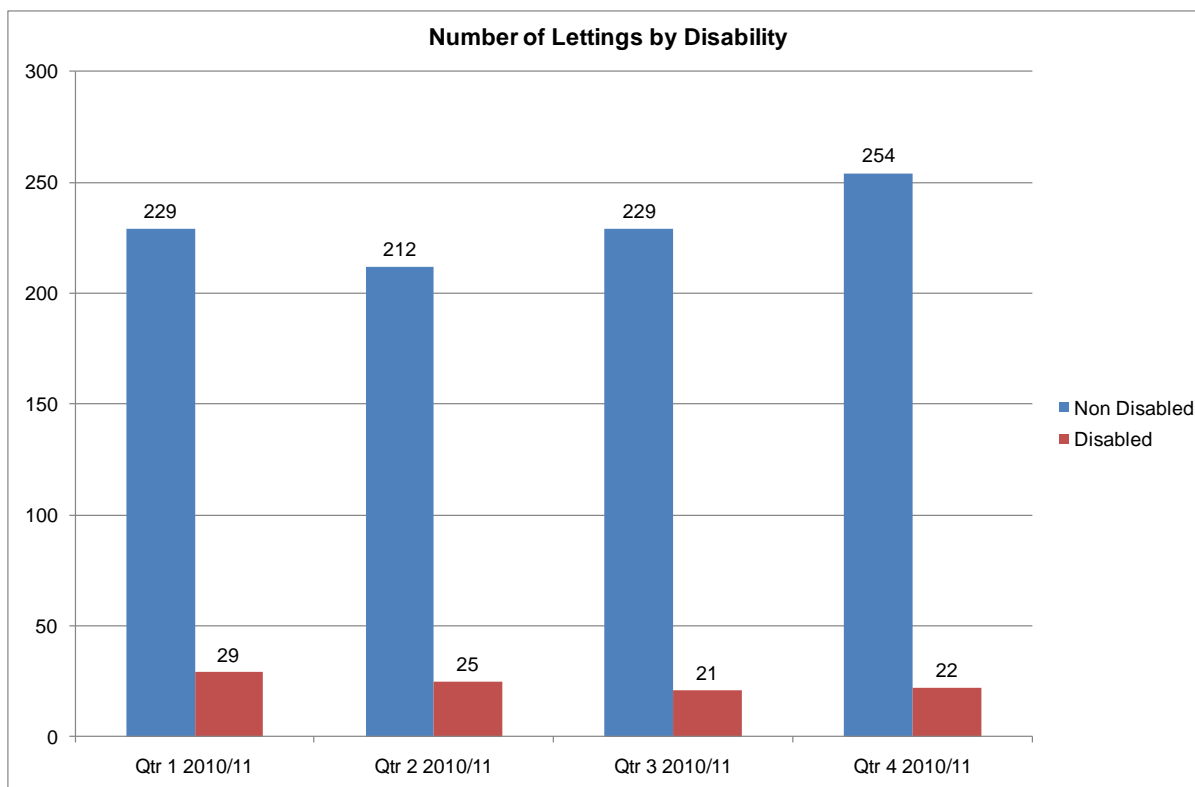




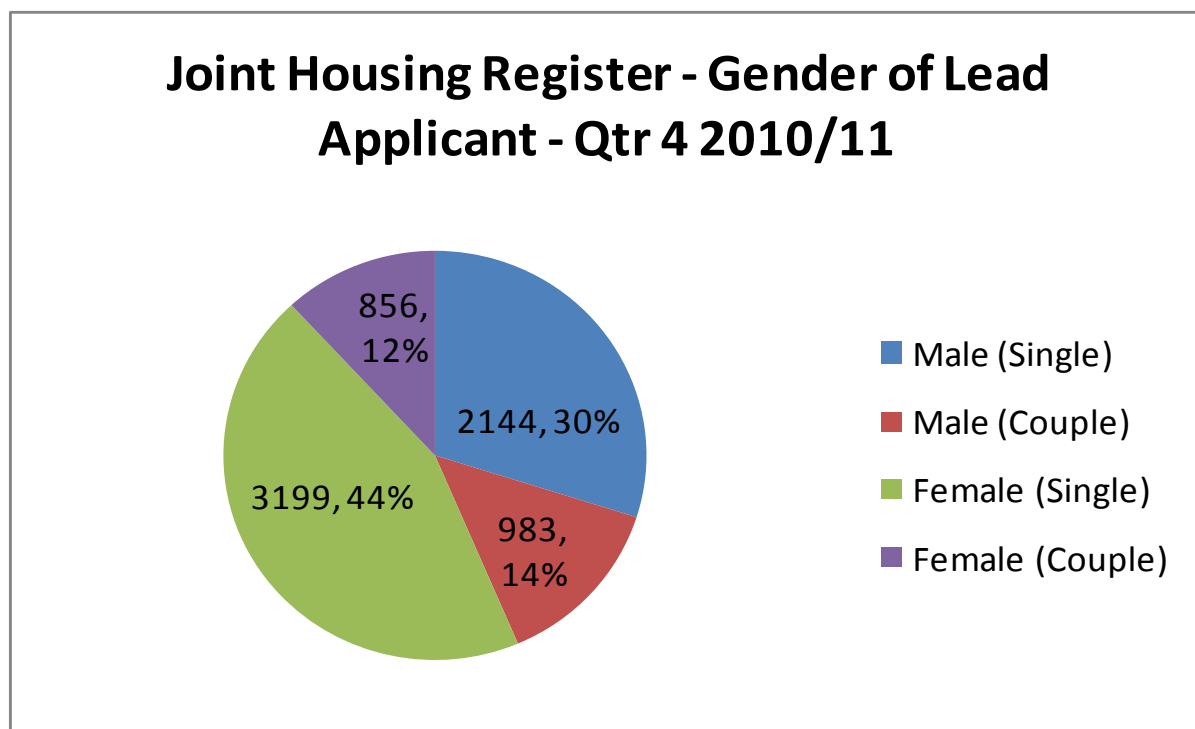
Auto Bidding for vulnerable groups may provide one explanation for increased bids by ME applicants



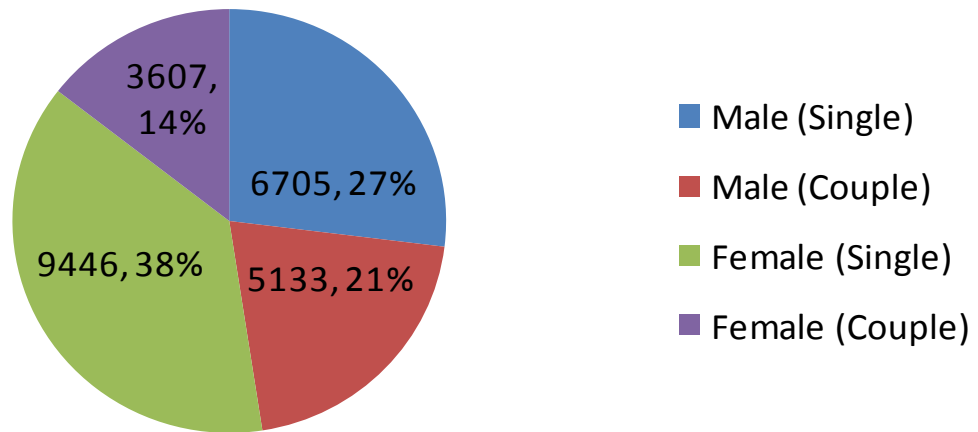




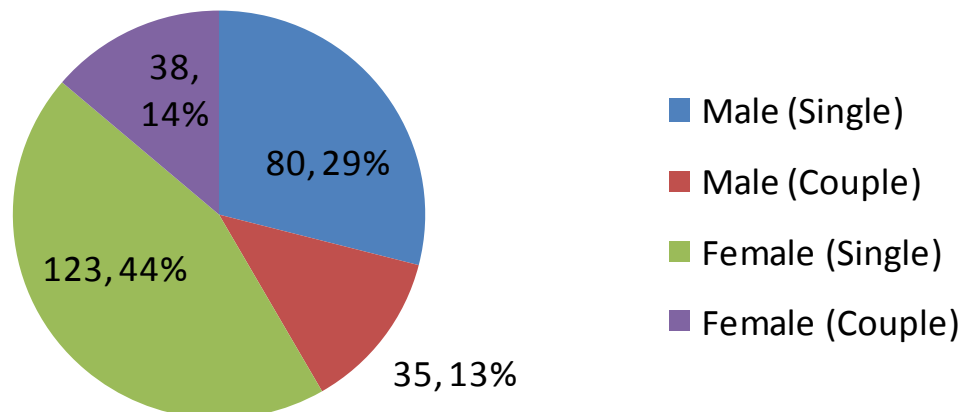
Since Quarter 4 2009 / 2010 there has been a 3% reduction in lettings to disabled applicants. This is as a result of the type of vacant properties available during this quarter.



Bids - Gender of Lead Applicant - Qtr 4 2010/11

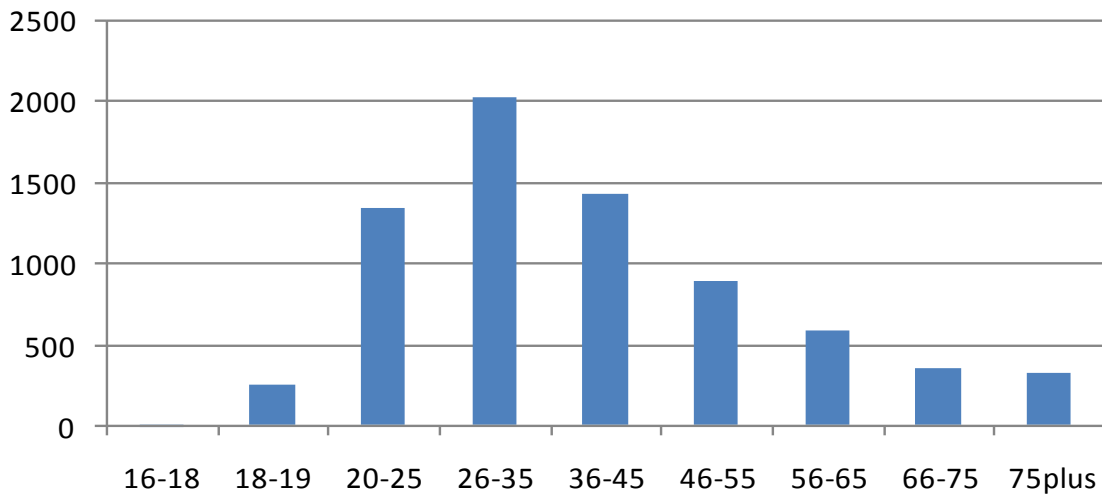


Lettings - Gender of Lead Applicant - Qtr 4 2010/11

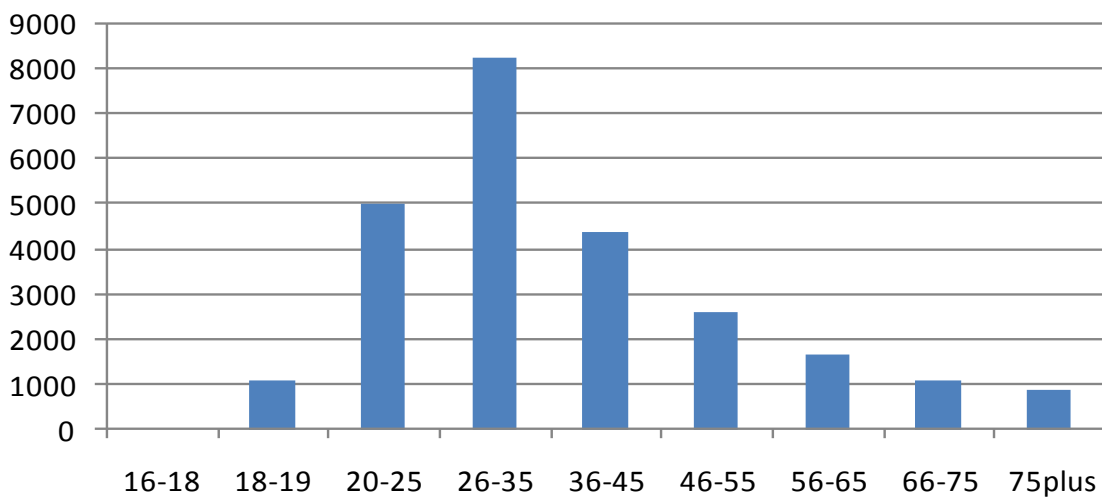


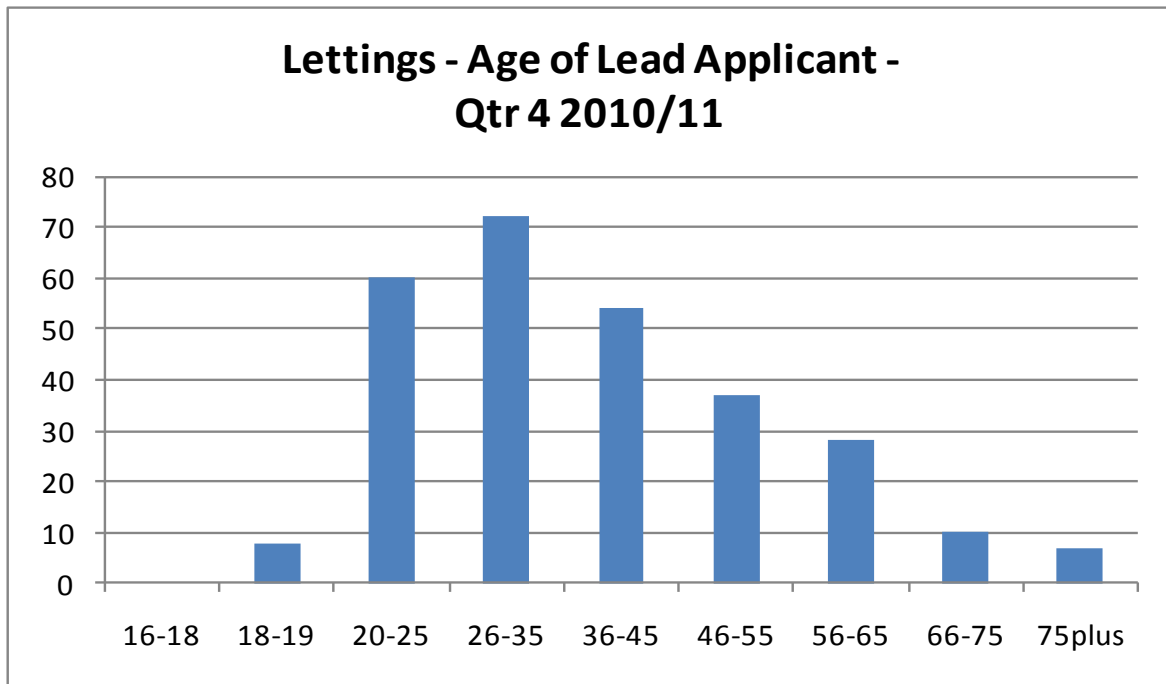
The profile of bids received and lettings made by gender of lead applicant mirrors the makeup of the joint housing register.

