

# Comprehensive Equality Policy

## Promoting Equality and Valuing Diversity

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## Document Information

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<b>Scope of Document</b>	Policy covering BCH's overall approach to delivering it's equality and diversity duties. The Comprehensive Equality Policy commits BCH to achieving equality in race, gender, disability, age, religion or belief and sexual orientation.	
<b>Objective</b>	To provide an overview of BCH's commitment to continuous improvement around equality and diversity.	
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## Amendment Record

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30.10.09	3.5	All	Policy refreshed and updated to reflect changes to the law and to improve detail.	M Watson
08.09.10	3.6	2.1	Updated to reflect protected characteristics.	M Watson
		5	Delivery framework updated	
		5.1	Updated to reflect protected characteristics	
		5.3	Updated to show current position with regard to Stonewall and Navajo	
		Appendix 2	New section - Customer Profile added	

### Amendment Notes

- Documents at draft status are to use letter designations to denote issue status: a,b,c etc.
- Documents at full issue status are to use number designations to denote issue status after full revision: 1.0, 2.0, 3.0, etc.
- For an amendment to a full issue document you are to use number designation to denote issue status: 1.1, 1.2, 2.1, etc.
- On full issue the draft amendment record should be deleted from the above table.
- Notification of the amendment must be sent to the person maintaining the Central Register.

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## 1 Introduction

*'The Government wants a public service which values and uses the differences that people bring to it. The public sector must also be a part of the society it serves. It must reflect the full diversity of that society if it is to deliver the policies and services required'*. (Modernising Government 1999).

BCH is a company limited by guarantee, incorporated and registered at Companies House on 6<sup>th</sup> July 2006. It became fully operational on 15<sup>th</sup> January 2007 when it began to carry out the Landlord functions for Blackpool Council's stock of tenanted and leasehold properties. BCH Limited is an Arms Length Management organisation that is wholly owned by and works in close partnership with Blackpool Council to support it in achieving its corporate aims.

The functions delegated to BCH can be summarised as:

- Dealing with arrears
- Tenant information and consultation on matters which are the responsibility of BCH
- Tenant participation, including involvement in monitoring and review of service standards
- Anti-Social Behaviour
- Enforcement of tenancy conditions
- Similar functions for leaseholders
- Stock investment decisions
- Responsive repairs
- Planned and cyclical maintenance
- Managing lettings, voids and under occupation
- Tenancy sign up and allocation
- Estate management and caretaking;
- Sheltered Housing Service

The functions retained by the Council include

- Overall housing strategy and enabling
- Determining policies on lettings and anti-social behaviour (in consultation with BCH) and rents
- Managing the Supporting People programme
- Homelessness, general housing advice
- Administration of the Housing Register

Blackpool Coastal Housing is committed to providing services that meet the needs of all sections of the community housed by Blackpool Council, living near properties managed by BCH or seeking access to or information on housing services in the Blackpool area.

We seek to ensure that access, services and opportunities are equal, regardless of race, religion or belief, culture, nationality, ethnic background, colour, physical or mental disability, mental health, gender, sexuality, age, literacy, caring responsibility, income level and marital status. We value and celebrate the richness of cultures, backgrounds and traditions of the town's population.

Blackpool Coastal Housing is also committed to developing a workforce and a democratic Board that reflects the community it serves. We seek to be an employer that values and develops the skills and abilities of people from different backgrounds.

This Comprehensive Equality Policy sets out Blackpool Coastal Housing's vision and commitment to ensure equality of access and opportunities for all. This policy has been developed to demonstrate our commitment to providing and improving quality services to all our community.

As a provider of housing services to local people we recognise our important role in improving the quality of life for everyone in Blackpool and the need to be accountable to tenants, leaseholders and the Council and to deliver all services with equality and fairness. We work in partnership with Blackpool Council contributing towards their equality and diversity agenda and other relevant strategies.

## 2 Our Vision & Principles

### 2.1 Our Vision

Blackpool Coastal Housing's vision is to provide the best housing service in the North West through striving to be an excellent employer. Key to achieving this BCH is committed to providing excellent housing services, contributing to the wider regeneration and sustainability of the communities of Blackpool by entering into partnerships with appropriate organisations and by training and, where possible, by employing local people

We understand that in order to provide the commitment necessary to realise this vision we must exemplify the principles of promoting equality and valuing diversity in all our activities as a service provider and as an employer.

Our priority will be to tackle all forms of discrimination and exclusion across all Equality Strands and Protected Characteristics, recognising that any one person may be disadvantaged on more than one of these grounds. These are:

- People from an ethnic minority group
- Younger and Older People
- People with a disability
- Men, Women or Transgender people
- Gay men, lesbian women or people who are bisexual
- People with a particular religious belief
- People who are married, single, separated, divorced or widowed
- People with dependents (including Carers)
- People whose health and wellbeing is poor or at risk
- People who are socially excluded
- Communities that are not cohesive or that are fragmented

Our vision compliments and works towards the Blackpool Council Community Plan, especially in the key priority for Strong and Vibrant Communities. Strong and Vibrant Communities means there are opportunities for all people, families and individuals to become engaged in community life. Strong and vibrant communities have to be inclusive, actively engaging with all members of society.

The Community Plan for Blackpool, for the first time, commits all members of the Local Strategic Partnership to achieving key equality and diversity outcomes including:

- Accessible services that meet the needs of local people and that are developed through public consultation and ongoing dialogue
- Respect, support and promote the diverse culture and heritage of Blackpool's communities
- Promote equality of opportunity for all in employment, health, housing, education and leisure
- An inclusive community that is welcoming and diverse
- Increased public confidence and greater diversity in the take up of services

## 2.2 Our Equality and Diversity Principles

Blackpool Coastal Housing recognises ten dimensions of equality:

1. Longevity – including avoiding premature mortality.
2. Physical security – including freedom from violence and physical and or sexual abuse.
3. Health – including wellbeing and access to high-quality healthcare.
4. Education – including being able to be creative, to acquire skills and qualifications and having access to training and lifelong learning.
5. Standard of living – including being able to live with independence and security and covering: nutrition, clothing, housing, warmth, utilities, social services and transport.
6. Productive and valued activities – such as access to employment, a positive experience in the workplace, work-life balance, and being able to care for others.
7. Individual, family and social life – including self-development, having independence and equality in relationships and marriage.
8. Participation, influence and voice – including participation in decision making and democratic life.
9. Identity, expression and self-respect – including freedom of belief and religion.
10. Legal security – including equality and non-discrimination before the law and equal treatment within the criminal justice system.

In recognising the ten dimensions of equality, this Comprehensive Equality Policy is guided by six key principles:

1. All residents, customers, service providers, employees and partners in the community have a responsibility to promote equalities and challenge discrimination and stereotyping.
2. All residents and customers are able to participate fully in the life of the community and celebrate its diversity.
3. Every resident and customer has equal access to high quality services that meet their needs. We recognise that there are some people who may need support in receiving this entitlement.
4. Every resident, customer and employee is entitled to a safe environment free from discrimination, victimisation and harassment.
5. Every employee is entitled to training and development and fair opportunities to promotion.
6. All residents, customers, employees and our partners in the community are encouraged to make their contribution to improving our services.

## 3 Our Equality & Diversity Commitments

### 3.1 Knowing Our Communities And Equality Mapping

Our society is becoming more diverse. Understanding differences is no longer just an issue for urban areas with large black, Asian and minority ethnic groups. BCH accepts that it is impossible to assume we know the composition of our communities and that we have to find that out.

We believe that work directed at knowing our communities and equality mapping will also provide the evidential basis for other targeted work towards better outcomes for customers.

BCH accepts that resource constraints mean that not all equality statistics needs can be met. BCH will therefore prioritise need in keeping with the strategic business objectives. BCH will also work collaboratively with partner agencies to develop robust information that can inform targeted improvement work.

