

Annual Equality Data Report

Oldham Council

31 January 2017

Contents

Please click on the links below to take you to the relevant section in the document.

1. **Introduction**
2. **Oldham Council**
3. **Our demographic data**
4. **Our service data**
5. **Our workforce data**
6. **Our budget**
7. **Impact of Welfare Reform in Oldham**

1 Introduction

Oldham Council is committed to delivering excellent services to the borough's diverse range of individuals, groups and communities, whilst continuously improving the way we promote equality and celebrate diversity.

As part of our on-going commitment, we are seeking to collect relevant equality information about our service users and our communities. This information helps us to understand if we are meeting service user needs and how we can improve the services we offer.

The Equality Act 2010 replaced previous anti-discriminatory laws with a single Act. It simplified the law, removed inconsistencies and made it easier for people to understand and comply with. It also strengthened the law in important ways, in order to help tackle discrimination and inequality. (*Source: "Equality Act 2010: Specific duties to support the equality duty...." Government Equalities Office*)

The specific duties of the Equality Act 2010 require the council, as a Local Authority, to publish information showing compliance with the Equality Duty, at least annually; and to set and publish equality objectives, at least every four years.

This document publishes information which demonstrates that the council has due regard to the need to:-

- **eliminate unlawful discrimination**, harassment and victimisation and any other conduct prohibited by the Act;
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it; and
- **foster good relations** between people who share a protected characteristic and people who do not share it.

This year's publication includes updated and information from the services we focussed on last year and presents the equality data for 15 service areas as well as key areas of significant public sector transformation or policy change, in line with the commitment made under our equality objectives.

For more information, please contact: David Burch, Intelligence Officer, Oldham Council at: david.burch@oldham.gov.uk .

2 Oldham Council

Ambition and Corporate Objectives

Our ambition is to **deliver a co-operative future where everyone does their bit to create a confident and ambitious borough.**

There are three corporate objectives that underpin the delivery of the ambition. They are:

- A productive place to invest where business and enterprise thrive
- Confident communities where everyone does their bit
- A Co-operative Council delivering good value services to support a co-operative borough

The objectives have been developed to reflect the key priorities of the council including economic growth and regeneration, strong civic leadership and delivering value for money services.

The corporate ambition and objectives form the basis of the council's Corporate Plan. The Corporate Plan is the council's main strategy document. Its primary purpose is to set out our story of place and our priorities for Oldham - what we are doing and why we are doing it. It can be accessed at: http://www.oldham.gov.uk/downloads/file/3736/corporate_plan_2015

Our Approach to Equality

Our organisational approach to equality is to ensure that it is mainstreamed into key business drivers, such as the budget setting process and our approach to customer services. Equality related considerations and actions are being mainstreamed into the relevant strategies and plans, which shape our organisational approach in each of these areas, thus ensuring equality is integral to our approach and is owned across our organisation.

As a council, we are committed to providing high quality services that are customer focused. These services will be accessible, sensitive and responsive to the diverse needs of Oldham's individuals, families and communities.

To this end we are continuing to publish equality related data for some of the services we deliver. We have increased the number of services for which we publish to 15. Over time, we intend to collect even more service information and to strengthen the collection of equality related data across the council. We will use this data to inform service planning and development, seeking to continually improve our performance over time.

For more information about how we endeavour to continuously improve our customer services and meet customer needs, please go to: http://www.oldham.gov.uk/info/200609/contact/1015/customer_charter

3 Our demographic data

Oldham's population currently stands at 228,765, making it the seventh largest borough in Greater Manchester.

Oldham has a high proportion (22.5%) of residents aged under 16 and proportionally fewer (15.7%) aged 65 and over. The overall structure of the population has shifted downwards given the growth in Oldham's Pakistani and Bangladeshi communities which have much more youthful age profiles.

Population by ethnic group

Oldham is predominantly white (77.5%), with Pakistani heritage (10.1%) and Bangladeshi heritage (7.3%) as the largest non-white minorities. Oldham has a higher proportion (22.5%) of non-white residents than Greater Manchester (16.3%) or England (14.3%). This value has increased significantly from 13.9% in 2001.

Breakdown of Population by Ethnic Group

	Oldham (n)	Oldham (%)	GM (%)	North West (%)	England (%)
White	174,326	77.5	83.8	90.2	85.5
Pakistani	22,686	10.1	4.8	2.7	2.1
Bangladeshi	16,310	7.3	1.3	0.7	0.8
Indian	1,555	0.7	2	1.5	2.6
Black (African/Caribbean)	2,797	1.2	2.8	1.3	3.4
Mixed	4,057	1.8	2.3	1.6	2.2
Other Ethnic groups	3,166	1.4	3.1	2.0	3.2
All Ethnic Minorities (non-white)	50,571	22.5	16.3	9.8	14.3

Source: ONS Census 2011(KS201)

Source: ONS Census 2011

Changes in Ethnic Composition since 2011

The most recent official data on the ethnicity of Oldham's residents was published in 2011, but additional localised projections/estimates produced by the Business Intelligence Service have been used alongside these to examine changes over the past five years.¹

These estimates suggest that since 2011 Oldham has become more diverse in terms of ethnic composition. There has been further growth in the Pakistani and Bangladeshi communities, in addition to some growth in the white 'other' category – a group primarily made up of Polish and Romanian heritage communities.