**Joint Housing Register - Age of Lead Applicant -
Qtr 4 2010/11**



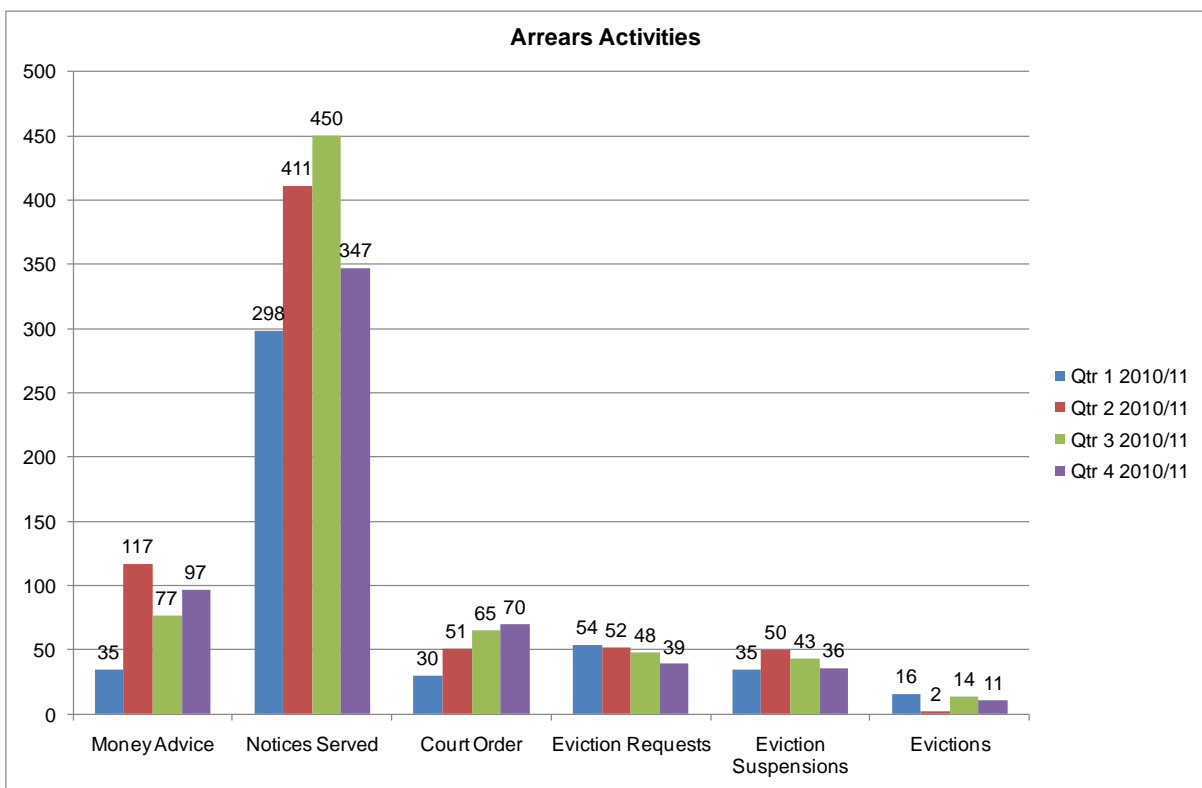
**Bids - Age of Lead Applicant -
Qtr 4 2010/11**

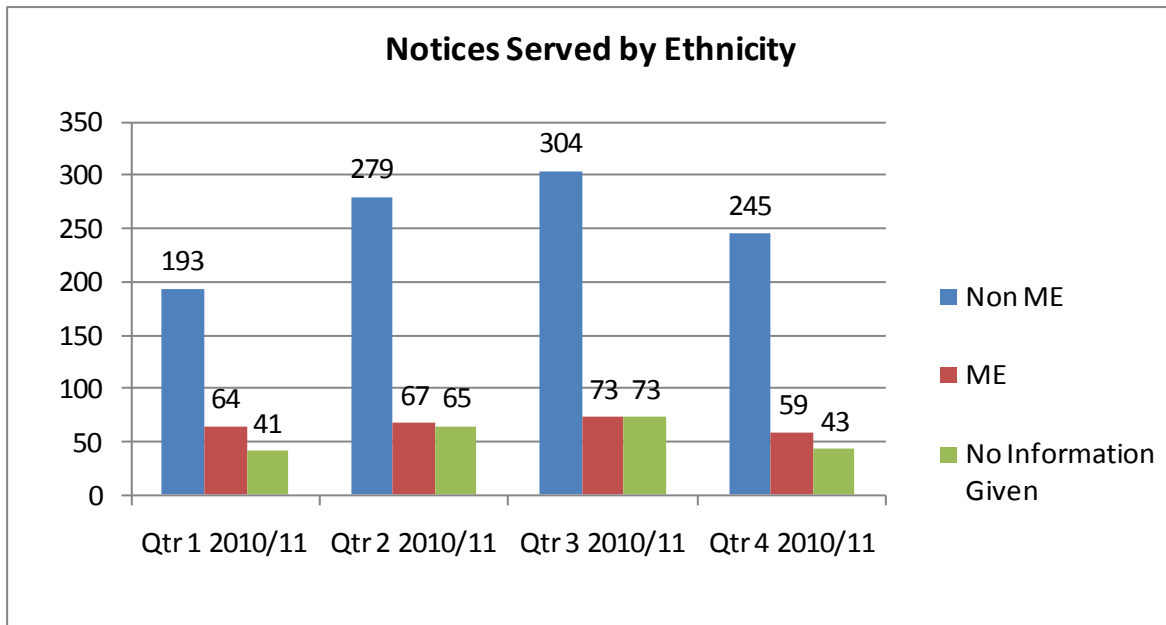




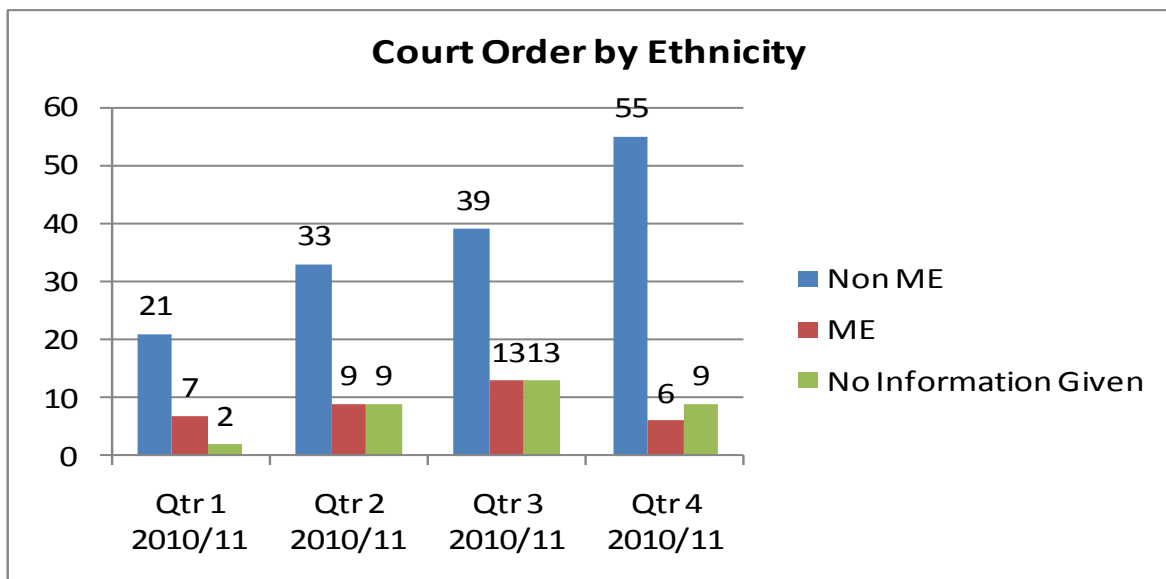
The Age profile of bids received and lettings made mirrors that of the makeup of the joint housing register.

4 Arrears

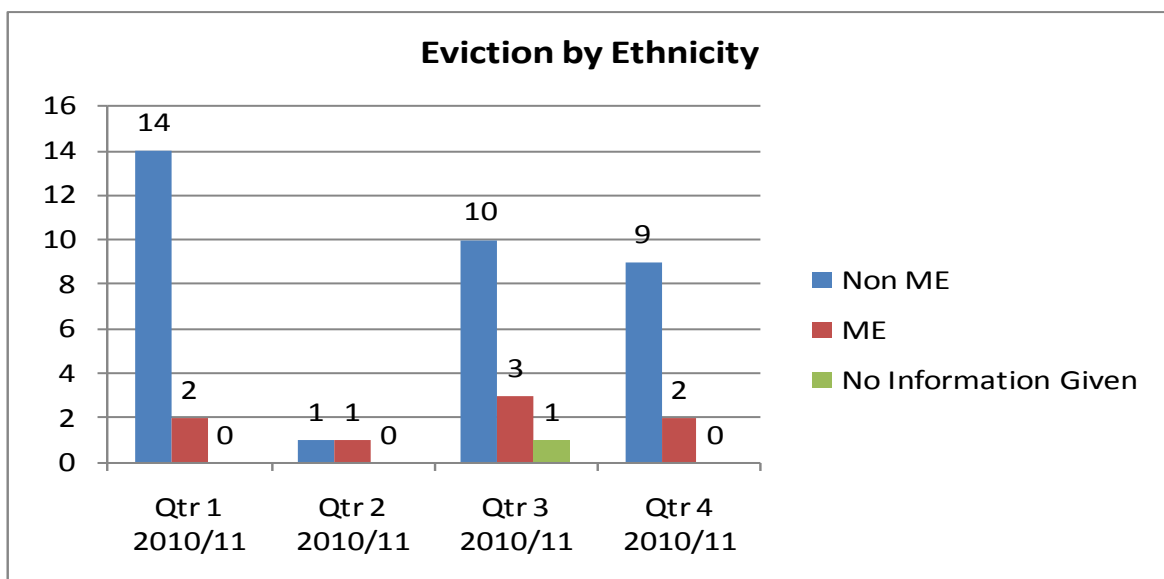
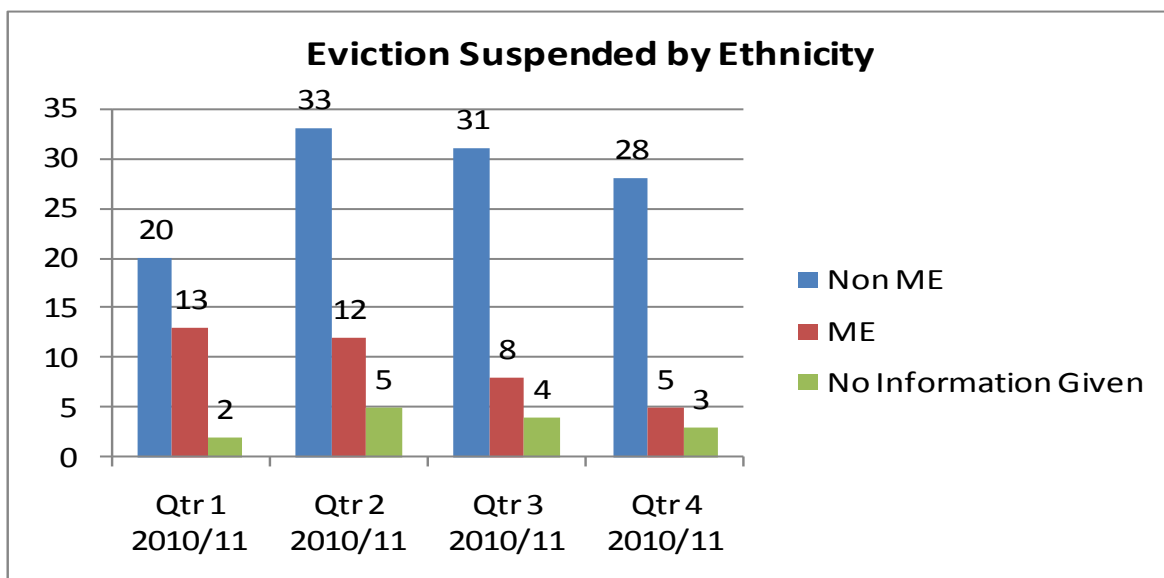
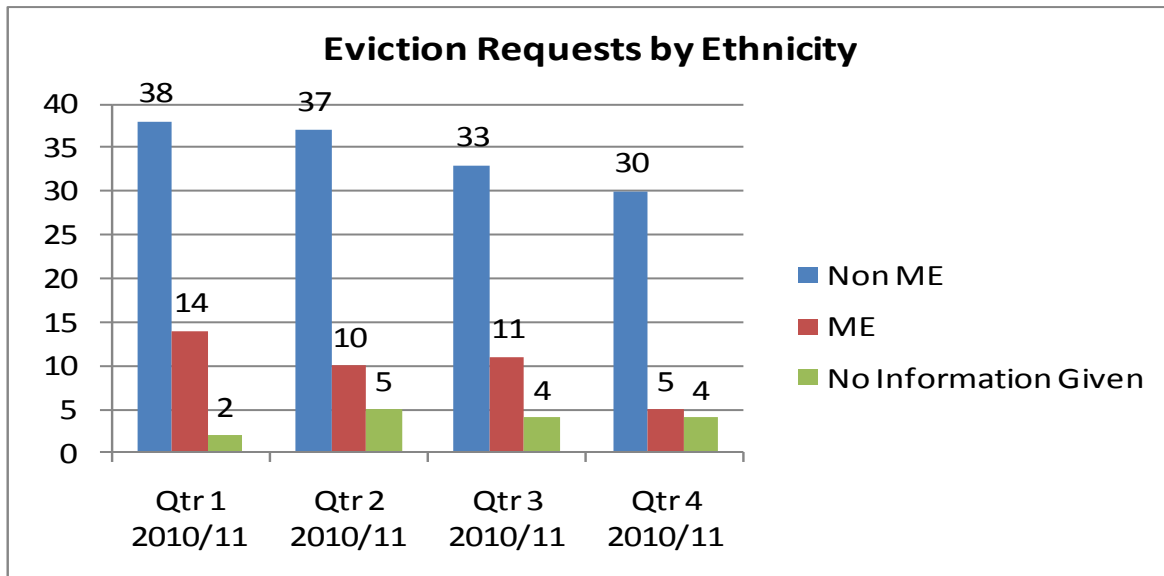