Equality will be measured and reported in terms of both causal factors and outcomes, using an agreed framework which facilitates comparisons and promotes awareness of multiple inequalities.

BCH recognises the importance of consistency of methods, concepts and classifications as being fundamental to the collection, analysis and presentation of equality statistics, and will work to improve the methodologies for collecting and analysing equality statistics.

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In recognising that data quality is an important factor in effective decision making BCH also recognises the need for intelligence derived from data to be available and accessible to decision makers at all levels of the organisation.

Feedback on equality audits will be provided to staff, Board and Tenant groups. The results of external surveys or audits will be made available to the general public through appropriate media and directly to specific groups participating in such surveys.

### **3.2 Place Shaping, Leadership, Partnership And Organisational Commitment**

BCH knows that strategic leadership is key to improving equality outcomes. All BCH staff and Board Members have a central role to play in ensuring equality issues are integral to BCH's performance and strategic aims. BCH will use knowledge of the needs of different communities and key equality gaps to inform strategic priorities like the sustainability of communities.

BCH also knows that narrowing equality gaps and improving the life chances of different groups will require a pooling of evidence, resources, plans and action with partner agencies to be effective.

The Board and Senior Management are committed to developing and maintaining policies and working practices designed to promote equality of opportunity and to address the elimination of discrimination of any form, in particular discrimination in relation to race, disability, gender, age, sexual orientation and religion or belief.

BCH will ensure that discrimination in any form is challenged and addressed in all its activities. It will, through systematic reviews, ensure that its policies, procedures and practices address any potential or actual discrimination or disadvantage and regular monitoring and evaluation of their effectiveness will be undertaken.

In promoting diversity, BCH will work towards the elimination of racial discrimination and the promotion of equality of opportunity and good relations between persons of different racial groups. BCH will actively challenge institutional racism through reviewing its processes, attitudes and behaviour supported with appropriate staff training programmes.

BCH will incorporate and monitor equalities indicators and targets as part of processes such as Best Value Reviews, Performance Plans, Partnership agreements and contracts.

BCH will publicise its commitment to equality amongst its partner organisations, contractors, agents and suppliers making it clear in the first instance that we expect the people with whom we enjoy a formal relationship to also adhere to the spirit of our equality policies. In the longer term we will explore the possibilities for insisting on adherence to our policies as a condition for continuing any such relationship.

BCH will consult relevant organisations on current policies and what actions could usefully be taken to ensure that the policies are implemented effectively.

### **3.3 Community Engagement And Satisfaction**

BCH recognises the importance of community engagement and participation and has moved far beyond simple consultation exercises, important as they can be, to find innovative ways of involving communities and neighbourhoods. However, communities of place are not always synonymous with communities of interest and it remains important to have the means to involve these communities of interest in decision making as well as service and workforce planning.

BCH recognises the importance of the involvement of groups who may experience disadvantage and inequality.

BCH will involve and work in consultation with all sections of the community using methods and resources appropriately to enable an inclusive approach to be adopted and to work towards developing and strengthening the community with a view to enhancing quality of life and choice. BCH will also encourage its partners and others with whom it works to adopt and implement such best practices in promoting equality of opportunity and in eliminating discrimination.

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BCH will support the development of strong, secure, self-reliant, self-confident communities free from unlawful discrimination and will continue to work with our Partners to ensure that reporting of harassment incidents are encouraged and are channelled to the relevant organisation(s) by means of pre-determined protocols/procedures.

Public information produced by BCH will accurately reflect the diverse nature of our tenants, leaseholders and the wider community.

### **3.4 Responsive Services And Customer Care**

Service provision, whether provided directly or procured or commissioned, is a core function of Blackpool Coastal Housing. BCH is committed to meeting the needs of people with different backgrounds and ensuring fair access.

BCH will ensure equal access and opportunity to quality services designed to meet the needs of all its tenants, leaseholders and the wider community without prejudice or discrimination.

BCH acknowledges that a quality service cannot be achieved unless it reaches all those to whom it is relevant in the community. BCH will incorporate its equality and diversity principles into its policies. We will assess the needs of our tenants and leaseholders and carry out equalities profiling.

BCH will ensure that its policies, procedures and practices address any potential or actual discrimination and disadvantage, through regular reviews. Regular monitoring and evaluation of their effectiveness will be undertaken.

BCH will ensure that all our buildings are accessible and comply with the Disability Discrimination Act.

BCH's access to 'Language Line' and the availability of this service will be actively promoted to assist in the provision of services to persons whose first language is not English.

Service Reviews will specifically address equalities issues, including: assessing the contribution currently made to BCH's equality policies and objectives. Such reviews will also assess what further contribution the service might make in the area of equalities.

BCH's complaints procedure will make it clear that instances of discrimination and / or harassment in the delivery of services will be dealt with in the same way as any other form of complaint to BCH. The complaint procedure will be actively promoted through existing communication channels including Viewpoint and TLF and through day to day service provision.

### **3.5 A Modern And Diverse Workforce**

The ability to deliver responsive, personalised services will depend in a large part on the composition, skills, understanding and commitment of our workforce. BCH is, therefore committed to:

- Ensuring relevant equality objectives are built into workforce strategies
- Developing a greater understanding of the local labour market and the barriers equality groups face informs the setting of equality employment objectives
- The equality impact assessment of all major employment policies
- Developing plans to create a workforce that is representative of the communities it serves.
- The provision of training and development programmes to address equality issues
- Effective action to address equal pay
- A workplace culture in which staff are treated with dignity and respect

BCH will develop and maintain separate employment policies and procedures and will follow legislative requirements with regard to the recruitment, selection, pay, promotion, training, grievances, welfare and exit from employment of staff.

Policies and strategies will also be maintained to ensure that the full potential of all employees is realised and that any support needs in relation to equality and diversity are met.

## 4 Public Sector Equality Duties

BCH will maintain strategies, policies, procedures and practices that will support our compliance with duties under the following legislation.

### **Race Relations (Amendment) Act 2000**

BCH has a statutory duty to promote race equality with due regard to the need to:

- Eliminate unlawful discrimination;
- Promote equality of opportunity; and
- Promote good relations between people of different racial groups.

The elements of the duty are complementary, and therefore full compliance depends upon all three aspects of the general duty being addressed.

There is also a specific duty upon public bodies to publish a Race Equality Scheme (RES) setting out how the Department intends to meet the general duty and to review this Scheme every three years.

Other specific duties include:

- Assessing and consulting on the likely impact of proposed policies relating to the promotion of race equality;
- Monitoring policies for any adverse impact relating to the promotion of race equality;
- Publishing the results of any assessments, consultations and monitoring;
- Ensuring public access to information and services provided; and
- Training staff on the Race Equality Duty.

### **Disability Discrimination Act 2005**

BCH has a statutory duty to carry out its functions with due regard to the need to:

- Promote equality of opportunity between disabled people and other people;
- Eliminate discrimination that is unlawful under the Act;
- Eliminate harassment of disabled people that is related to their disability;
- Promote positive attitudes towards disabled people;
- Encourage participation by disabled people in public life; and
- Take steps to take account of the disabilities of disabled people, even where that involves treating disabled people more favourably than other people.

This last point is important, as it allows for positive discrimination in favour of disabled people.

There is also a specific duty upon public bodies to publish a Disability Equality Scheme (DES) setting out how the Department intends to meet the general duty and to review this Scheme every three years. This Single Equality Scheme includes the needs of the Disability Equality Duty.

BCH recognises that disabled people face many barriers to a full participation in public life from attitudinal and environmental factors, which excludes and marginalises disabled people. The Equality Act 2006 (Gender Equality Duty) The Equality Act 2006 introduced a duty upon public bodies to promote gender equality.