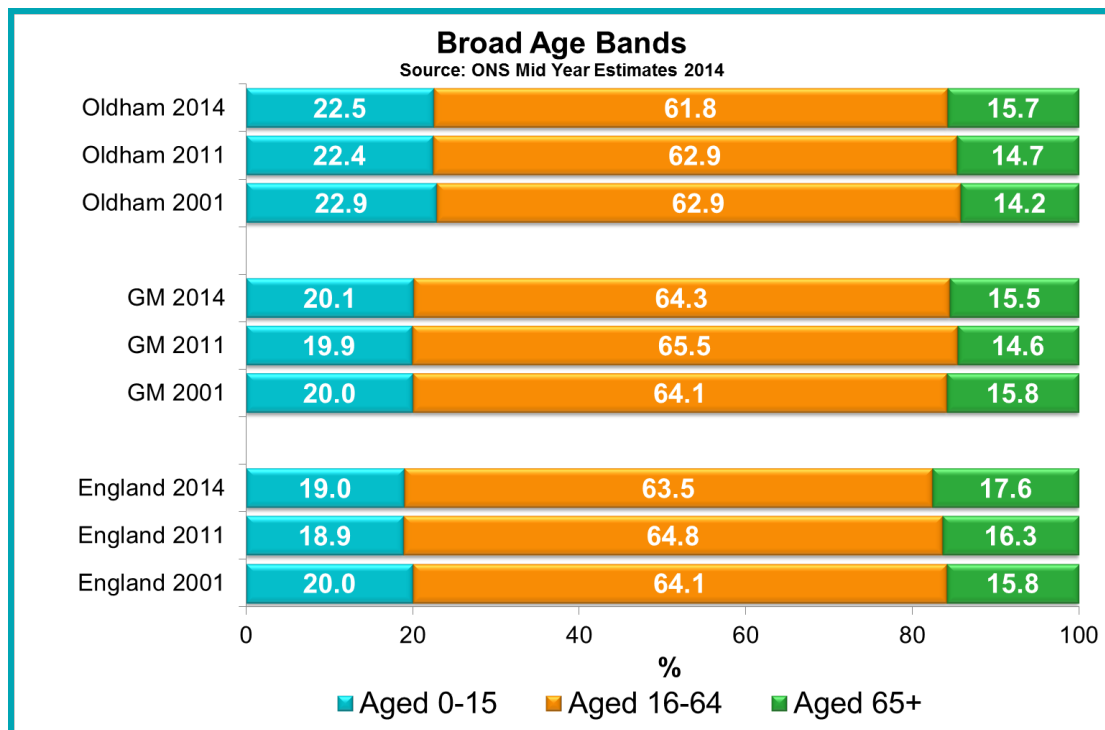
Recent Population Change by Ethnic Group

¹ Oldham Ethnic Group Population Estimates, May 2016

	2011	2012	2013	2014	2015	2016
White British and Irish	171,439	170,261	169,579	169,182	167,731	166,230
White Other	2,887	3,703	4,811	6,037	7,040	7,896
Pakistani	22,686	23,709	24,575	25,394	26,539	27,581
Bangladeshi	16,315	16,943	17,550	18,177	18,989	19,765

Age Structure

Oldham's age structure is younger than the England and Wales average. There are higher-than-average levels of children – especially younger children – and lower-than-average numbers of over 75s. This is mainly due to the large South Asian communities, who have a younger age profile than the white population.