In Quarter 4, 71% of notices served were to Non ME lead tenants, 17% to ME lead tenants and 12% of notices were served where we held no information on the lead tenants' ethnicity.

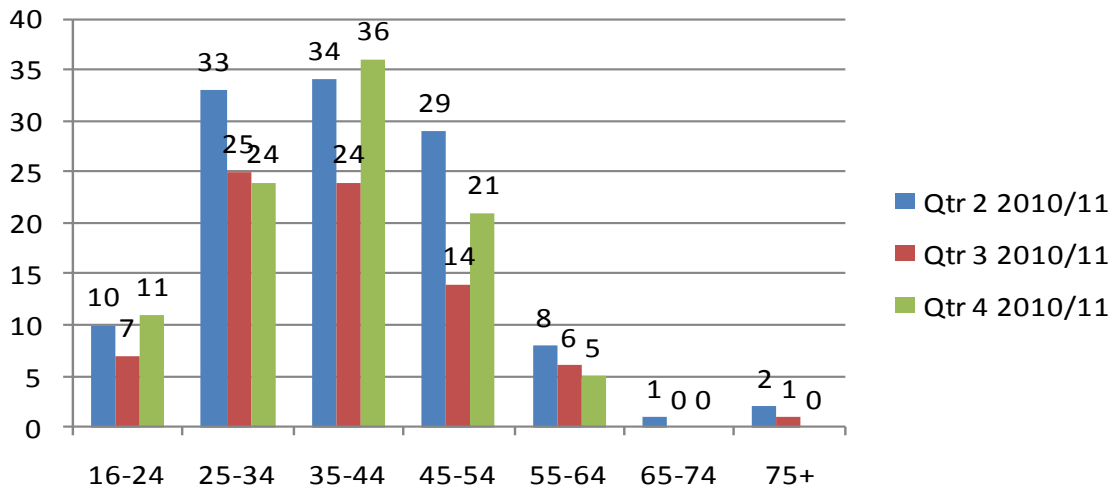


In Quarter 4, 79% of court orders were obtained for non ME lead tenants, 9% for ME lead tenants and 12% of court orders were obtained on tenants where we did not know their ethnicity.

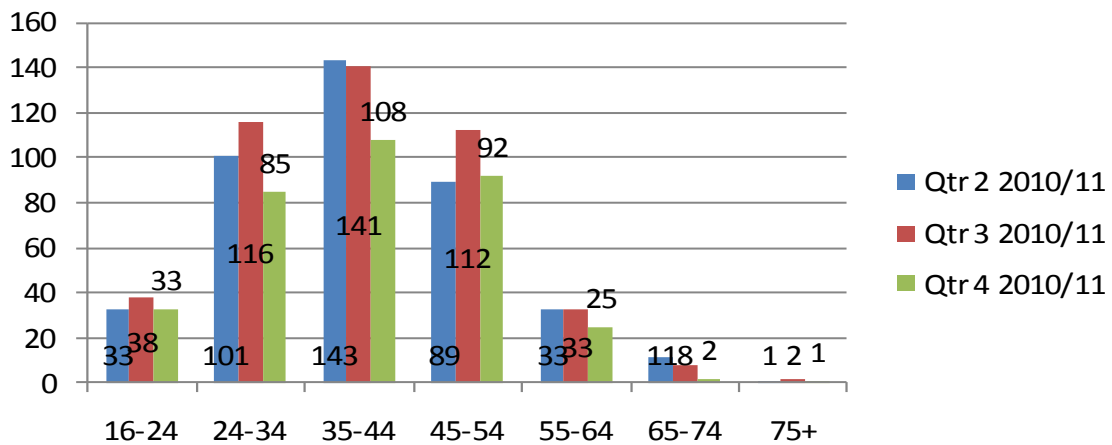


In Quarter 4, 88% of evictions carried out were non ME lead applicants.

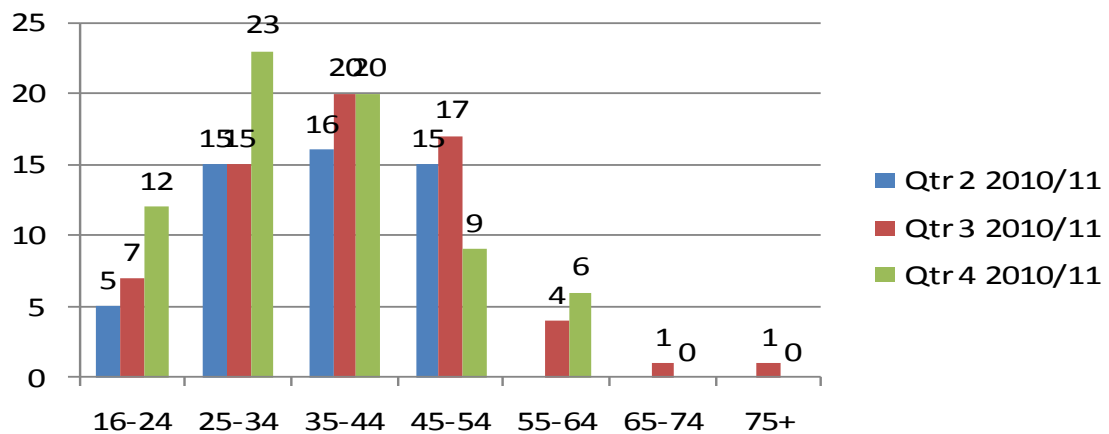
Money Advice by Age

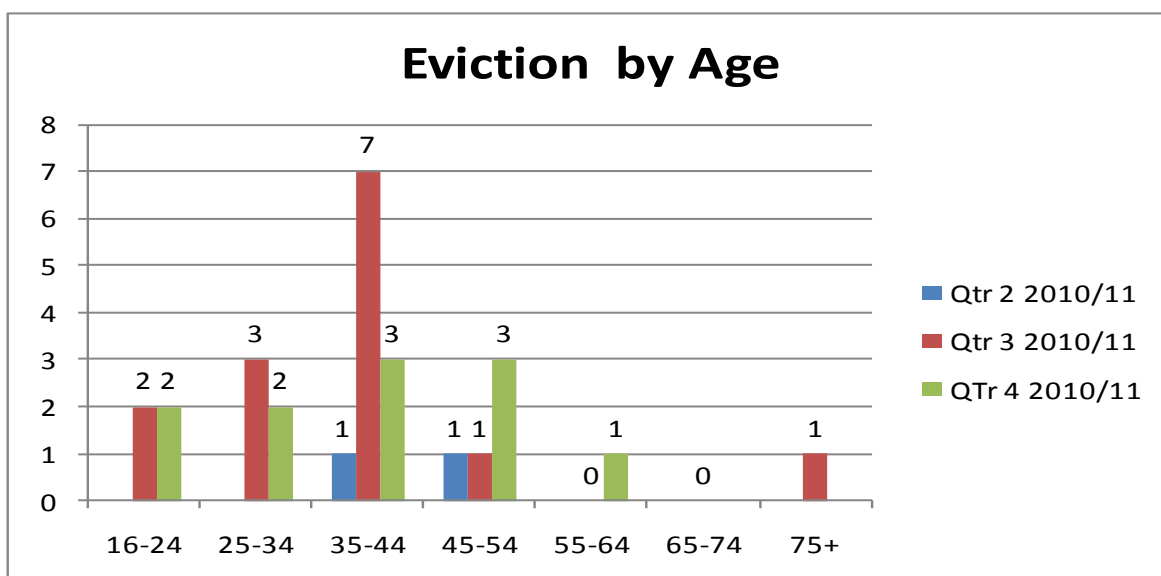
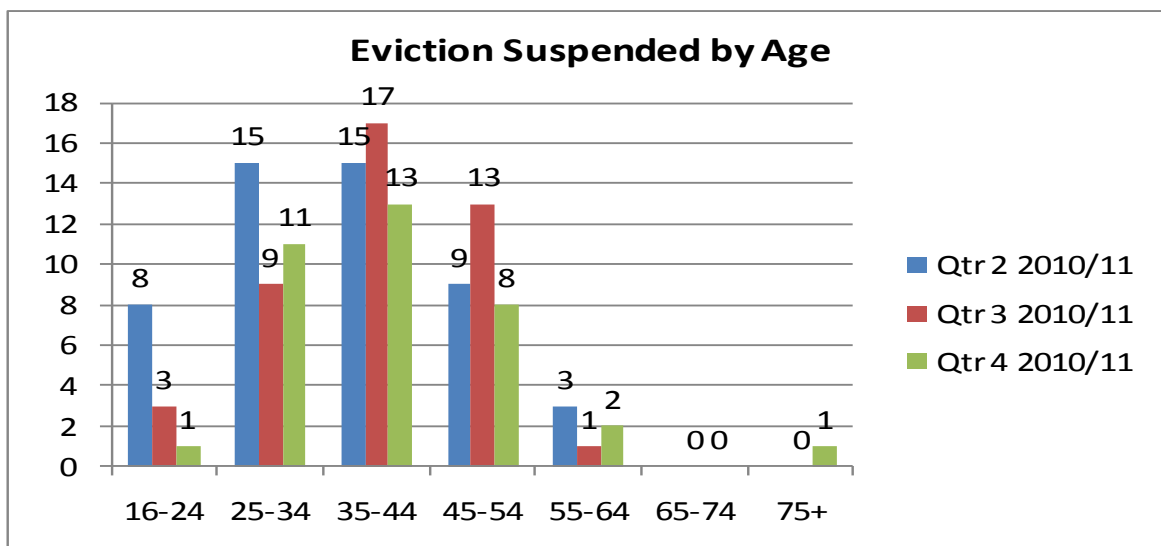
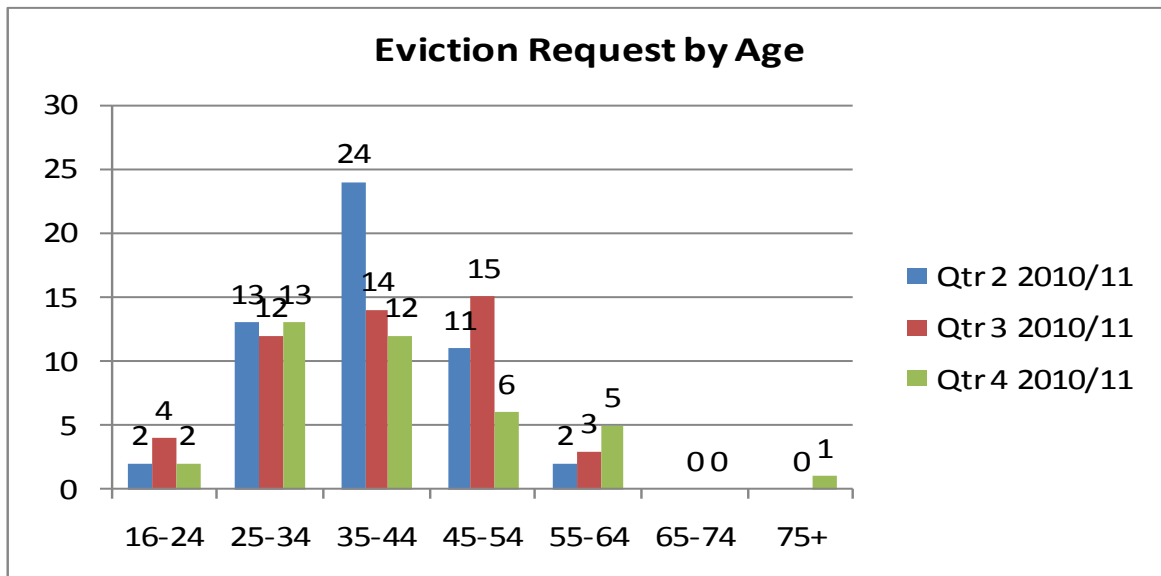