### **Sex Discrimination Act 1975 (Gender Equality Duty)**

Discrimination on the basis of gender has been prohibited by the Sex Discrimination Act 1975 in relation to employment and the provision of goods, facilities and services. However, under the Gender Equality Duty (GED), public bodies are required to actively promote gender equality through their key functions, and this clearly has major relevance to BCH. The general GED requires public authorities to have due regard to the need to:

- Eliminate unlawful discrimination with regard to obligations under the Sex Discrimination Act 1975 and the Equal Pay Act 1970, and to take steps to ensure compliance with these Acts; and

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- Promote equality of opportunity between men and women, and take active steps to promote gender equality when carrying out functions and activities.

The specific duties include:

- Publishing Gender Equality Schemes, including equal pay policies, in consultation with employees and stakeholders;
- Monitoring progress and publishing progress reports every three years; and
- Conducting and publishing gender impact assessments on major new legislation and policy.

The GED is also important as it highlights issues of multiple discrimination: women, men and transgender people may suffer discrimination and unequal treatment not only on the basis of their gender, but also dependent upon their ethnicity, age, disability, sexuality, and religion or belief.

Thus BCH is committed to developing policy that is sensitive to gender differences, delivering services that are tailored to the specific needs of women and men, using employment practices that challenge workplace discrimination, and using procurement practices that promote equality.

In addition to the statutory equality duties relating to race, disability and gender, the premise of a Single Equality Scheme is to address the six 'strands' of equality, that is including sexual orientation, religion and belief, and age. While there is currently no statutory equality duty relating to these latter three strands, the legislation set out below informs the inclusion of these aspects in this Single Equality Scheme.

### **Employment Equality (Age) Regulations 2006**

From 1 October 2006, the Employment Equality (Age) Regulations made it unlawful to discriminate against workers, employees, job seekers and trainees because of their age. The Regulations cover recruitment, terms and conditions, promotions, transfers, terminations and training.

### **Equality in Employment Regulations (Sexual Orientation)**

These Regulations made it unlawful to discriminate on the grounds of sexuality, directly or indirectly; or to harass or victimise somebody because they have made a complaint or intend to, or if they give or intend to give evidence to a complaint of discrimination. This applies to all aspects of employment (recruitment, terms and conditions, promotions, transfers, terminations and training) and vocational training.

### **Equality Act 2006**

In relation to services, the Equality Act 2006 makes it unlawful for a public body involved in providing goods, facilities or services to discriminate on the grounds of sexual orientation through:

- Refusing to provide a person with goods, facilities or services if they would normally do so to the public, or to a section of the public to which the person belongs; and
- Providing goods, facilities or services of an inferior quality to those that would normally be provided, or in a less favourable manner or on less favourable terms than would normally be the case.

### **Equality in Employment Regulations (Religion or Belief) 2003**

These Regulations made it unlawful to discriminate on the grounds of religion or belief, directly or indirectly; or to harass or victimise somebody because they have made a complaint or intend to, or if they give or intend to give evidence to a complaint of discrimination. This applies to all aspects of employment (recruitment, terms and conditions, promotions, transfers, terminations and training) and vocational training. In relation to services, Part 2 of the Equality Act 2006 makes it unlawful for a public body involved in providing goods, facilities or services to discriminate on the grounds of religion or belief through:

- Refusing to provide a person with goods, facilities or services if they would normally do so to the public, or to a section of the public to which the person belongs; and
- Providing goods, facilities or services of an inferior quality to those that would normally be provided, or in a less favourable manner or on less favourable terms than would normally be the case.

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## **Gender Recognition Act 2004**

The Gender Recognition Act 2004 provides for legal recognition of a transsexual person in their acquired gender and an opportunity to acquire a new birth certificate in their new gender (a Gender Recognition Certificate or GRC). Of importance to public bodies and officials is the fact that these Regulations make it an offence to disclose information acquired in their official capacity about the gender history of a person holding a GRC. The holder of a GRC is not obliged to inform their employer that they hold a GRC, but if they do so the employer is obliged to hold this as 'protected information'.

## **The Human Rights Act 1998**

Article 14 of the Human Rights Act 1998 refers to the prohibition of discrimination, and states that the enjoyment of the rights and freedoms set out in the European Convention on Human Rights shall be secured without discrimination on the grounds of sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status.

## **The Equality Act 2010**

Current discrimination laws have developed over more than 40 years and have become extremely complex. There are currently nine major pieces of discrimination legislation, around 100 statutory instruments setting out connected rules and regulations and more than 2,500 pages of guidance and statutory codes of practice.

The Equality Act 2010 simplifies current arrangements so that those who benefit from the law, and those who need to comply with it, can readily understand it.

The underlying purpose of the Act and its accompanying package of measures is to strengthen protection, advance equality and simplify the law.

The Act:

1. Introduces a new Equality Duty on the public sector
2. Aims to end age discrimination
3. Requires transparency
4. Extends the scope of positive action
5. Strengthens enforcement arrangements

The three existing public sector equality duties have required public authorities to tackle discrimination and promote equality for race, disability and gender. The Bill will enshrine a new Equality Duty for public bodies, which will bring together the three existing duties and extend to gender reassignment, age, sexual orientation and religion or belief.

BCH is committed to developing a Single Equalities Scheme in order to be compliant with the new regulations.

## **5 Our Equality and Diversity Policy Delivery Framework**

This Comprehensive Equality Policy (CEP) provides the overall policy framework for our equality and diversity work. There are a number of activities and approaches which sit below this CEP and work towards supporting it as well as tools that support implementation and continuous improvement.

Our delivery framework looks to make improvements in five key performance areas:

- Knowing our communities and equality mapping
- Place shaping, leadership, partnership and organisational commitment
- Community engagement and satisfaction
- Responsive services and customer care
- A modern and diverse workforce

Our delivery framework is shown overleaf.

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<b>DRIVERS (Where we need to be)</b>			
EQUALITY & DIVERSITY LEGISLATION	AUDIT COMMISSION KEY LINES OF ENQUIRY	BCH CUSTOMERS	BLACKPOOL COMMUNITY PLAN



<b>POLICY (The way we are going to get there)</b>
BCH COMPREHENSIVE EQUALITY POLICY



<b>DELIVERY STRATEGY (What we will do to get there)</b>
BCH SINGLE EQUALITY SCHEME



<b>PLANS (What we will do)</b>	
BCH BUSINESS PLAN	(What BCH will do)
OPERATIONAL STRATEGIES	(What teams will do in the next few years)
TEAM PLANS	(What individuals will do this year)



<b>TOOLS TO HELP US PLAN AND DO</b>
Audit Commission Knowing Your Communities Toolkit The Equality Framework for Local Government The Equality Framework for Social Housing CRE Code of Practice for Social Housing Complaints Process Hate Crime Reporting Scheme Customer Intelligence Strategy Code of Conduct for Board Members BCH Staff Equality & Diversity Working Group Blackpool Council Corporate Equality & Diversity Steering Group

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## 5.1 About Our Single Equality Scheme (SES)

The aim of equality legislation is to ensure that public bodies properly discharge their obligations to all sections of society.

BCH takes the view that the moral, legal and service obligations that we are placed under are an opportunity to demonstrate our commitment to equality and to go beyond meeting minimum standards and work towards excellence that makes a real difference in our community. We also accept that the process of 'levelling up' across equality strands and protected characteristics is ongoing due to levels of expertise and experience, proportionality and prioritisation, and the need to make the most cost effective and biggest impact on the greatest number of people as quickly as possible.

BCH has made a strategic commitment to adopting a Single Equality Scheme (SES) approach to delivering our Equality and Diversity policy and bringing about the improvements we need to make. The reasons for this include:

- A recognition that inequalities are rarely experienced in isolation, but are often interdependent; a desire to strive for a holistic approach to service planning and delivery, rather than uncoordinated initiatives;
- A determination to see customers as real people, rather than as 'cases';
- A commitment to maximising the impact of resources and investment.

The SES sets out how BCH recognises the differences between people, and how this informs a differential approach to ensure that (as far as is practicable) any gaps between outcomes are identified and mitigated.