Source: ONS Mid-Year Estimates 2014 and Census 2011

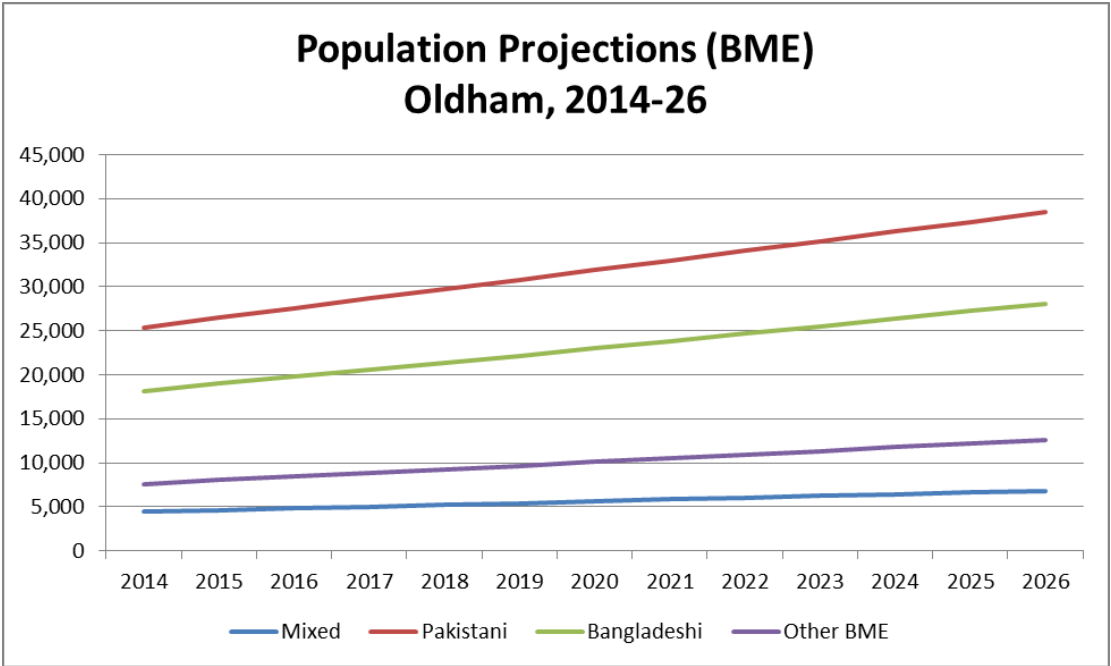
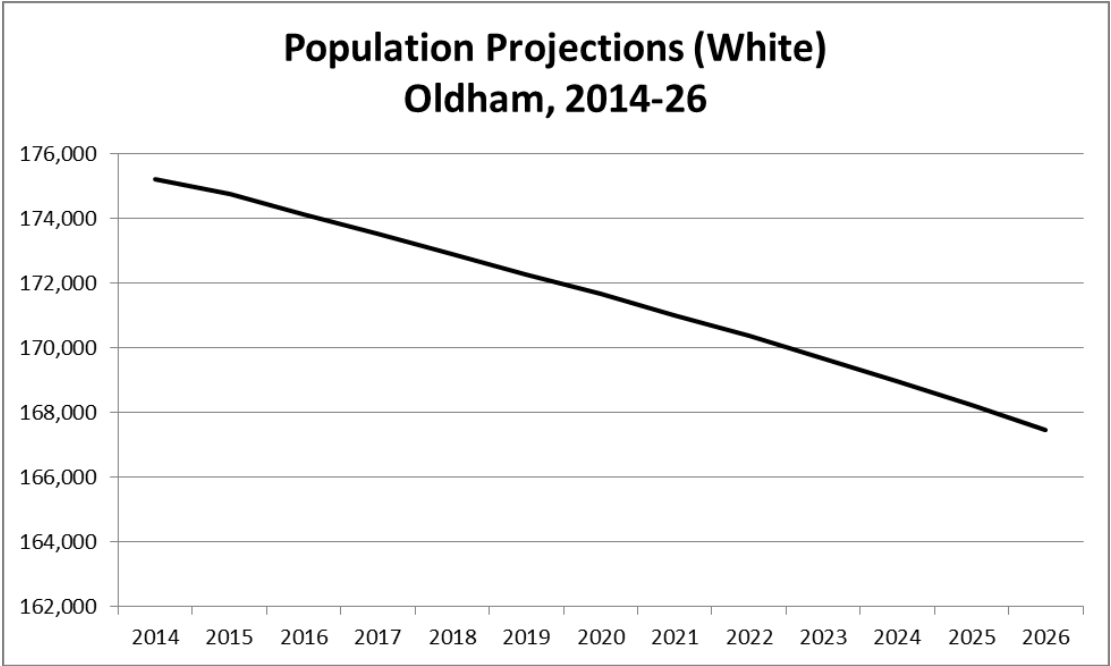
Population Projections

According to ONS Sub-National Population Projections (SNPP), Oldham's population is projected to reach 245,000 by 2034 – a 7.1% increase over the estimated 2014 population. The SNPP, however, only breaks down population into age and sex.

There is some evidence to show national population projections for Oldham have tended to under-project. As a result, Business Intelligence constructed a new Oldham-specific population projection model, which better reflects intelligence about the borough. It breaks data down by ethnic group (up to 2026) in addition to age and sex (up to 2037).

The model suggests that Oldham’s current (2016) population to be 4,500 persons higher than ONS figures. By 2026, Oldham’s population is expected to be 14,400 persons higher than ONS projections. By 2037 the difference is expected to be nearly 29,000.

While the White population of Oldham is projected to continue to marginally fall in size, Pakistani and Bangladeshi populations are projected to grow significantly.



Source: Oldham Council Population Estimates, 2016

While most age groups increase in size, there are projected to be particularly large increases in the numbers of older people, especially in the 75+ age group, up 40% from 2011 by 2026.

Source: Oldham Population Projections Briefing Note, Business Intelligence

4 Our service data

Please click on the links below to take you to the relevant section in the document.