Notices Served by Age

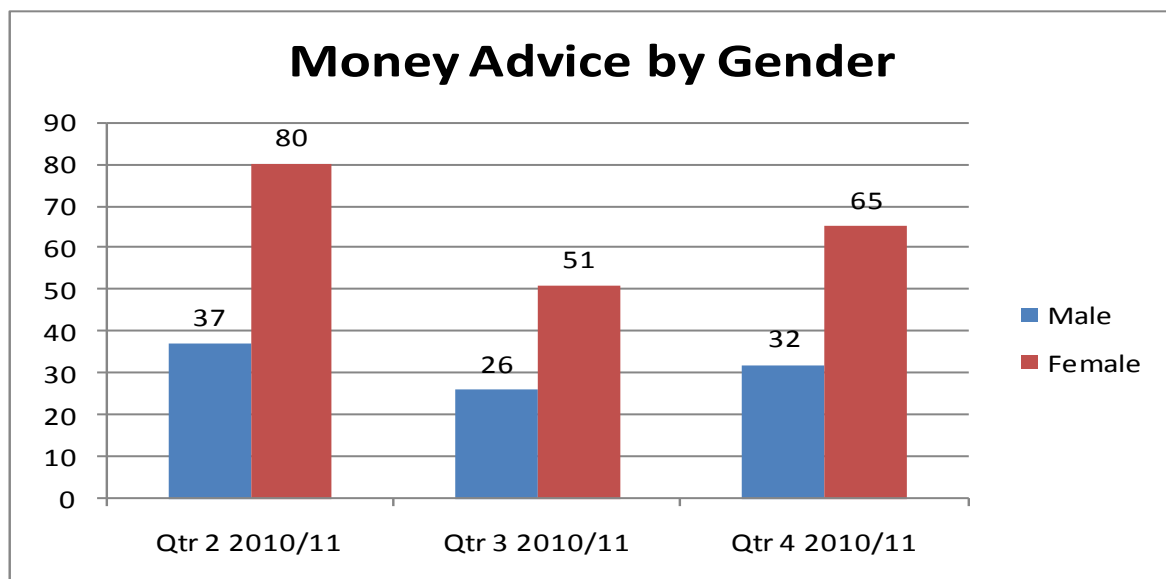


Court Order by Age

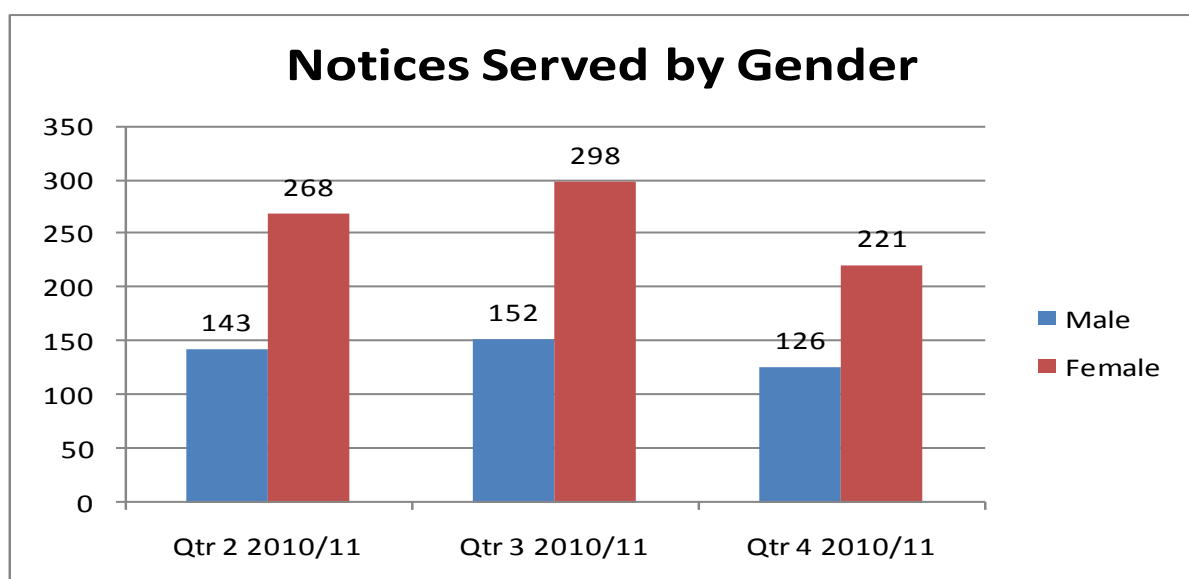




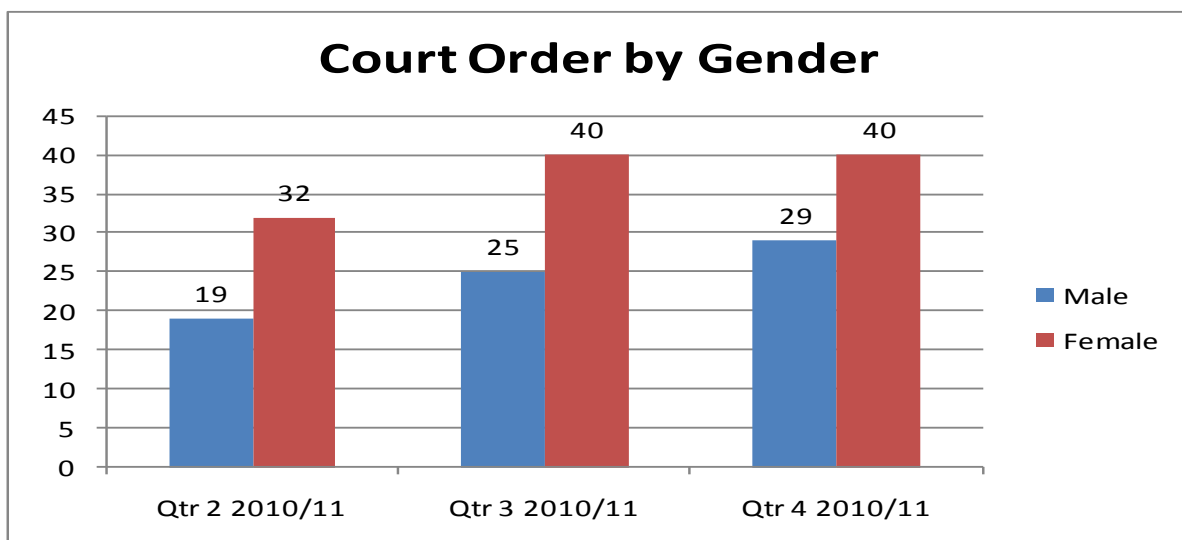
There is incomplete data available for Quarter 1 2010 / 2011 for the following suite of graphs, for this reason only Quarters 2,3 and 4 have been used.



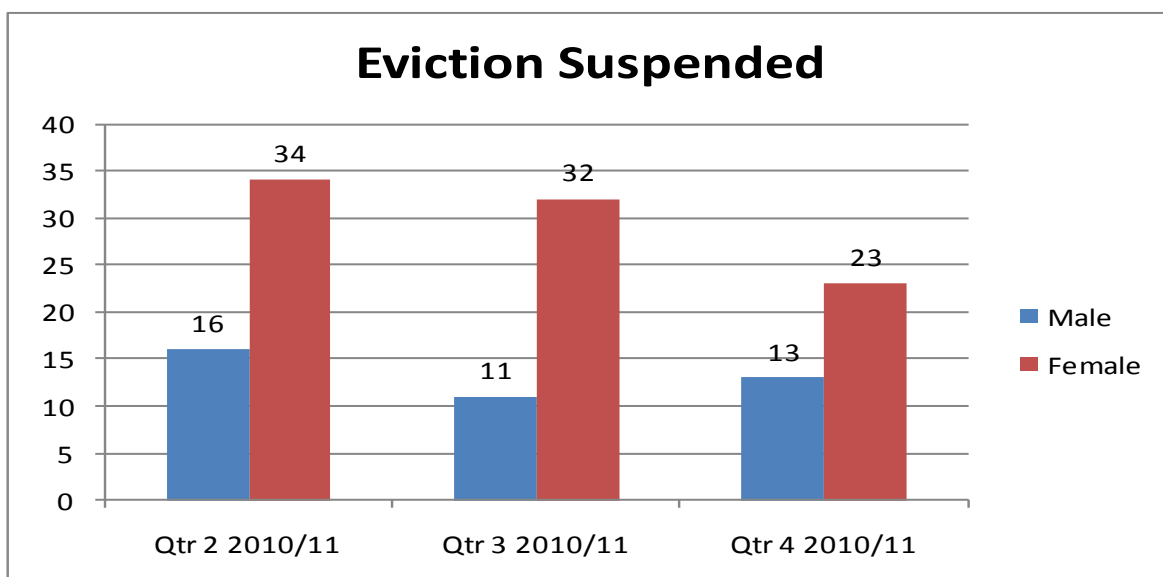
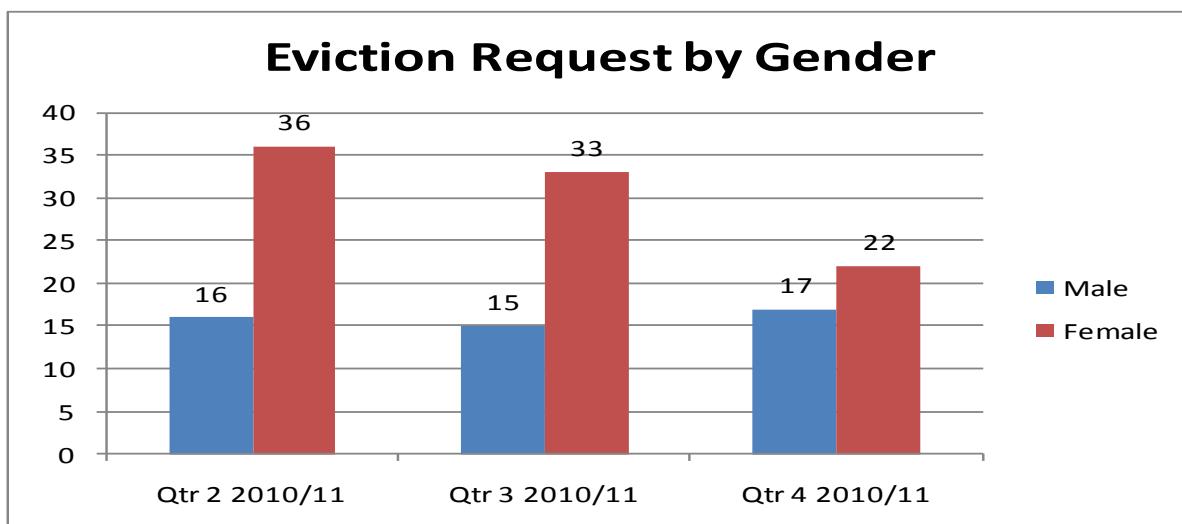
Throughout 2010 / 11 it is evident that Female lead tenants are twice as likely to engage with money advice. In the case of joint tenancies the information from Tenant 1 is used for the purpose of this equalities report.

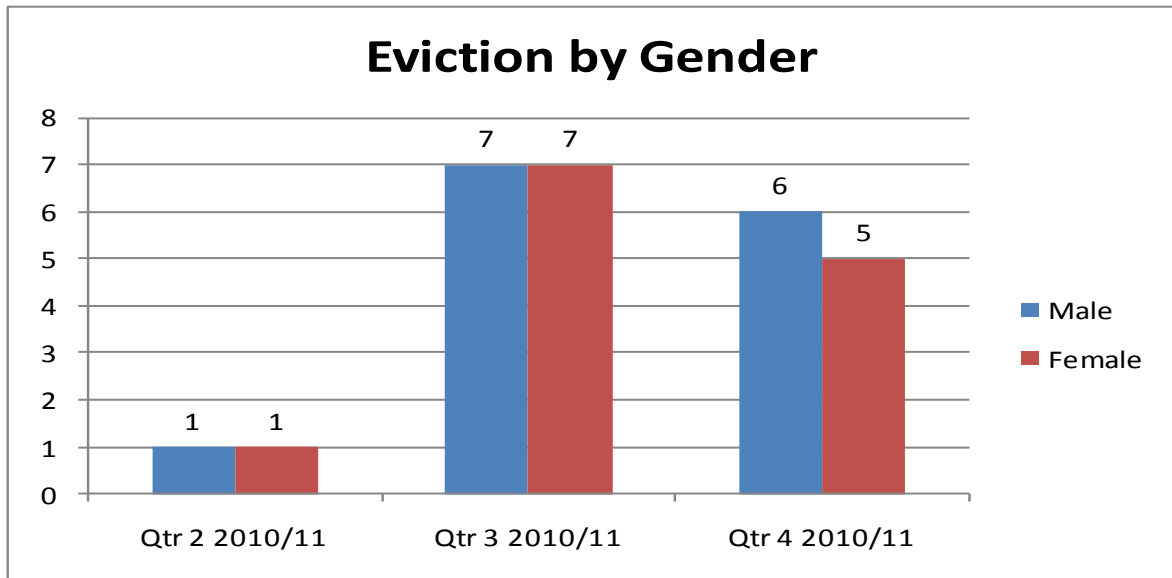


In this quarter, 64 % of notices were served of Female lead tenants and 36% on Male lead tenants.