Human Rights is an important underpinning factor in the production of this Scheme. An appreciation of how the principles of human rights apply to equality is vital to understanding how our values are expressed. This SES is therefore also part of our commitment to human rights.

The SES also sets out how BCH will meet its obligations towards its own staff, both in terms of how they are treated as employees and how they are enabled to contribute towards our equality objectives. The SES is structured to demonstrate compliance with equality legislation.

The SES contains an Action Plan that will set out a practical work programme for all of our functions as a housing management organisation.

The SES is a fully 'live' document, in that it will be subject to our governance and performance management systems. Work will also be planned to explore how best to allow stakeholders to hold BCH to account for the commitments made, and to increase involvement and ownership in this Single Equality Scheme.

## 5.2 The Equality Framework for Social Housing

The new Equality Framework for Local Government provides a simple, proportional and relevant way of structuring improvement work to:

- Support compliance with our equality duties
- Support high standards of customer care
- Provide self-assessment evidence for regulatory assessment and inspection
- Provide evidence on equality and diversity outcomes to support targeted improvement work

The new framework describes three levels of achievement:

- A Developing Authority
- An Achieving Authority
- An Excellent Authority

Under transitional rules BCH is a developing authority.

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## **A Developing Authority**

A developing authority has the following characteristics:

- Councillors and officers understand the significance of equality of opportunity in creating local areas that people want to live and work in. They provide clear and visible leadership in building partnerships to address inequality.
- It has demonstrated clear plans to undertake equality mapping and understands the profile and needs of communities of interest within its locality.
- It has publicly committed to improving equality outcomes and the elimination of discrimination in both service delivery and employment based on race, gender, disability, age, religion and or belief and sexual orientation and other areas of disadvantage.
- It is compliant with all legal requirements, including having all the public duty equality schemes in place.
- It has systems in place at corporate and service/unit levels to ensure the delivery, review and scrutiny of its equality and cohesion priorities.
- Key internal and external stakeholders and community members are involved in and consulted on equalities issues.
- It has earmarked specific resources for improving equality practice.
- It is carrying out both retrospective and prospective equality impact assessments.
- It is clear about its workforce profile and has plans to ensure equal pay and to improve representation where appropriate.

## **An Achieving Authority**

An achieving authority has the following characteristics:

- Councillors and officers take direct and personal responsibility for promoting greater equality and test themselves on progress by the outcomes they achieve.
- It has undertaken equality mapping and has a good understanding of its communities, including the extent of inequality and disadvantage, and used the information to inform corporate and service priorities.
- It has set stretching equality priorities in consultation with partners in the public, voluntary and community sectors and these are reflected in its sustainable community and other relevant strategies, local and multi-area agreements, and local targets.
- It works with partners in the public, voluntary and community sectors to develop joint equality strategies.
- It uses equality impact assessments (EqIAs) to review all major corporate and service changes in policy and regularly conducts service and employment EqIAs.
- It has set appropriate corporate and service and or unit objectives to address persistent inequalities and to narrow the gap related to race, gender, disability, sexual orientation, age, religion and or belief, or other areas of inequality for service delivery based on impact assessments and consultation with internal and external stakeholders and partners.
- It has set appropriate corporate and service and or unit employment and pay-related objectives for race, gender, disability and age, religion and or belief and sexual orientation.
- Equality objectives are integrated into the local authority's business and service planning processes.
- All relevant data on service access is monitored against the equality strands.
- There are good practices of delivery in all the sections of the council, with few adverse impacts found in impact assessments. Where adverse impacts have been found these have been mitigated.
- Key stakeholders and community members, including those who are vulnerable and marginalised, are able to scrutinise and challenge performance on equalities issues.
- It has developed information and monitoring systems that allow it to disaggregate data where appropriate and to assess progress in achieving objectives and targets. It reviews them in the light of changing needs, when necessary.

## **An Excellent Authority**

An excellent authority has the following characteristics:

- Councillors and officers have a reputation for championing equality issues and ensure that the equality issues relevant to their communities are embedded in their sustainable community strategy, strategic plans, local area agreements (LAAs) and local delivery plans.
- It works with all strategic partners and the voluntary and community sector, acting as an advocate to achieve defined equality outcomes.
- It has good evidence of the equalities profile of the community based on national and local data that is regularly reviewed.
- It is measuring progress on equality outcomes, is able to disaggregate data on relevant performance indicators and can demonstrate real outcomes that have improved equality in services and employment.
- It identifies the changing nature of its communities and their expectations and then prioritises its activities and explains its decisions.
- It provides good customer care by ensuring that services are provided by knowledgeable and well-trained staff who understand the needs of their communities.
- It has improving satisfaction and perception indicators from all sections of the community and staff.
- Equality groups are integrally involved in community engagement programmes.
- There are forums for all equality stakeholders to share experiences and evaluate the authority's progress.
- All parts of the authority can show tangible progress towards achieving outcomes which address persistent inequalities and narrow the gaps.
- It has implemented action for equal pay outcomes and demonstrates progress on under-representation, flexible working, access to training and development and promotes an inclusive working culture based on respect.
- It reviews its equality strategy and public duty equality schemes every three years and seeks innovative improvement challenges.
- Through its achievements it is an exemplar of good practice for other local authorities and agencies and works with others to share best practice.

### **5.3 Equality Impact Assessments**

Equality Impact Assessments have been developed as a tool for ensuring that equality; social inclusion and community cohesion issues can be considered when drawing up policies or proposals, which affect the delivery of services, the carrying out of Blackpool Coastal Housing's functions, and the employment practice of the company.

Equality Impact Assessments are a key tool in helping us to:

- Determine how BCH's policies and practice, or new proposals, will impact or affect different communities, especially those groups or communities who experience inequality, discrimination, social exclusion or disadvantage;
- Measure whether policies or proposals will have a negative or positive effect on different communities;
- Make decisions about current and future services and practice in fuller knowledge and understanding of the possible outcomes for different communities or customer groups; and
- Develop ways of monitoring and reviewing the effects of new or changing policies or proposals if they are introduced.

BCH recognises the current and proposed equality and further recognises that there are other individuals and groups who may be subject to discrimination. A decision has therefore been taken to include the following equality strands and protected characteristics in assessing the impact of policy and practice.

- People from an ethnic minority group
- Younger and Older People
- People with a disability
- Men, women or transgender people
- Gay men, lesbian women or people who are bisexual
- People with a particular religious belief
- People who are married, single, separated, divorced or widowed
- People with dependents (including Carers)
- People whose health and wellbeing is poor or at risk
- People who are socially excluded
- Communities that are not cohesive or that are fragmented

The Board and Executive Directors of BCH have agreed a prioritised programme of Equality Impact Assessments and this is included in our Single Equality Scheme.

#### **Code of Conduct for Board Members**

BCH has adopted the national Model Code of Conduct for Members. The national guidance is supplemented by specific local guidance.

All BCH Board Members and co-opted Members must undertake to abide by the Code of Conduct. There is a specific provision in the Code relating to equality duties placed upon all public authorities.

#### **Equality and Diversity Working Group**

BCH has established an Equality and Diversity Working Group comprising representatives from each of BCH's Service Units. It is the responsibility of each Service Unit representative to ensure that equality and diversity issues are considered in relation to any proposed policy and to ensure that such consideration is recorded in minutes of meetings.

The Equality and Diversity Working group requests and analyses diversity employment and service delivery information from Service Units to ensure that Service Managers are using the information to help inform review processes. It also monitors the implementation and progress of the Single Equality Scheme.

End users using hard copies of this document are responsible for ensuring that their copy is up to date.

## **Complaints**

BCH monitors and will continue to monitor the impact of its policies and services on the public through its complaints procedure.

Under the procedure:

- All complaints will be monitored in accordance with the Census 2001 categories
- All Service Units will be required, as part of BCH's Performance Management System, to outline the diversity profile of complainants and highlight all complaints which relate to issues of racial harassment or discrimination
- All Service Units will be under a duty to consider the information collated in the Performance Management system and use it to inform future policy, as appropriate

Data about the diversity profile of complainants will be published in BCH's Annual Comments Compliments and Complaints Report.