1. [**Contact Centre**](#)
2. [**Customer Complaints**](#)
3. [**Legal and Advice**](#)
4. [**Welfare Rights**](#)
5. [**Libraries**](#)
6. [**Licensing \(Taxi Licensing\)**](#)
7. [**Lifelong Learning**](#)
8. [**Local Council Tax Reduction**](#)
9. [**School Census**](#)
10. [**Social Fund Reform**](#)
11. [**Waste Services – Assisted Collections**](#)
12. [**Elected Member Profile**](#)
13. [**Employee Volunteering**](#)
14. [**Discretionary Housing Payments**](#)

1. Contact Centre

The contact centre deals with enquiries across 17 separate service lines on behalf of Oldham Council and the council's switchboard service, providing easy access to a wide range of services over the phone and also via email.

From April 2015 to March 2016, 486,274 calls were handled and 4,941 surveys were completed. During this period, for callers enquiring about council tax, housing and council tax benefits, environmental health, environmental services and other Contact Centre Services the ethnicity and disability breakdown was as follows:

Table 1a: Enquiries to the Contact Centre by Ethnicity, 2015-2016

Ethnicity	Rather not say	White	Asian or British Asian	Mixed / Dual Heritage	Black or Black British	Other
Number of Customers	268	2,207	345	34	37	23
% of Customers	9.20%	75.74%	11.84%	1.17%	1.27%	0.79%

**2914 of people surveyed provided ethnicity information*

Table 1b: Enquiries to the Contact Centre by Disability, 2015-2016

Disability	Rather not say	Yes	No
Number of Customers	400	540	1,995
% of Customers	13.63%	18.40%	67.97%

**2935 people surveyed provided disability information*

The software employed for customer satisfaction surveys collects ethnicity and disability data which are the core equality statistics agreed contractually when the system was purchased.

The current target is to complete 400 surveys a month.

Source: Opinion 8 system used for customer satisfaction surveys - Oldham Council Customer Services

2. Customer Complaints

Contact to the Complaints Team is broken down into the following areas: Corporate Complaints; Adult Social Care complaints; Children's Social Care and Education complaints; Compliments; Comments; Suggestions; Enquiries; Service Requests and Local Government Ombudsman complaints.

The data used to provide the following ethnicity, disability, gender and age-group analysis is derived from web form contact, which constitutes 18.3% of all contact types. This method of contact is likely to be the most appropriate and reliable way of obtaining this information because it is self reported.

The following information relates to customer contacts received by the complaints team between April 2014 and March 2015. It provides information on ethnicity, disability, gender and age group.