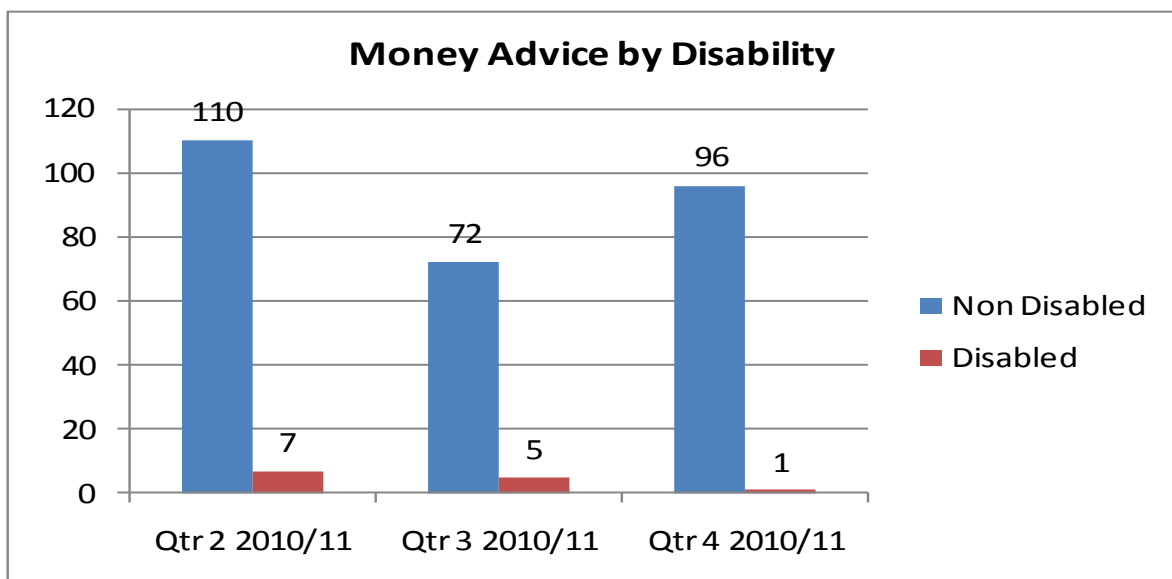


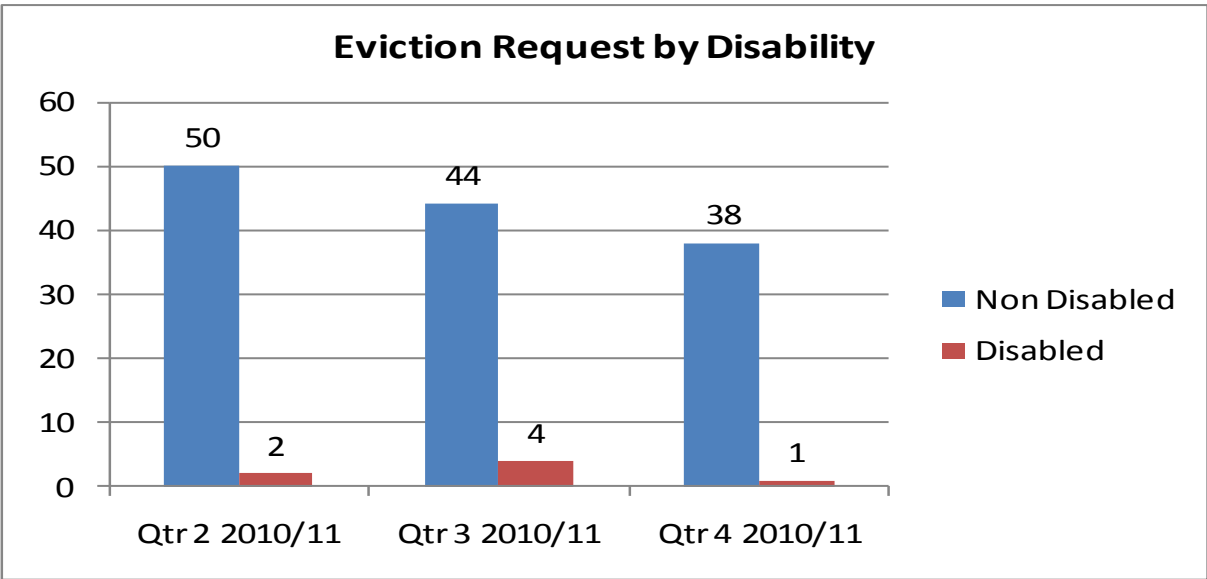
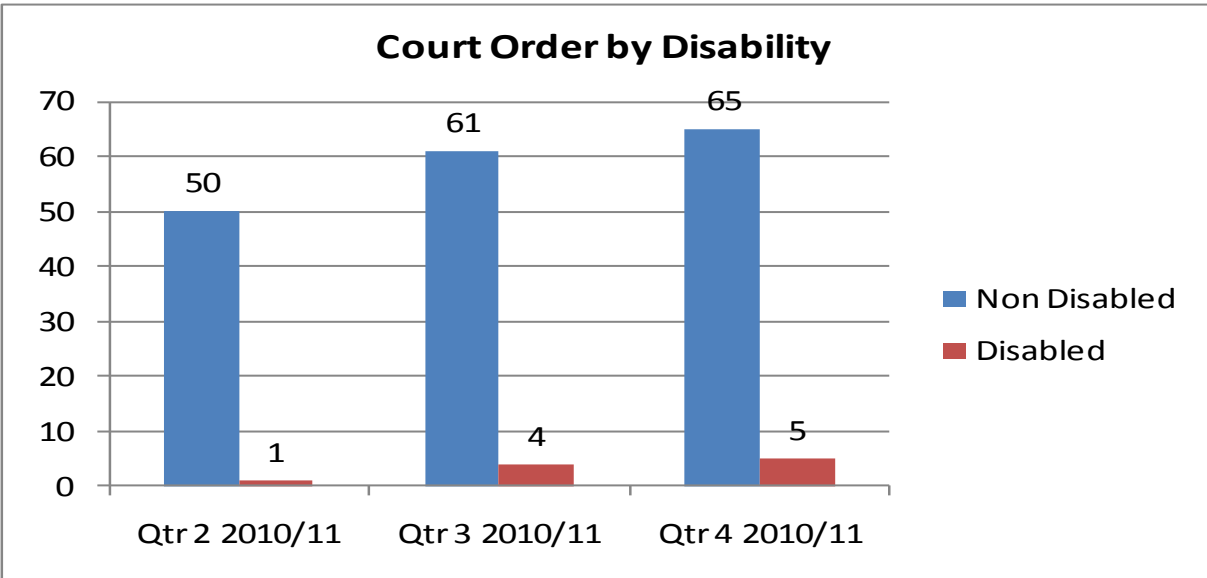
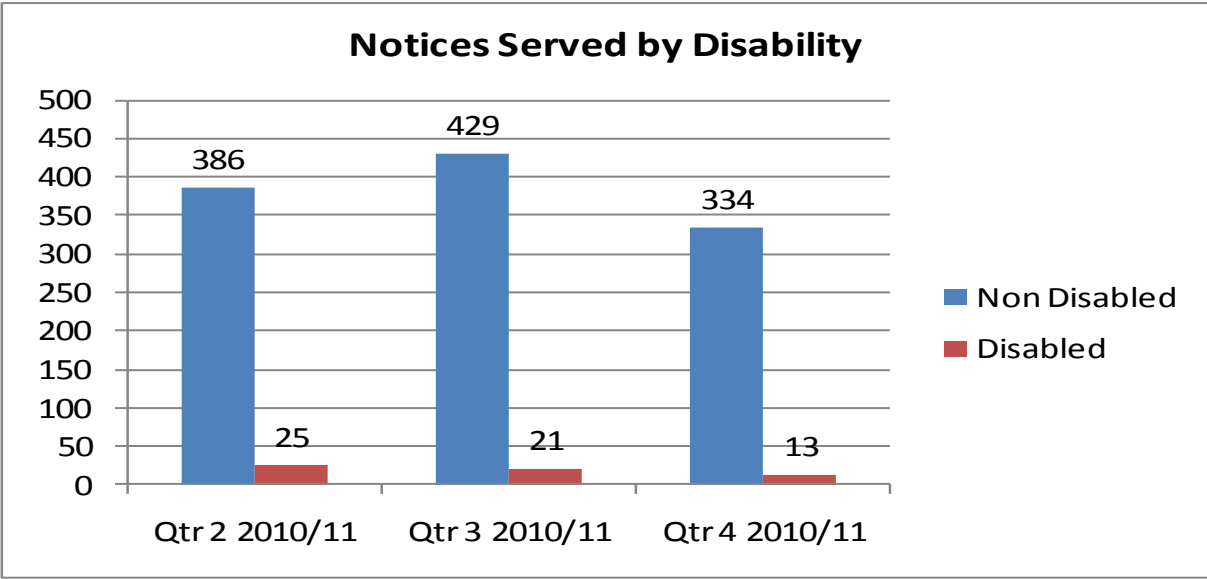
In this quarter, 58 % of court orders obtained were Female lead tenants and 42% on Male lead tenants.

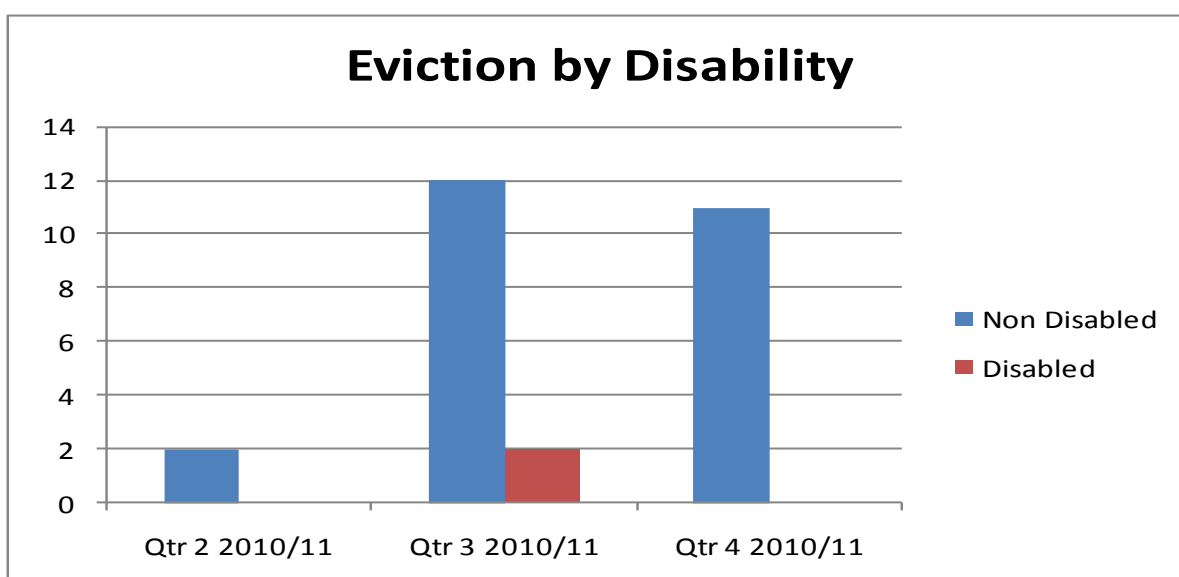
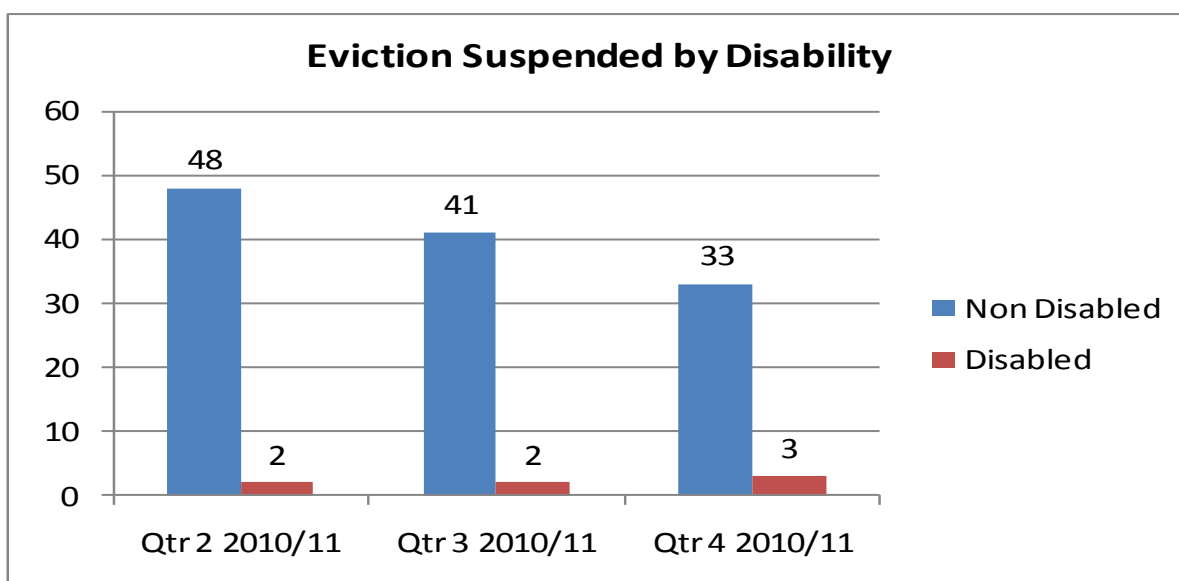




Overall 55% of evictions carried out in Quarter 4 were on Male lead tenants and 45% were for female lead tenants.