## **Employment Monitoring**

BCH believes that a workforce, that represents the community it serves, will be better able to respond to their needs. This will increase confidence and trust and ensure that BCH becomes an employer of choice. The business rationale is clear and unambiguous. In time, our diverse workforce will lead to greater business opportunities as we expand our customer base as more of our communities see us as their housing provider of choice.

BCH therefore will monitor the race, age, disability, gender, age, sexual orientation, religion and belief of staff at recruitment, and in connection with training and development opportunities and on leaving BCH in order to set targets that work towards a workforce representative of the local community. BCH will also measure the progress of equality of opportunity by analysing staff diversity data, identifying any patterns of inequality and take the action necessary to remove any barriers.

## **Hate Crime Reporting Scheme**

BCH shares Blackpool Council's commitment to tackling all hate crimes/incidents based on people's race, gender, disability, sexuality, religion, faith and belief by creating a culture whereby discrimination, real or perceived, is challenged and eradicated

BCH expects all employees to take action to report, challenge and prevent hate crimes/incidents whatever their origins, when carrying out their duties. Given this, BCH follows Blackpool Council's Hate Crime & Incident Reporting Policy.

The policy provides a mechanism for the reporting, recording, investigation, monitoring and evaluation of all hate crimes/incidents and encourages and promotes inter- agency responses to them.

BCH's commitment to tackling hate crime/incidents includes:

- Responding to cases of hate crime and participate in the development of multi agency solutions
- Contributing to local monitoring of all hate crimes/incidents and aiding the evaluation, review and development of best practice
- Making it clear to members of the public who harass employees that their behaviour will not be tolerated
- Making it clear that service may be withdrawn, if necessary and appropriate, in order to protect employees
- Supporting and advising employees who experience hate crimes/incidents from customers, by protecting them and by offering assistance where needed
- Supporting and advising a member of the public who has experienced or is reporting a hate crime/incident
- Ensuring details of incidents are recorded and seek further guidance if required
- Ensuring that all complaints of hate crimes/incidents are taken seriously and investigated as quickly and as effectively as possible by an appropriate person

End users using hard copies of this document are responsible for ensuring that their copy is up to date.

## **Navajo**

BCH has been awarded the Navajo Charter mark in recognition of the way we approach Lesbian, Gay, Bisexual and Transgender (LGBT) customer and staff issues.

The Navajo accreditation award is an indication of a level achievement in the way we operate our business and services to be inclusive of LGBT staff, and acknowledges our commitment to being a Lesbian, Gay, Bisexual and Transgender friendly employer.

The award also confirms that we are meeting our legal obligations to our LGBT customers and staff.

## **6 Monitoring, Reporting and Review**

This policy will be reviewed annually to ensure that it remains up to date with current legislation, regulation and best practice.

Work towards our vision will be monitored through the Single Equality Scheme.

## **Appendix 1      A Profile of Blackpool**

*Note: This section will be augmented by the findings of our STATUS survey completed in December 2008.*

Blackpool faces some of the most challenging economic and social conditions of anywhere in the UK. This section provides a summary profile of these issues. More details are contained in 'Blackpool Figures On Line' which provides a statistical digest of Blackpool and is available on the Blackpool Council Website [www.blackpool.gov.uk](http://www.blackpool.gov.uk).

Blackpool, with its population of just over 142,000, is the most densely populated district in the northwest.

### **A      Race & Ethnicity**

Blackpool has a low proportion and low numbers of ethnic minority residents compared to the UK average.

Ethnic minorities make up a very small proportion of Blackpool's residents. Non- white ethnic origins account for 1.6% of total population for Blackpool, compared to 5.6% for the North West region and 9.1% for England. People from BME (Black and Minority Ethnic) groups are most likely to be of mixed ethnic origin as shown below. However, the most recurrent single ethnic origin in Blackpool is Chinese.

Nearly a quarter of all Non-White people live in just two wards, Bloomfield and Park.

People over 65 make up 4.5% of the total population for black and minority ethnic groups. This means that black and minority ethnic groups have a younger age profile than the general population in Blackpool. (Source: ONS, 2001 Census).

Some 3.5% of Blackpool's population were born outside the United Kingdom (UK); 1.8% outside the European Union (EU).

The following table shows a comparative breakdown of the BME Community in Blackpool.

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<b>Ethnic Group</b>	<b>Blackpool</b>	<b>North West</b>	<b>England</b>
All People	142283	6729764	49138831
White	140016	6355495	44679361
White %	98.41%	94.44%	90.92%
White: British	137336	6203043	42747136
White: British %	96.52%	92.17%	86.99%
White: Irish	1390	77499	624115
White: Irish %	0.98%	1.15%	1.27%
White: Other White	1290	74953	1308110
White: Other White %	0.91%	1.11%	2.66%
Mixed	800	62539	643373
Mixed %	0.56%		
Mixed: White and Black Caribbean	288	22119	231424
Mixed: White and Black Caribbean %	0.20%	0.33%	0.47%
Mixed: White and Black African	104	9853	76498
Mixed: White and Black African %	0.07%	0.15%	0.16%
Mixed: White and Asian	247	17223	184014
Mixed: White and Asian %	0.17%	0.26%	0.37%
Mixed: Other Mixed	161	13344	151437
Mixed: Other Mixed %	0.11%	0.20%	0.31%
Asian or Asian British	705	229875	2248289
Asian or Asian British %	0.50%	3.42%	4.58%
Asian or Asian British: Indian	248	72219	1028546
Asian or Asian British: Indian %	0.17%	1.07%	2.09%
Asian or Asian British: Pakistani	214	116968	706539
Asian or Asian British: Pakistani %	0.15%	1.74%	1.44%
Asian or Asian British: Bangladeshi	159	26003	275394
Asian or Asian British: Bangladeshi %	0.11%		
Asian or Asian British: Other Asian	84	14685	237810
Asian or Asian British: Other Asian %			
Black or Black British	218	41637	1132508
Black or Black British %	0.15%	0.62%	2.30%
Black or Black British: Caribbean	83	20422	561246
Black or Black British: Caribbean %	0.06%	0.30%	1.14%
Black or Black British: African	97	15912	475938
Black or Black British: African %	0.07%	0.24%	0.97%
Black or Black British: Other Black	38	5303	95324
Black or Black British: Other Black %	0.03%	0.08%	0.19%
Chinese or Other Ethnic Group	544	40218	435300
Chinese or Other Ethnic Group %	0.38%	0.60%	0.89%
Chinese or Other Ethnic Group: Chinese	370	26887	220681
Chinese or Other Ethnic Group: Chinese %	0.26%	0.40%	0.45%
Chinese or Other Ethnic Group: Other Ethnic Group	174	13331	214619
Chinese or Other Ethnic Group: Other Ethnic Group %	0.12%	0.20%	0.44%
<b>BME Total</b>	<b>2267</b>	<b>526721</b>	<b>6391695</b>
<b>BME %</b>	<b>1.59%</b>	<b>7.83%</b>	<b>13.01%</b>
<b>Source: 2001 Census, ONS</b>			

## B European Union Accession Countries Migration

A significant and increasing part of Blackpool's workforce comes from former EU Accession states, especially Poland. Whilst for many, picking up seasonal income may be sufficient, there is a current lack of knowledge or reliable data on how many choose to stay. One of the only data sources currently available is registration for National Insurance numbers, which shows the following growing pattern of migration for Blackpool and the UK as a whole over the last three years.

Unfortunately this data provides a measure of inflow only – i.e. once an immigrant has received a NINO they might leave the area or the country. This means that the data is not an image of the current population.