Figure 2a: Customer Complaints Contacts by Ethnicity, 2014-2015

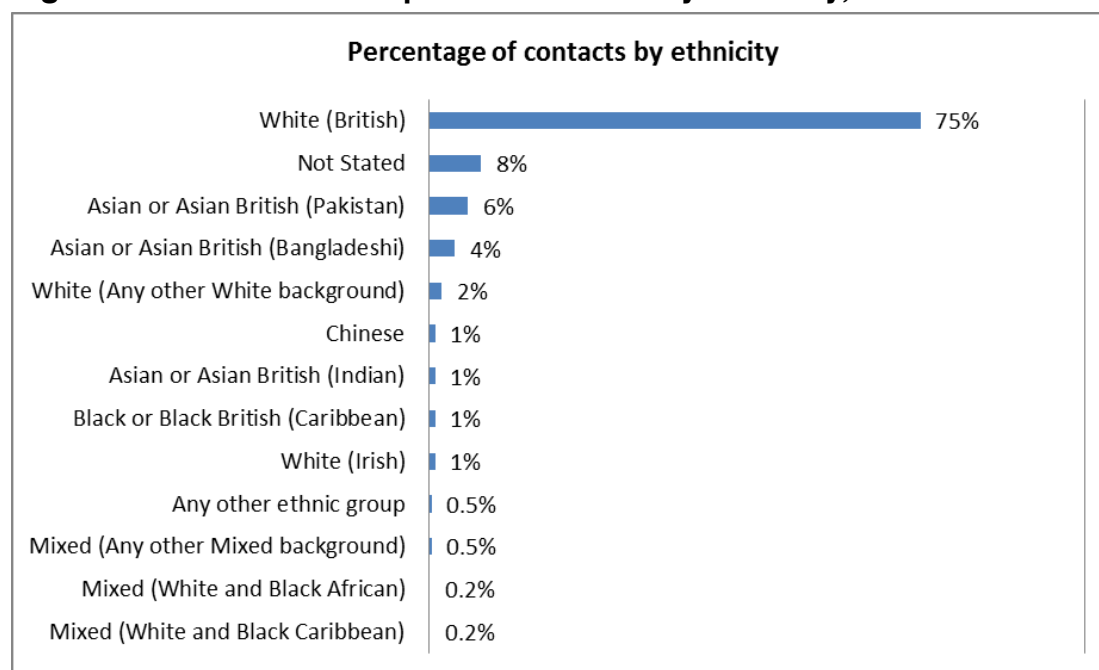


Figure 2b: Customer Complaints Contacts by Gender, 2014-2015

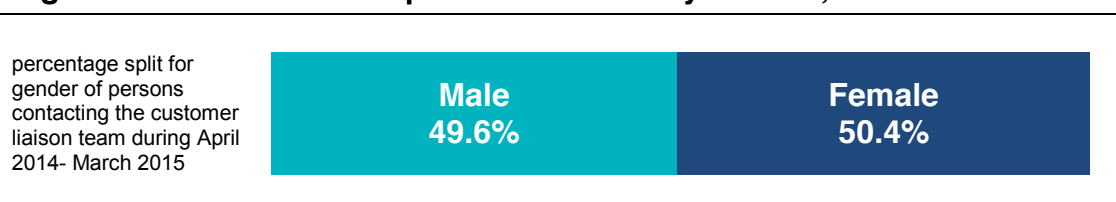


Figure 2c: Customer Complaints Contacts by Disability, 2014-2015

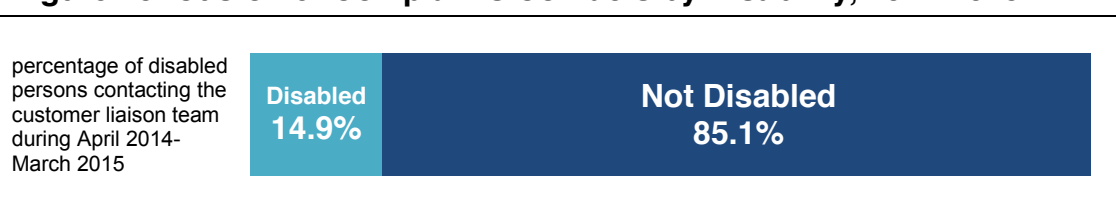
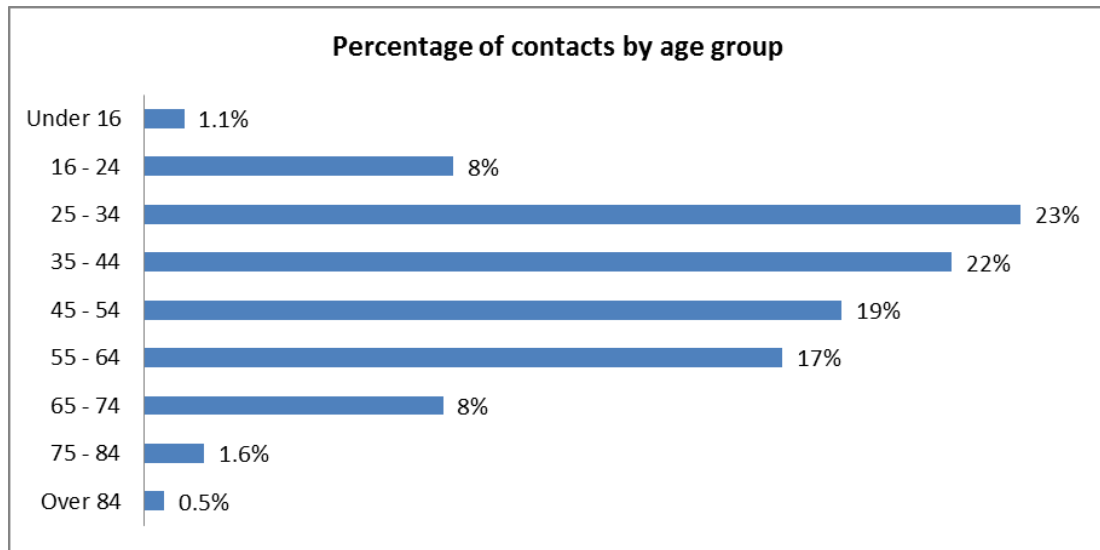


Figure 2d: Customer Complaints Contacts by Age Group, 2014-2015



How are we using this information to improve services?

The complaints team began to collect equality data because previous research suggested that customers from some ethnic backgrounds were not accessing the complaints process as readily as some others. We have used, and continue to use, web form data from customers to monitor if complaint contacts are proportionate to the borough's wider population in terms of ethnicity. By comparing our data with official statistics, we can conclude that our data broadly aligns with these statistics. However, the complaints team continues to monitor contacts by ethnic background on an annual basis. Going forward the team may look into the relatively high proportion of 'not-stated' responses regarding ethnicity to determine how we can extract ethnicity information from this group to ensure that the sub-group broadly reflects a representative sample of customers.

We currently only take ethnicity data from complaints made via the council website. Previously problems were experienced when we trialled taking equalities data over the phone; there was no good time to ask for it that did not break the rapport building processes. Having kept this under review, we are satisfied that the cohort using the online complaint form leaves us with an adequate sample size for the purpose with which we use the data for service planning and design.