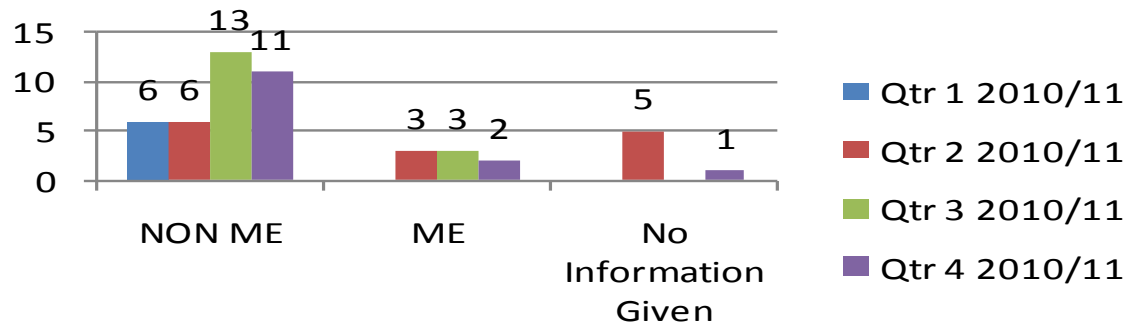


5. Anti-Social Behaviour

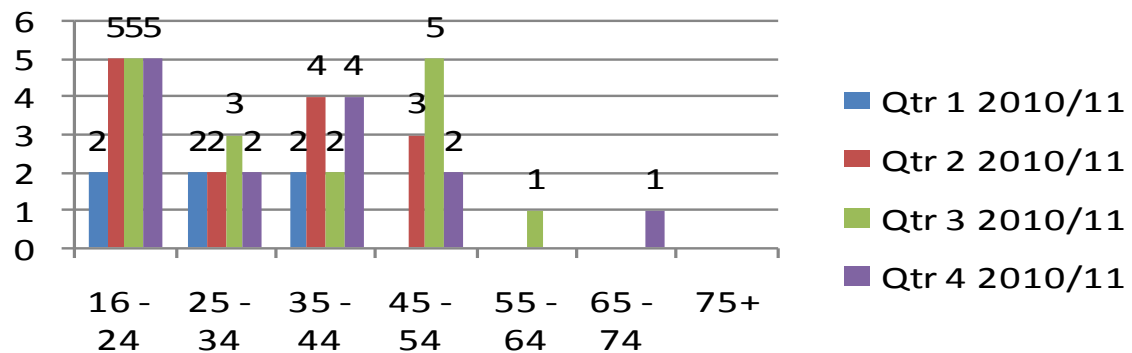
A needs assessment is undertaken on all ASB cases at the onset of the complaint, this forms part of the action plan for dealing with the allegation and takes into account the individual needs of each case. Action plans are reviewed regularly by the officers concerned and adjusted accordingly as support needs change.

In Quarter 4, 14 notices were served for Anti social behaviour, the equality breakdown of the lead tenants receiving a notice for Anti social behaviour is identified in the following graphs.

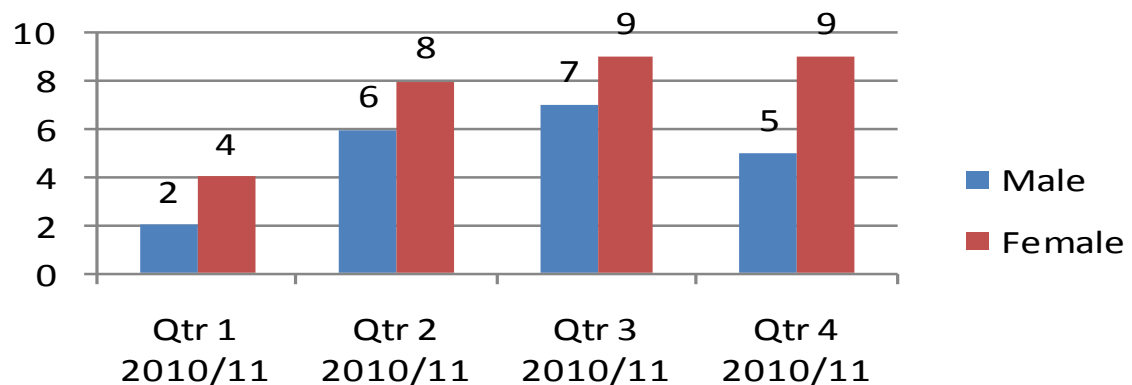
Notices Served by Ethnicity

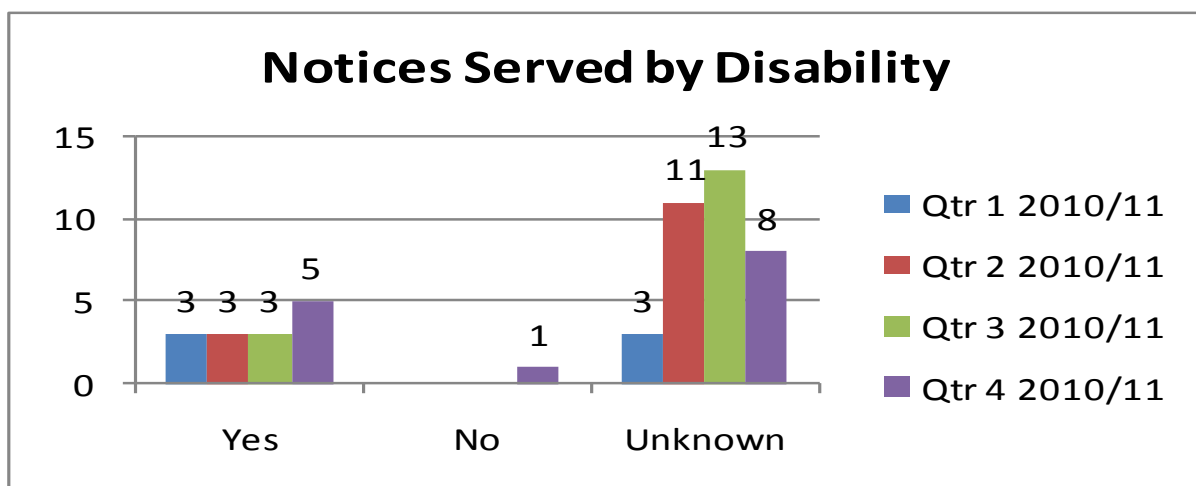


Notices Served by Age

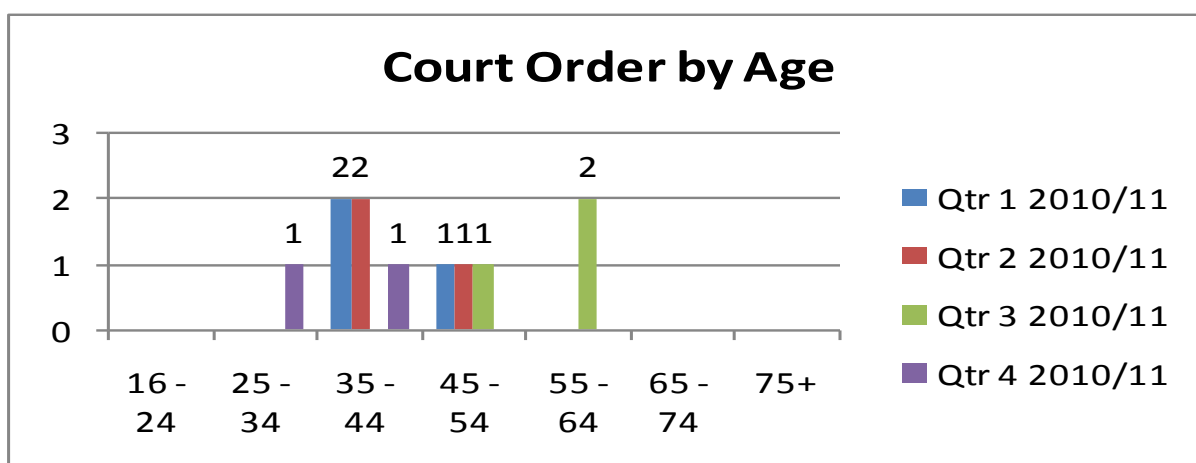
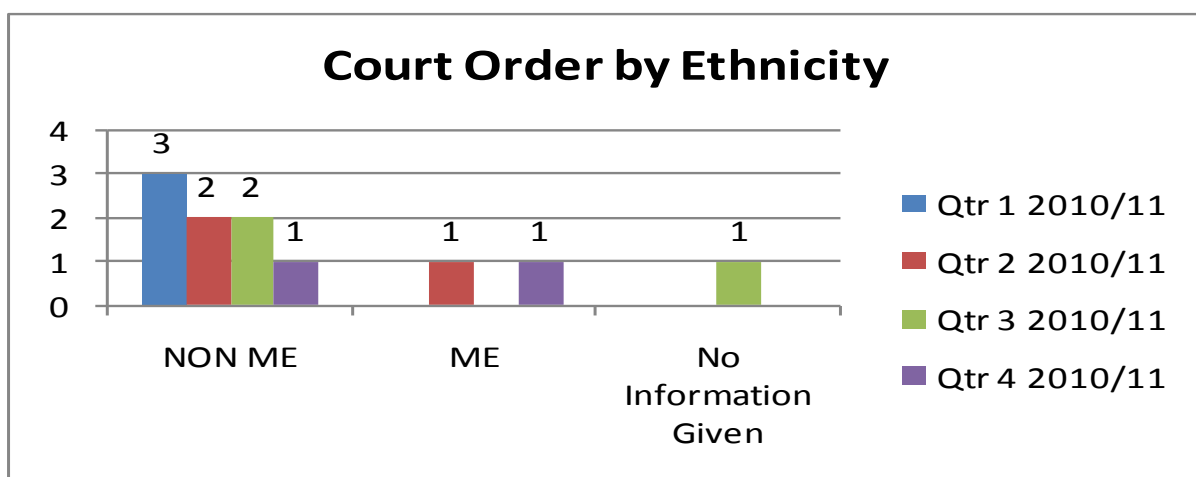


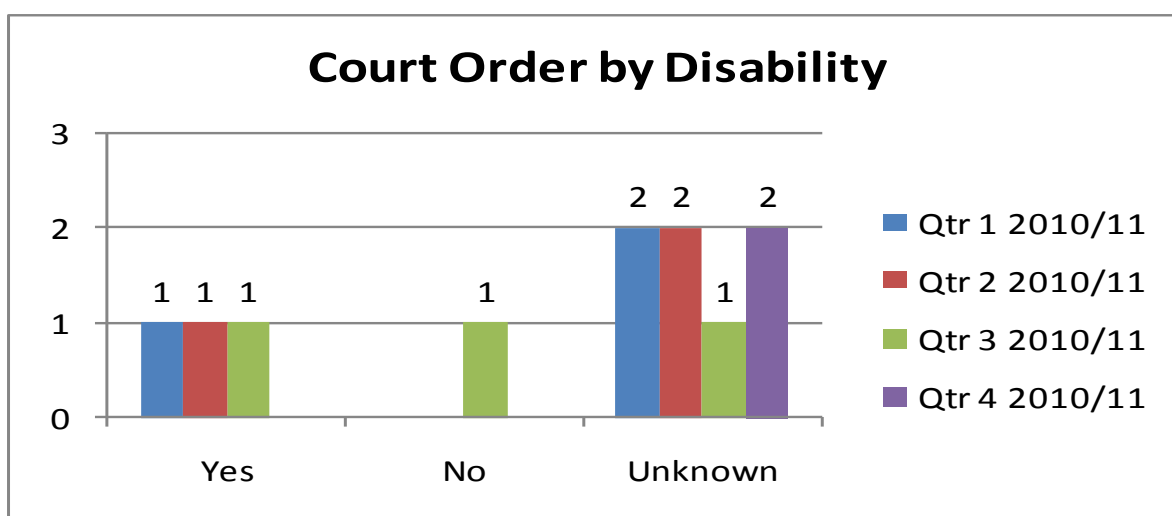
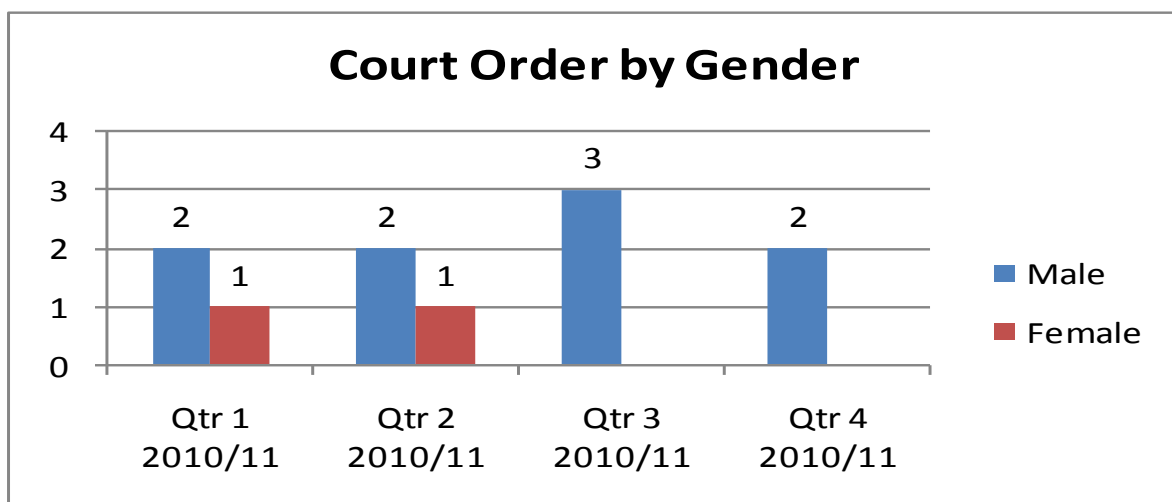
Notices Served by Gender



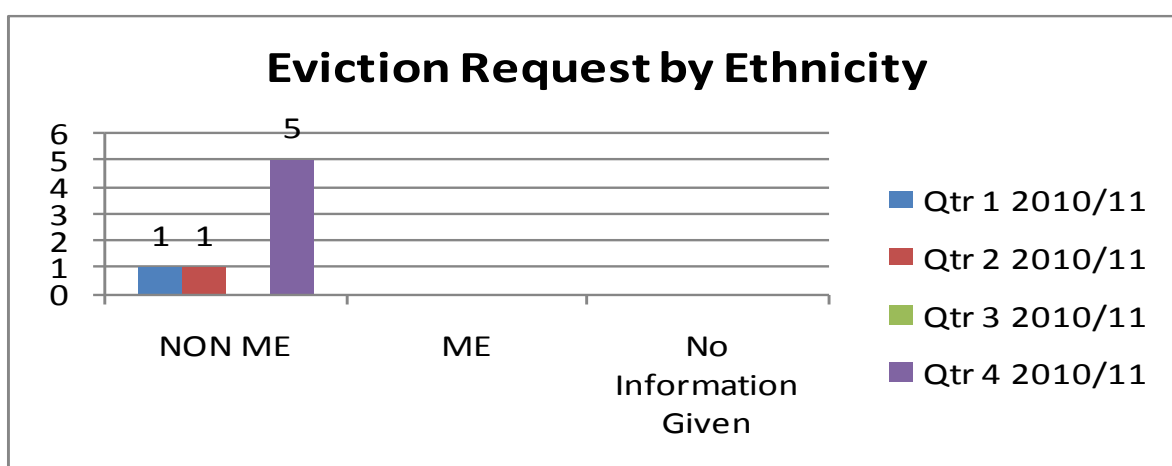


Currently 25% of all lead tenants consider themselves disabled. On analysis of the ASB information in relation to disability it is evident that there is an issue with reporting data for non disabled this will be corrected in Quarter 1 2011 / 2012.