Country	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	Total Since 2002	% of Total
Poland	10	0	260	870	980	850	2970	62.26%
India	30	40	80	80	60	40	330	6.92%
Philippines	40	20	10	10	20	20	120	2.52%
Latvia	0	0	20	60	20	20	120	2.52%
Spain	10	10	30	20	10	20	100	2.10%
Slovakia	0	0	20	40	10	20	90	1.89%
Lithuania	0	0	10	20	20	30	80	1.68%
Romania	0	0	10	60	0	10	80	1.68%
Czech Republic	0	0	10	20	20	20	70	1.47%
Thailand	10	20	10	10	10	10	70	1.47%
China	10	10	10	10	10	10	60	1.26%
Australia	10	10	0	10	10	20	60	1.26%
Italy	10	10	10	10	10	10	60	1.26%
Republic Of Ireland	10	10	10	10	0	10	50	1.05%
Hungary	0	0	0	10	10	30	50	1.05%
South Africa	10	10	10	10	0	10	50	1.05%
France	0	10	10	10	10	10	50	1.05%
Germany	10	0	10	10	10	10	50	1.05%
Pakistan	0	10	10	10	10	10	50	1.05%
Portugal	0	10	10	0	10	10	40	0.84%
Bangladesh	10	0	10	10	10	0	40	0.84%
Iraq	10	10	0	0	0	0	20	0.42%
Nigeria	0	0	0	0	10	10	20	0.42%
USA	0	0	0	0	10	10	20	0.42%
Netherlands	0	0	0	10	0	0	10	0.21%
Malta	0	0	0	10	0	0	10	0.21%
Bulgaria	0	0	10	0	0	0	10	0.21%
Ukraine	0	0	0	0	10	0	10	0.21%
Russia	0	0	10	0	0	0	10	0.21%
Turkey	0	0	0	0	0	10	10	0.21%
Zimbabwe	0	10	0	0	0	0	10	0.21%
Iran	0	0	10	0	0	0	10	0.21%
Malaysia	10	0	0	0	0	0	10	0.21%
Nepal	0	0	0	0	10	0	10	0.21%
Canada	0	0	0	0	0	10	10	0.21%
Sri Lanka	0	0	0	0	10	0	10	0.21%
<b>TOTAL</b>	<b>190</b>	<b>190</b>	<b>580</b>	<b>1310</b>	<b>1290</b>	<b>1210</b>	<b>4770</b>	<b>100.00%</b>

## **C Gypsies and Travellers**

Despite limited statistics and details we do know that Blackpool has a large number of Gypsies and Travelers who visit or are settled within the area. We believe that Gypsies and Travelers may be one of the largest ethnic groups in Blackpool.

The North West Regional Assembly, on behalf of a number of local authorities within the Lancashire sub-region, (including Blackpool) commissioned an assessment of Gypsy and Traveller accommodation in 2006. The results were published in 2007 and included the following information.

- At the time of the survey the Study Area had 93 pitches on five residential sites all managed by the respective local authorities
- 262 pitches on 28 private authorised sites
- A minimum of 10 unauthorised developments containing approximately 23 pitches
- A minimum of 30 households on unauthorised encampments
- At least 21 households in bricks and mortar housing.
- In all there were a minimum of 429 Gypsy/Traveller families on sites, in houses or encamped at the time of the survey.
- In addition, there were somewhere in the region of 8 Travelling Showpeople households on sites across the Study Area.

The average household size was 4.6 persons, significantly larger than the average in the settled community and the estimated Gypsy and Traveller population of the Lancashire Study Area equates to a minimum of 1,973 people.

Survey responses suggested that there was a significant incidence of disability and ill-health with approximately 1 in 4 people reporting some form of disability or long-term illness within their household. Experience of multiple incidences of ill-health was not uncommon

Eight in every ten respondents thought that education was important for Gypsy/Traveller children; however, only six in ten respondents reported that their children had regular attendance at school. Irregular attendance was particularly acute for those families living on unauthorised encampments.

The Gypsy and Traveller households consulted reported being involved in a wide range of jobs. Self-employment was a key feature with building, groundwork, dealing, hawking, uPVC, roofing, and gardening frequently mentioned. There may be a greater tendency, over coming years, for Gypsy and Traveller children to enter more non-Traveller trades similar to those of the settled community. However, because of the influence of family roles and responsibilities traditional Gypsy and Traveller trades remain an integral part of the community.

Over a third of those interviewed considered Lancashire, or areas within Lancashire, as their 'home'. Just under half of those interviewed reported that they had not travelled at all in the last 12 month period. The vast majority of those that had travelled in the last 12 months, had been engaged in seasonal travelling (i.e. travelling in late spring, summer and early autumn).

National research shows that Gypsies and Travellers suffer high levels of deprivation and social exclusion and experience considerable discrimination and inequalities. Experiences and needs are also unrecorded and not addressed.

We recognise that Gypsies and Travelers are an important part of Blackpool's history and heritage and are keen to ensure their needs are considered as part of our work to deliver the Race Relations Amendment Act.

BCH recognises that addressing the diverse housing and accommodation needs of Gypsies and Travellers will go a long way to addressing inequalities and improving access to Council and other vital services such as education and health.

## D Age

At the time of the 2001 census 14.40% of people in Blackpool were over the age of 70. People aged 75 and over accounted for 9.58% of the population and over 20% of the population was over 60.

Age	Number	%
Aged 0 to 9	16213	11.39%
Aged 10 to 19	16820	11.82%
Aged 20 to 29	14931	10.49%
Age 30 to 39	20871	14.67%
Age 40 to 49	18098	12.72%
Age 50 to 59	19009	13.36%
Age 60 to 69	15849	11.14%
Age 70 to 74	6867	4.83%
Age 70+	20492	14.40%
Age 75+	13625	9.58%

Source: 2001 Census, ONS

Since 1981 there has been a 32% increase in very elderly residents (aged 85 years and over) in Blackpool. Projections from the ONS suggest that generally the proportion of older people 65+ within Blackpool's population is on the increase and will continue to do so for the foreseeable future.

Some estimates suggest that the elderly population aged 65 plus years will rise by 12,200 people by 2029 and will by that time account for a quarter of Blackpool's population.

Social and economic factors impact significantly on young people in Blackpool.

The number of racial incidents reported by Blackpool schools has fluctuated over the last few years around an average of 30 per school term.

Numbers of children permanently excluded from school for reasons of bullying, harassment and physical or verbal assault on other pupils has also increased.

Unauthorised absence from school is higher than regional and national averages as is the proportion of children who are eligible for free school meals.

There has been a year on year decrease in the number of pupils with Statements of Special Educational Needs (SEN) maintained by the CSA. In January 2006 there were 651 pupils with Statements of SEN maintained by Blackpool compared with 768 in January 2003. The number of children in special schools (321) has fallen relative to January 2005 (330) but special school placements continue to outnumber mainstream placements for pupils with statements of SEN.

## E Sexual Orientation

Lesbians, gay men and bisexuals currently comprise around 6% of the UK population, according to Government estimates, which equates to roughly 3.5 million people. Blackpool has one of the largest gay communities in the UK, although there are no accurate figures it is estimated that 10% of Blackpool's population are lesbian, gay or bisexual equating to 14,250 people.

Blackpool is often described as the gay capital of the North. Historically, seaside resorts have been able to provide niches for minority groups. Blackpool, like other English resorts, has had a reputation for being a safe community for gay people and in the 1990s the town began to be promoted as a gay tourist destination. Blackpool contains several bars, pubs and nightclubs aimed at the LGBT community.

	Blackpool	North West	England
All People Aged 16 and Over in Households	111002	5226576	38393304
Living in a same-sex couple	516	8346	75746
Percentage Living in a same sex couple	0.46%	0.16%	0.20%

Source: 2001 Census, ONS

Data from the 2001 census, shown above, suggest that the percentage of people living in same sex couples in Blackpool is more than double the North West and England averages.

## F Faith, Religion and Belief

The table below shows the breakdown of religious faiths in Blackpool.

Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other	No religion	Religion not stated
78.60%	0.20%	0.10%	0.20%	0.40%	0.00%	0.20%	11.40%	8.80%

Source: 2001 Census, ONS

These figures were taken from the Census 2001 and show the percentages of people living in the town who have a self-declared faith. The figures also show the spread of minority faith traditions in Blackpool. With new counties becoming members of the E.U and increasing social mobility, it is highly likely these figures will increase in the years ahead and as a result Blackpool will continue to become even more diverse.

## G Health

According to census information, the general health status of Blackpool's population is poor in comparison to the North West region and the rest of the country as a whole, as shown in the tables below.

General Health	Blackpool	North West	England
All People	142283	6729764	49138831
Good Health	86870	4501183	33787361
Good Health %	61.05%	66.88%	68.76%
Fairly Good Health	35700	1491467	10915594
Fairly Good Health %	25.09%	22.16%	22.21%
Not Good Health	19713	737114	4435876
Not Good Health %	13.85%	10.95%	9.03%

Source: 2001 Census, ONS

<b>Limiting Long-term Illness</b>	<b>Blackpool</b>	<b>North West</b>	<b>England</b>
All People	142283	6729764	49138831
People With a Limiting Long-Term Illness	36184	1394609	8809194
People With a Limiting Long-Term Illness %	25.43%	20.72%	17.93%
<b>Source: 2001 Census, ONS</b>			

The incidence of long term limiting illness is the highest in the region. Significantly within these figures, the majority are older people, with approximately 19,000 (over 13% of the population) claiming to be effected.

Of those with a long term limiting illness, almost 2000 were recorded in the 2001 census as being resident in a communal establishment.

The rate of people of working age claiming sickness benefits because of mental health problems is higher than the North West and England average.

Research undertaken by the Mental Health Foundation confirmed that most older people do not develop mental health problems, although a significant minority does. The foundation's research revealed that currently:

- About 20% of people over 65 have dementia
- About 25% of people over 85 have dementia.
- Between 10-15% of people over 65 have depression.
- Between 4-23% of older adults seen by medical staff have an alcohol problem.

These percentages when applied to population projections based on National Statistics indicate a 30.9% increase in the number of older people over age 65 with dementia by 2028 and a 58.8% increase in the number of older people over age 85 with dementia by 2028. This equates to an additional 430 people with dementia in the 65+ age group and 500 people in the 85+ age group.

The Mental Health Foundation also suggests that as the population ages there will be a greater number of older people with depression.

### **Common Causes Of Illness**

Alcohol misuse is a significant problem in the North West. It is estimated that 22% of adults in Blackpool binge drink, less than the regional but more than the national average. The rate of hospital admissions for alcohol specific conditions is above the England average.

The prevalence of problematic heroin and/or crack cocaine is higher than the England average and there has been a rise in mainstream misuse of steroids in Blackpool.

The Standardised mortality ratio for all deaths under 75 years in Blackpool are higher than the average for England and Wales. Male mortality rates in Blackpool exceed female rates for key diseases for the under 75's. and Blackpool key disease mortality rates for both males and females under 75 exceed those for England.

Blackpool accounted for 39% of all new HIV cases diagnosed in Lancashire and Cumbria in 2004.

## H Disability

### Disability Living Allowance

Disability Living Allowance is paid to people usually under the age of 65, who are so severely disabled, physically or mentally, that they need supervision or a great deal of help with personal care and/or who have mobility needs. As such, claimant figures can give an indication of levels of disability within our communities.

	Blackpool	North West	England
Population	142283	6729764	49138831
Total DLA Claimants	12285	450495	2375900
Claimants as % of population	8.63%	6.69%	4.84%
<b>Claimant Age</b>			
Claimants Aged Under 16	805	37055	254350
Claimants Aged Under 16 %	7%	8%	11%
Claimants Aged 16-24	540	21860	136850
Claimants Aged 16-24 %	4%	5%	6%
Claimants Aged 25-49	3165	112315	632565
Claimants Aged 25-49 %	26%	25%	27%
Claimants Aged 50-59	2440	89800	458750
Claimants Aged 50-59 %	20%	20%	19%
Claimants Aged 60-69	3295	118250	576455
Claimants Aged 60-69 %	27%	26%	24%
Claimants Aged 70 and Over	2040	71215	316875
Claimants Aged 70 and Over %	17%	16%	13%
<b>Claimant Gender</b>			
Male	6340	225185	1199065
Male %	52	50	50
Female	5945	225310	1176835
Female %	48	50	50
<b>Claim Duration</b>			
Claim Duration 1-2 Years	815	28245	157535
Claim Duration 1-2 Years %	6.63%	6.27%	6.63%
Claim Duration 2-5 Years	2085	76705	428560
Claim Duration 2-5 Years %	16.97%	17.03%	18.04%
Claim Duration 5 Years and Over	8435	314440	1618980
Claim Duration 5 Years and Over %	68.66%	69.80%	68.14%
<b>Components Claimed</b>			
Mobility Award; Lower Rate	3085	113685	677190
Mobility Award; Lower Rate	25%	25%	29
Mobility Award; Higher Rate	7825	283130	1374580
Mobility Award; Higher Rate	64%	63%	58%
Care Award; Lower Rate	3385	117165	652975
Care Award; Lower Rate	28%	26%	27%
Care Award; Middle Rate	3925	147815	808415
Care Award; Middle Rate	32%	33%	34%
Care Award; Higher Rate	2620	107890	561865
Care Award; Higher Rate	21%	24%	24%
Source: 2007 DWP			

The profile of DLA claimants in Blackpool is broadly similar to regional and national profiles in terms of claimant age, claim duration and components claimed. However there are more male claimants than female claimants and the percentage of the population claiming DLA is almost double the national average and significantly greater than the regional average. This means that there is a high proportion of people with care and mobility needs living in Blackpool.

End users using hard copies of this document are responsible for ensuring that their copy is up to date.

## I Attendance Allowance

Disability Living Allowance is paid to people usually over the age of 65, who are so severely disabled, physically or mentally, that they need supervision or a great deal of help with personal care. As such, claimant figures can give an indication of levels of disability within our communities.

	Total Population	All Population	% Population	Men Population	% Population	Women Population	% Population
<b>England</b>	49138831	1410300	2.87%	430300	30.51%	980000	69.49%
<b>North West</b>	6729764	188600	2.80%	57000	30.22%	131600	69.78%
<b>Blackpool</b>	142283	5700	4.01%	1700	29.82%	4000	70.18%

Source: 2007 DWP

The proportion of the population claiming Attendance Allowance is above regional and national levels. Female claimant numbers are more than double male claimant numbers in keeping with life expectancy.

## J Caring Responsibilities

The number of Carers in Blackpool was 15443 at the time of the 2001 Census. Evidence from Carers UK suggests that the numbers of unpaid carers nationally is increasing year on year. In the context of poor general health and an ageing population in Blackpool the growth in the number of carers in Blackpool may be significant in terms of economic impact, deprivation and social exclusion.

	Blackpool		North West		England	
All People	142283	100.00%	6729764	100.00%	49138831	100.00%
Provides no care	126840	89.15%	6004962	89.23%	44261771	90.07%
Provides 1 to 19 hours care a week	9068	6.37%	473083	7.03%	3347531	6.81%
Provides 20 to 49 hours care a week	1979	1.39%	87407	1.30%	530797	1.08%
Provides 50 or more hours care a week	4396	3.09%	164312	2.44%	998732	2.03%
Total Carers	15443	10.85%	724802	10.77%	4877060	9.93%

Source: 2001 Census, ONS

## K Deprivation

The Index of Multiple Deprivation 2007 is a measure of multiple deprivation at the small area level. Data is measured across the following categories

- Income
- Employment
- Health
- Education
- Living environment
- Barriers to housing and services
- Crime & Disorder

The small areas also ranked nationally in order of the highest to the lowest overall deprivation so that they can be compared with the rest of the country.

Blackpool is ranked as the 12th most deprived area in the country and 3rd in the country for it's concentrations of deprivation.