3. Legal and Advice

Oldham Citizens Advice Bureau (CAB) provides free, independent and confidential advice to residents on their rights and responsibilities, including welfare benefits, debt, housing, immigration and asylum, and employment.

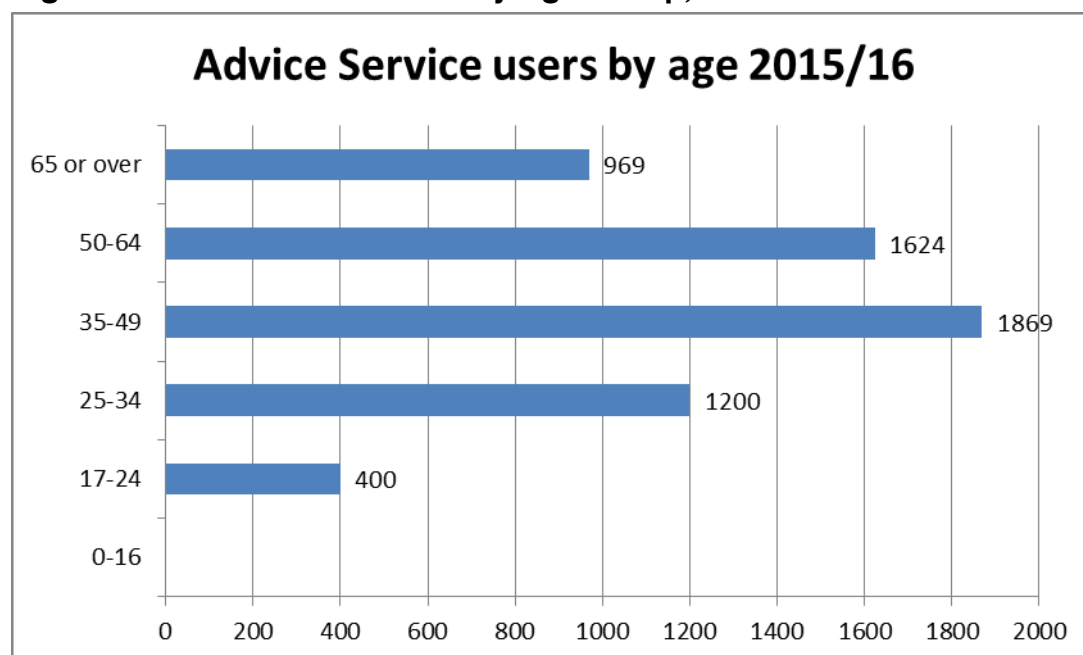
Whilst since 2015 CAB has not directly provided services to Oldham Council, their services are used by through First Choice Homes, who subcontract services to CAB. The information below represents the age, gender, disability and ethnicity of CAB clients.

Age

Table 3a: CAB Service Users by Age Group, 2011/12-2015/16

Age group	2015/16	2014/15	2013/14	2012/13	2011/12
0-16	0	0	[0-14] 19	16	9
17-24	400	377	[15-24] 850	616	365
25-34	1,200	1,516	2,547	1,344	840
35-49	1,869	2,136	3,934	2,461	1,431
50-64	1,624	1,863	3,323	2,193	1,202
65 or over	969	1,098	1,200	863	490
Not recorded/ not applicable	0	0	1,596	416	279
Total	6,062	6,990	13,469	7,909	4,616