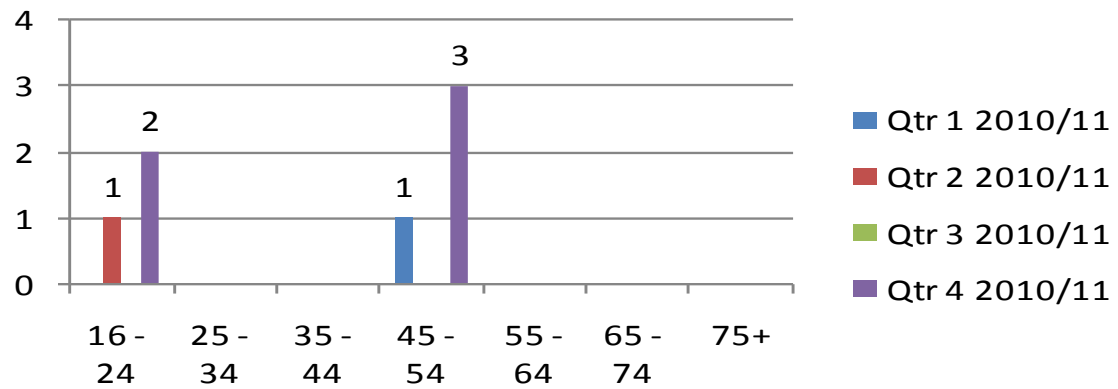


Again on analysis it is evident that there is an issue with reporting data for non disabled this will be corrected in Quarter 1 2011 / 2012.

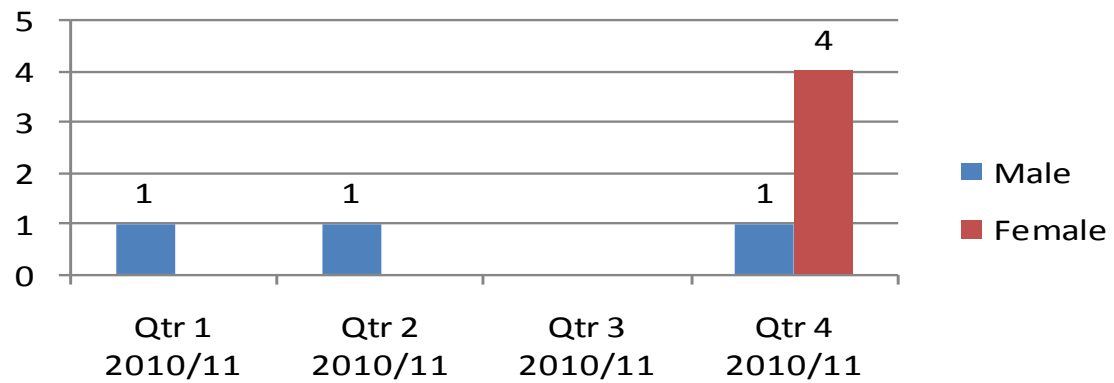


N.B. Qtr 4 figures – 2 tenants residing at 1 address.

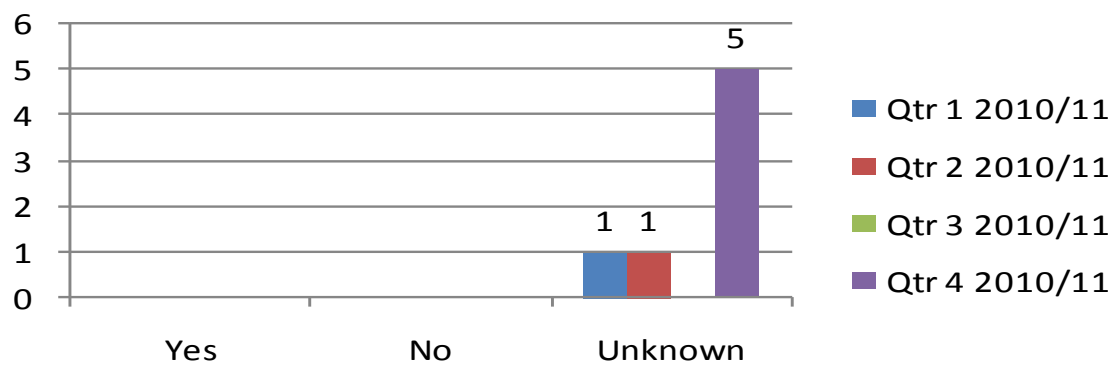
Eviction Request by Age

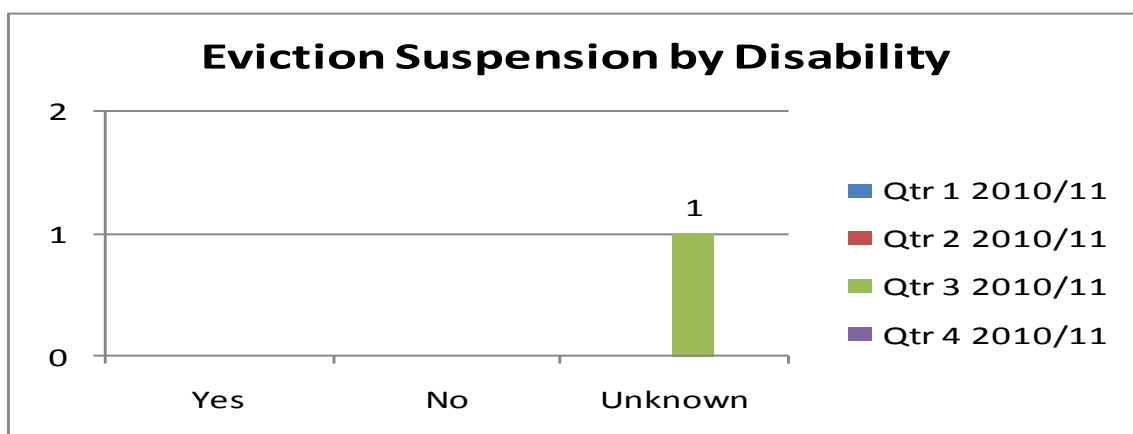
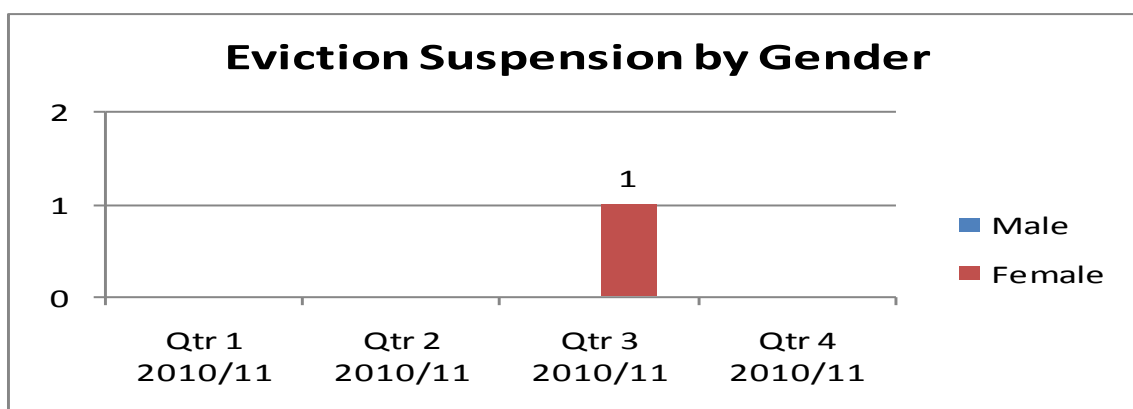
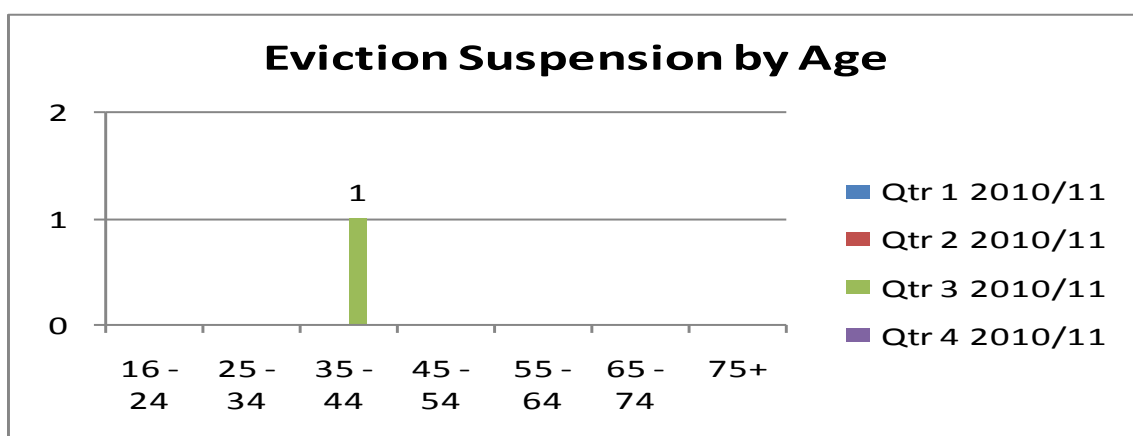
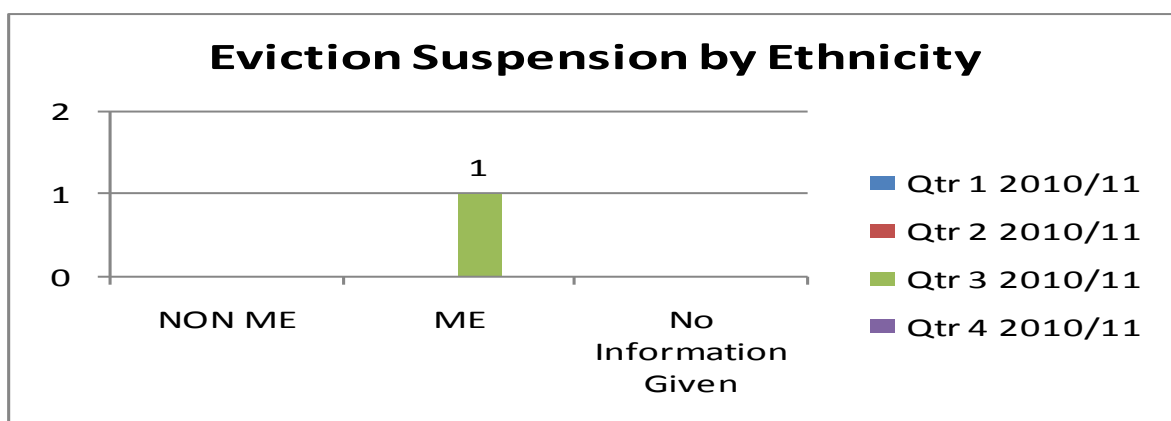