41 of the 94 small areas in Blackpool for which the government collects data are in the 20% most deprived in England. 61,550 people live in these 41 areas. It would be expected that 20% of an area's population would live in the 20% most deprived areas however, these 61,550 people make up 43% of the Blackpool population.

12 of the 41 deprived areas are in the 1% most deprived in England and 17,712 people live in these very deprived areas. One of these 12 areas is in Bloomfield ward, is the second most deprived in Blackpool and has a higher percentage of the population that is BME (7%).

The following table shows data about levels of deprivation in Blackpool and the numbers of the population affected.

	Number of areas in Blackpool in the 20% most deprived in England	% of areas in Blackpool in the 20% most deprived in England	Number of people deprived	Percentage of the population deprived
<b>Income deprivation</b>	32	34.04%	33043	23.00%
<b>Child poverty</b>	33	35.11%	7324	27.70%
<b>Elderly poverty</b>	30	31.91%	9634	27.00%
<b>Employment deprivation</b>	45	47.87%	14426	17.70%
<b>Health deprivation</b>	66	70.21%	97596	68.00%
<b>Education training and skills deprivation</b>	39	41.49%	58000	40.50%
<b>Barriers to housing &amp; services</b>	2	2.13%	3348	2.30%
<b>Crime and disorder</b>	38	40.43%	55947	39.00%
<b>Living environment</b>	50	53.19%	74244	52.00%

## **L Income & Employment**

The percentage of the working age population in Blackpool is 59.7%, which is less than the North West average of 61.8% and GB average of 62.2%. Of that working age population, there is a lower percentage actually working in Blackpool (71.6%) than regionally (76.8%) and nationally (78.6%).

The proportion of people in Blackpool who are not working but who want a job (7.2%) is higher than the regional (5.2%) and national averages (5.4%). However, the proportion who do not want a job is also higher (21.2%). Overall there are three times more people not working and not wanting a job than there are not working and wanting a job.

Blackpool has proportionately and significantly fewer people in higher paid jobs than in the North West and GB and more people in lower paid jobs, particularly in service industries, administrative roles, and sales roles. Blackpool has over 10% fewer top earners than the national average and Blackpool's percentage of part time workers is 6% higher than the national average with 22,500 part time jobs.

Blackpool has proportionately fewer people with qualifications generally than the regional and national averages. There are 10% fewer people with NVQ 4 and almost 9% more people with no qualifications at all.

Full time workers in Blackpool earn an average of £365 a week compared to £434 in the North West and £458 nationally. Hourly rates for full time workers are £2.50 less than the national average and the differential between pay for men and women in Blackpool is greater than in the North West and nationally.

Jobseeker's Allowance (JSA) is payable to people under pension age who are available for, and actively seeking, work of at least 40 hours a week. As at August 2008 Blackpool had higher proportions of people in receipt of JSA than regionally and nationally with 3.3% of people claiming JSA compared to 2.9% for the North West and 2.4% nationally. The majority of claimants in Blackpool has been on JSA for under six months with proportionately fewer people on JSA for over a year than the North West and National Averages.

In February 2008, Blackpool had proportionately more people claiming income replacement benefits than the regional and national averages. 48.1% of the population in Blackpool claims at least one of these benefits compared to 34.8% regionally and 28.2 nationally. Earnings replacement benefits include JSA, Incapacity Benefits, Lone Parent benefits, Carers Benefits, Disability Benefits and Bereavement benefits.

## Appendix 2 BCH Customer Profile

Items A to F are taken from Housing System data.

Items G to P are taken from STAUS survey of customers 2010

\* denotes a percentage of less than 1

<b>A Gender</b>	<b>Percentage</b>
Male	46.60%
Female	53.40%
Transgender	0.00%

<b>B Age</b>	<b>Percentage</b>
16-18	0.50%
19-25	5.57%
26-40	17.12%
41-59	36.72%
60-65	11.38%
66-74	13.76%
75+	14.84%
Not known	0.12%

<b>C Ethnicity</b>	<b>Percentage</b>
Asian or Asian British Indian	0.05%
Asian or Asian British Other	0.08%
Asian or Asian British Pakistani	0.02%
Black or Black British African	0.08%
Black or Black British Caribbean	0.07%
Black or Black British Other	0.10%
Chinese or other Ethnic Group Chinese	0.10%
Ethnic Group Other	0.08%
Gypsy/Romany/Traveller	0.07%
Mixed Other	0.03%
Mixed White & Asian	0.02%
Mixed White & Black Caribbean	0.12%
Prefer not to say	10.23%
White British	70.82%
White Irish	0.93%
White Other	10.88%

<b>D Religion</b>	<b>Percentage</b>
Buddhism	0.13%
Christian	44.44%
Declined to answer	27.15%
Hinduism	0.05%
Jewish	0.10%
Muslim	0.13%
No Religion	12.46%
Other Religion	1.55%

<b>E Disability</b>	<b>Percentage</b>
Deaf / Hearing Impaired	1.88%
Learning Disability	0.48%
Mental Health Difficulty	3.31%
No Disability	46.08%
Other Disability	3.56%
Progressive Disability	1.95%
Restricted Mobility	12.79%
Visual Impairment	1.78%
Wheelchair Bound	0.57%
Wheelchair User	1.36%

<b>F Sexuality</b>	<b>Percentage</b>
Bi-Sexual	0.47%
Declined to Answer	34.10%
Heterosexual	43.34%
Homosexual	1.30%
Lesbian	0.57%
Other	0.03%
Unknown	0.18%

<b>G Length of tenancy/leasehold</b>	<b>Percentage</b>
Under 1 year	9%
1 – 2 years	10%
3 – 5 years	15%
6 – 10 years	16%
11 – 20 years	18%
21+ years	29%
Don't know/ can't remember	4%

<b>H Length of time in current property</b>	<b>Percentage</b>
Under 1 year	11%
1 – 2 years	13%
3 – 5 years	15%
6 – 10 years	18%
11 – 20 years	20%
21+ years	23%
Don't know/ can't remember	1%

<b>I Number of people living in household</b>	<b>Percentage</b>
One	58%
Two	28%
Three	8%
Four	3%
Five or more	2%

<b>J Number of people aged under 16 in household</b>	<b>Percentage</b>
One	29%
Two	39%
Three	27%
Four or more	5%

<b>K Number of people aged 60 or over in household</b>	<b>Percentage</b>
None	
One	77%
Two	22%
Three or more	0
Not provided	*

<b>L Household make-up</b>	<b>Percentage</b>
One adult under 60	29%
One adult aged 60 or over	35%
Two adults both under 60	8%
Two adults, at least one 60 or over	7%
Three or more adults, 16 or over	2%
1-parent family with child/ren, at least one under 16	5%
2-parent family with child/ren, at least one under 16	5%
Other	8%

<b>M Disability in household</b>	<b>Percentage</b>
Yes	70%
No	30%
Don't know	0%

<b>N Wheelchair user in household</b>	<b>Percentage</b>
Yes	13%
No	87%
Don't know	0%

<b>O Employment status</b>	<b>Percentage</b>
Employee in full time job (30 hours or more per week)	6%
Employee in part time job (less than 30 hours per week)	5%
Self-employed (full- or part-time)	1%
Government supported training	0%
Unemployed & available for work	8%
Wholly retired from work	35%
Full-time education at school etc.	0%
Looking after the family or home	4%
Permanently sick or disabled	30%
Doing something else	1%

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<b>P Employment status Partner/ Spouse</b>	<b>Percentage</b>
Employee in full time job (30 hours or more per week)	3%
Employee in part time job (less than 30 hours per week)	1%
Self-employed (full- or part-time)	1%
Unemployed & available for work	3%
Wholly retired from work	8%
Full-time education at school etc.	*
Looking after the family or home	2%
Permanently sick or disabled	6%
Doing something else	*
Not applicable	3%
Not provided	74%