Figure 3a: CAB Service Users by Age Group, 2015-2016

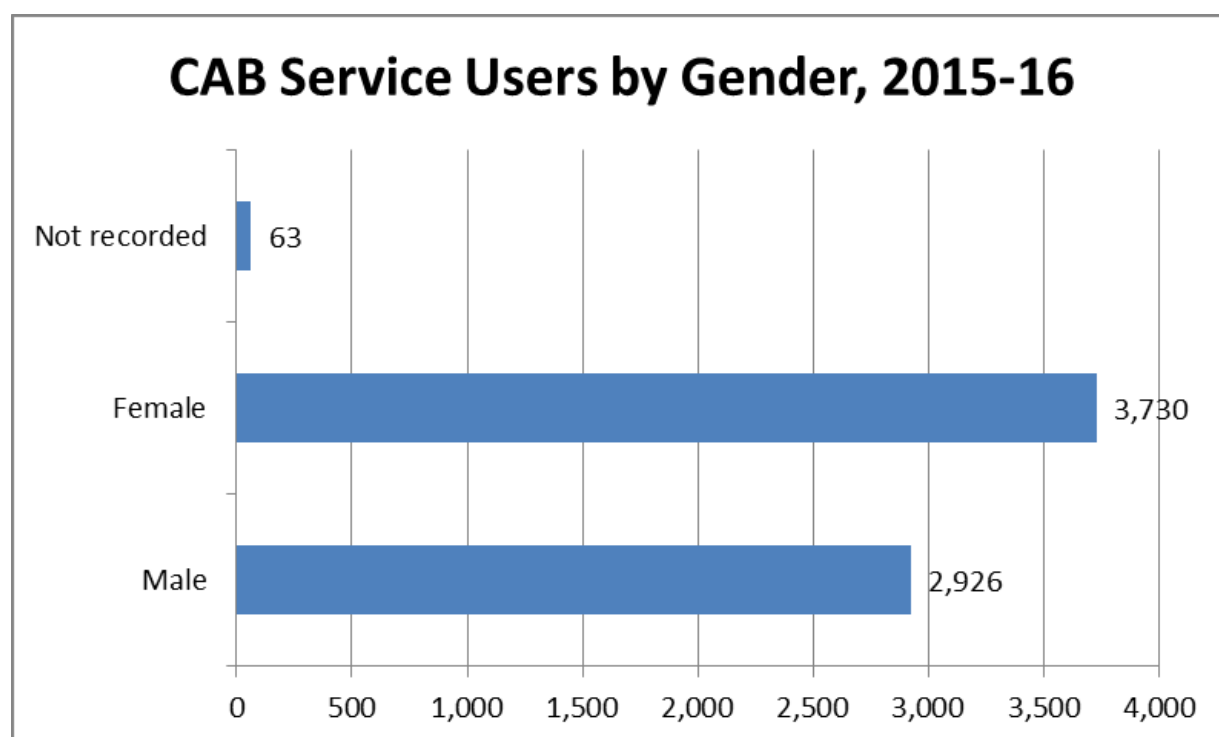


Gender

Table 3b: CAB Service Users by Gender, 2011/12 – 2015/16

Gender	2015/16	2014/15	2013/14	2012/13	2011/12
Male	2,926	3323	6,007	3,758	2,160
Female	3,730	4233	7,323	4,125	2,444
Not recorded	63	95	139	26	12
Total	6719	6751	13,469	7,909	4,616

Figure 3b: CAB Service Users by Gender, 2015-2016

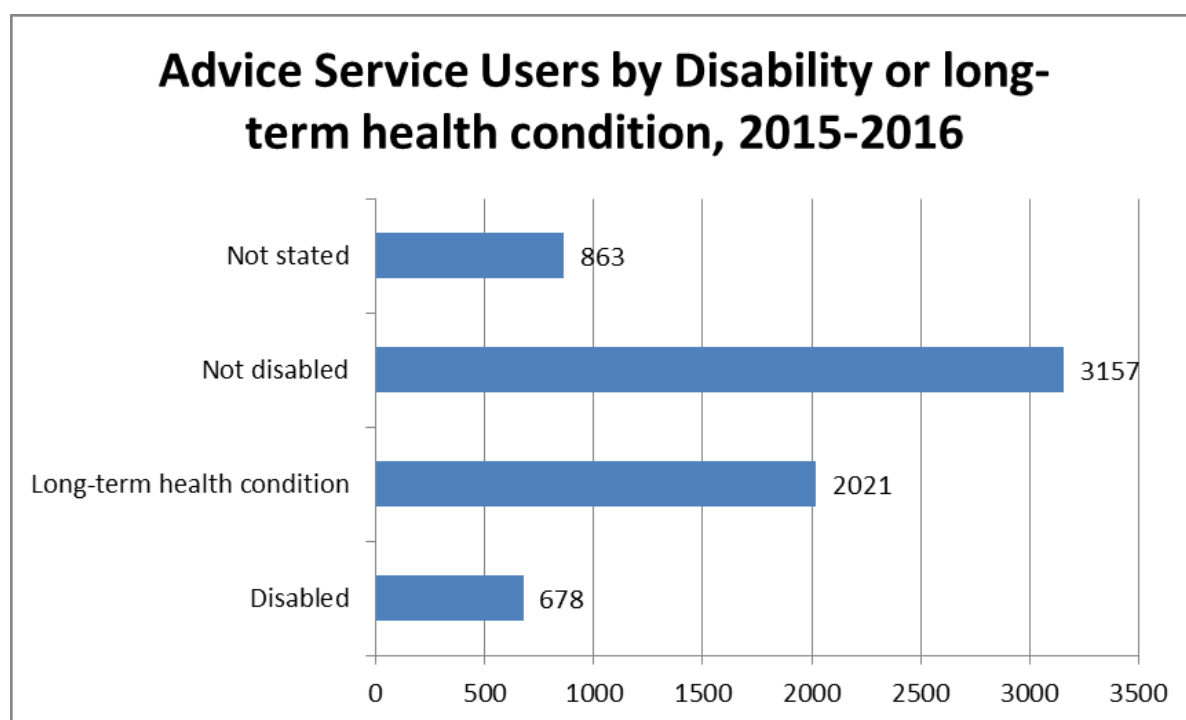


Self-reported disability

Table 3c: CAB Service Users by Disability, 2011/12 – 2015/16

Disability	2015/16	2014/15	2013/14	2012/13	2011/12
Disabled	678	728	1,342	1,851	981
Long-term health condition	2,021	2,044	3,507	1,177	601
Not disabled	3,157	3,854	5,867	3,774	2,254
Not stated	863	1,025	2,753	1,107	780
Total	6,719	7,651	13,469	7,909	4,616