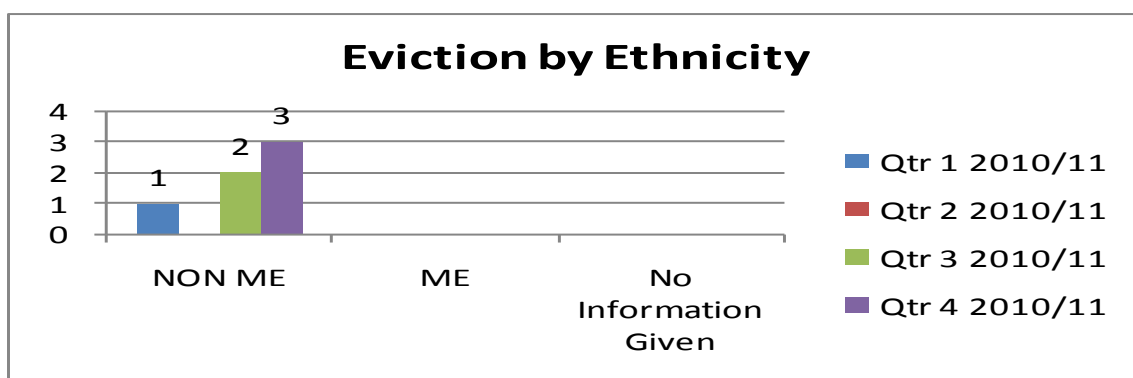
Eviction Request by Gender



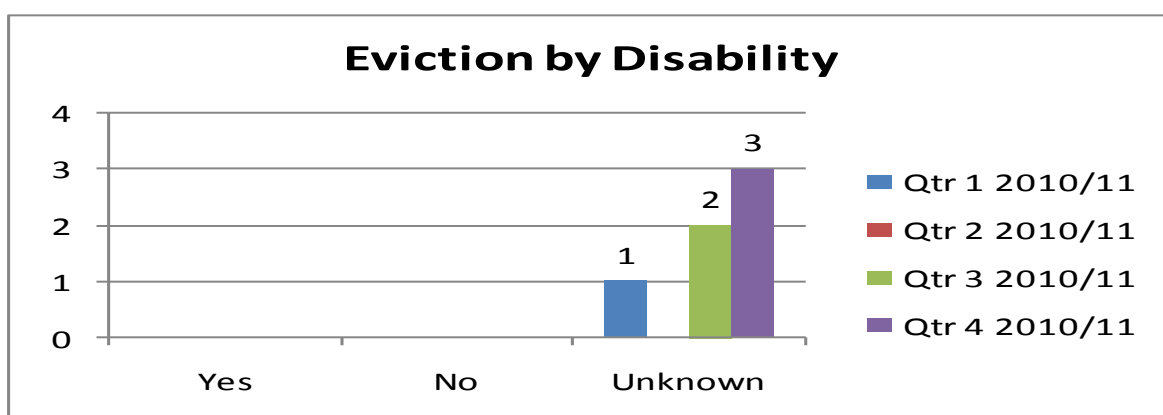
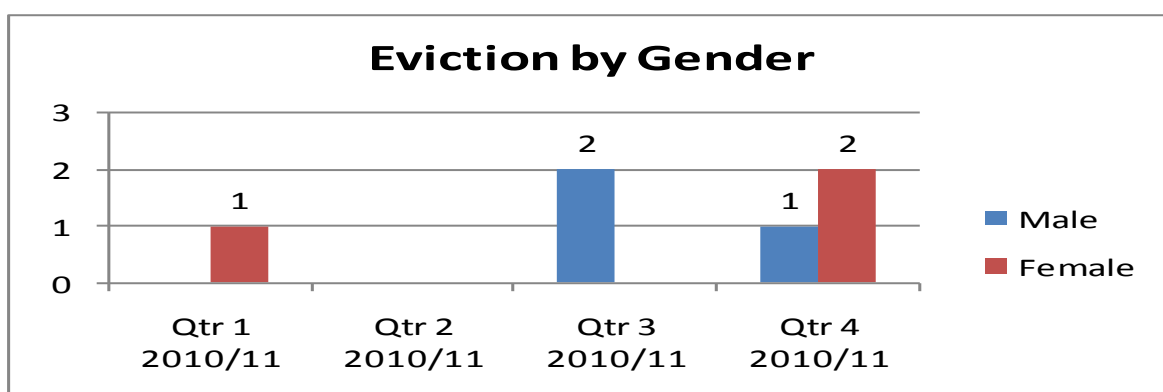
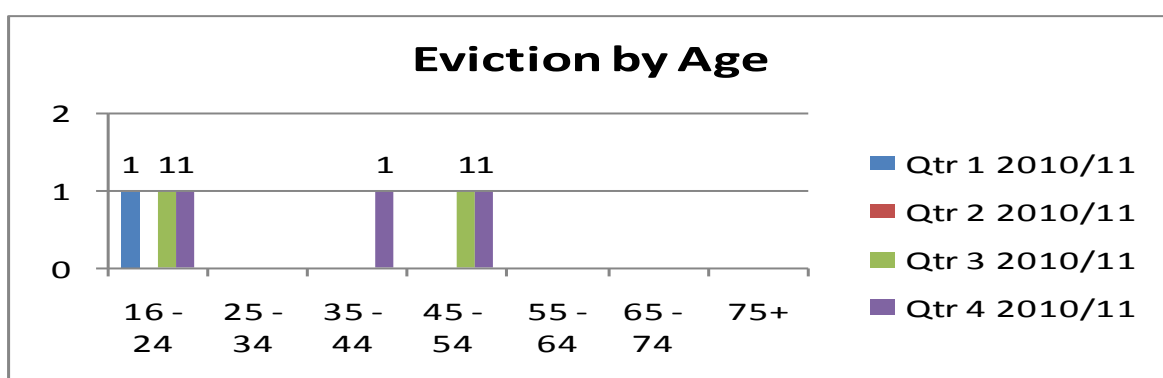
Eviction Request by Disability



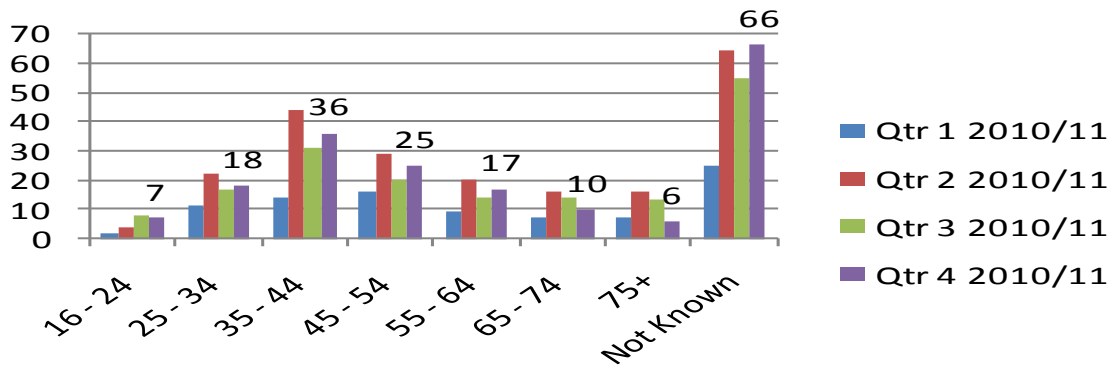




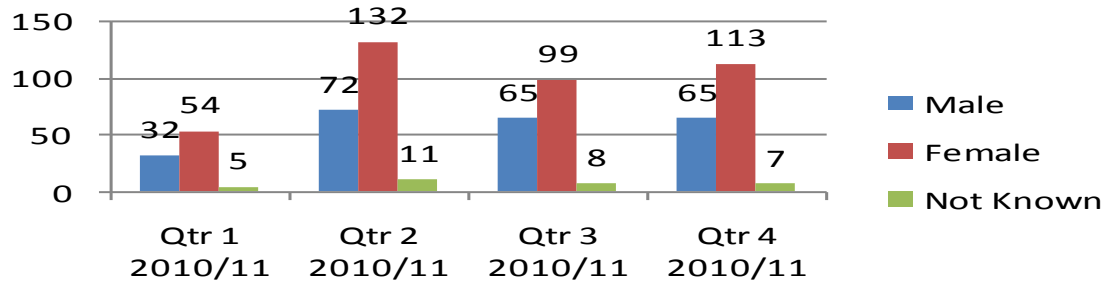
NB – 2 tenants residing at 1 address



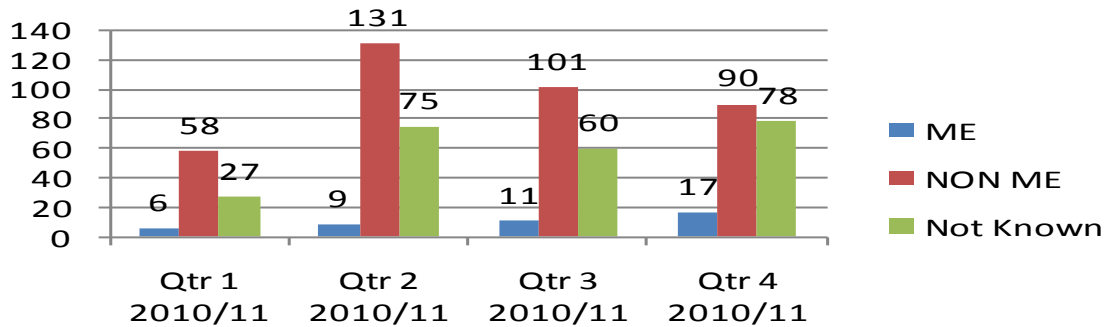
Profile of ASB Complainant by Age



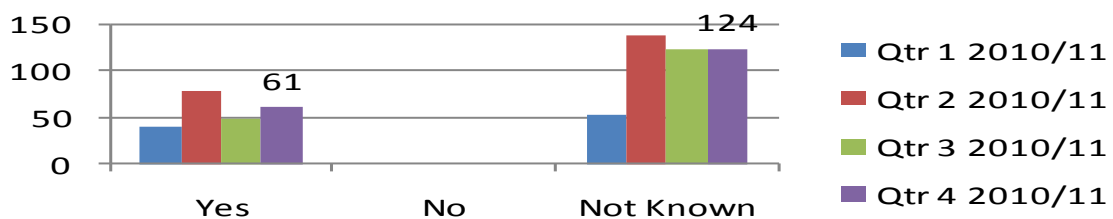
Profile of ASB Complainant by Gender



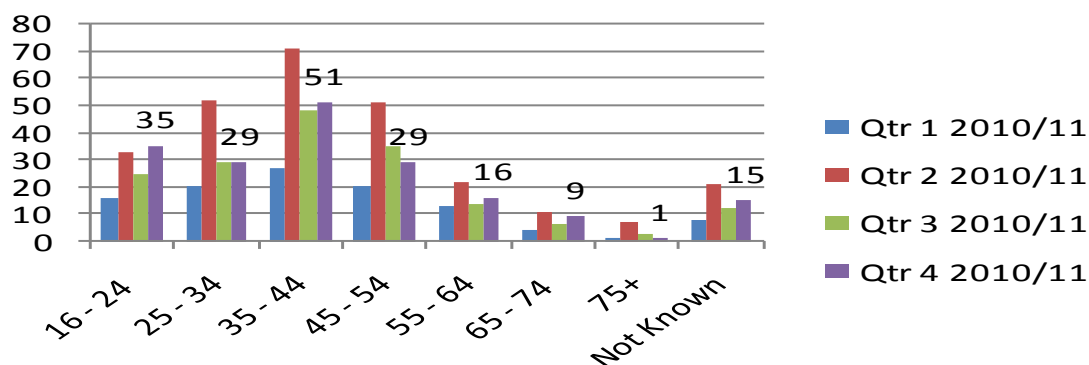
Profile of ASB Complainant by Ethnicity



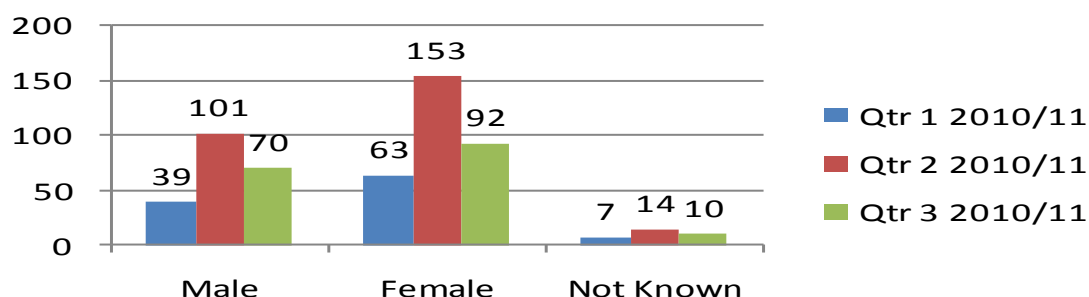
Profile of ASB Complainant by Disability



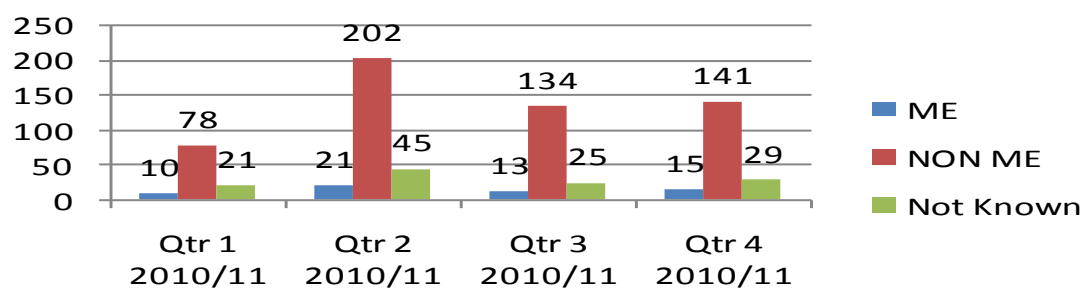
Profile of ASB Perpetrator by Age



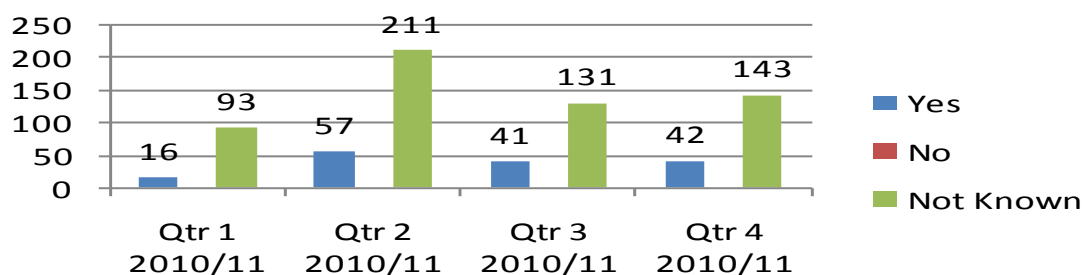
Profile of ASB Perpetrator by Gender



Profile of ASB Perpetrator by Ethnicity



Profile of ASB Perpetrator by Disability



6. Customer Satisfaction

This information on complaints is provided for your information and will be discussed in the Customer Feedback report.