Figure 3c: CAB Service Users by Disability, 2013-2014

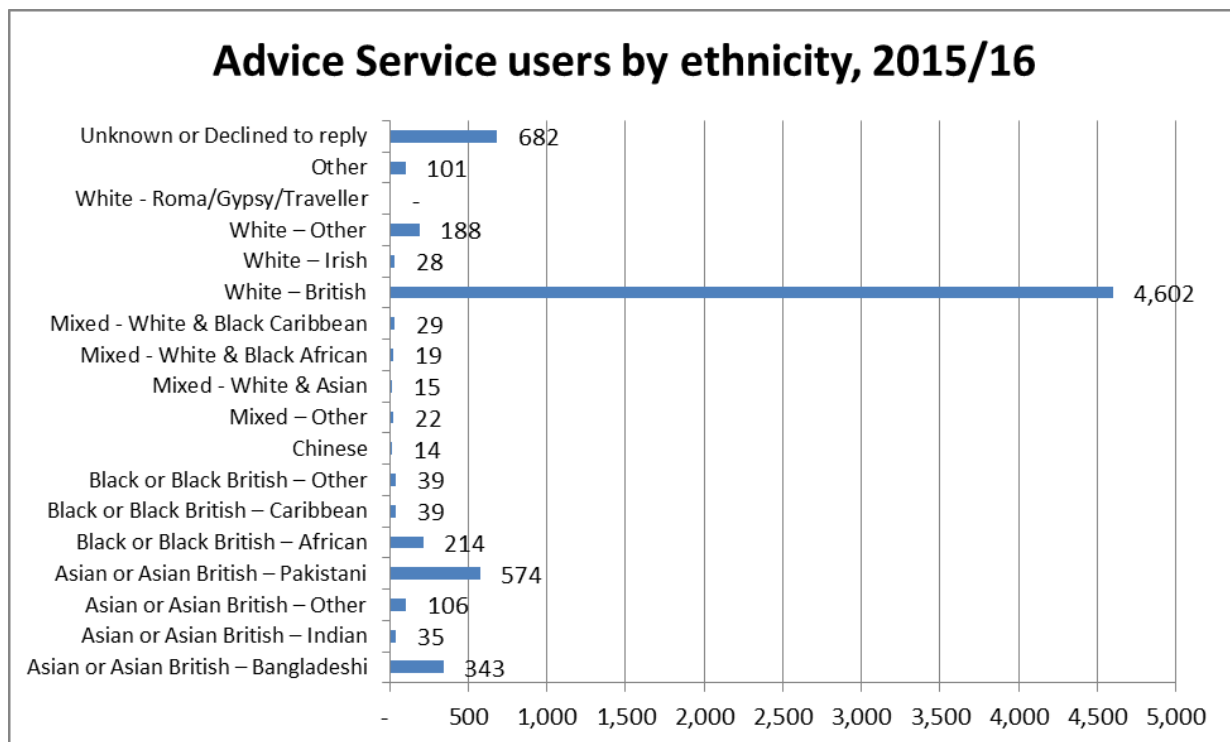


Ethnicity

Table 3d: CAB Service Users by Ethnicity, 2013-2014

Ethnicity	2015/16	2014/15	2013/14	2012/13	2011/12
Asian or Asian British – Bangladeshi	343	421	625	584	330
Asian or Asian British – Indian	35	42	63	72	32
Asian or Asian British – Other	106	69	238	114	50
Asian or Asian British – Pakistani	574	650	1,323	888	490
Black or Black British – African	214	186	334	164	100
Black or Black British – Caribbean	39	45	73	65	43
Black or Black British – Other	39	35	95	56	26
Chinese	14	8	12	11	4
Mixed – Other	22	24	42	19	13
Mixed - White & Asian	15	16	14	23	14
Mixed - White & Black African	19	23	29	38	19
Mixed - White & Black Caribbean	29	37	51	35	18
White – British	4,602	4,683	9,115	5,142	3,062
White – Irish	28	39	74	44	20
White – Other	188	153	307	146	96
White - Roma/Gypsy/Traveller	-	4	3	1	1
Other	101	110	184	149	100
Unknown or Declined to reply	682	721	887	358	198
Total	7,050	7,266	13,469	7,909	4,616

Figure 3d: CAB Service Users by Ethnicity, 2015-2016



How are we using this information to improve services?

The Citizen's Advice Bureau (CAB) collects equalities data to tailor and monitor their services. The CAB compares their clients to census data ensuring they reach the right communities and their services are demographically representative. The CAB also uses equalities data to make sure their volunteers, trustees and staff are also representative of the local population.

The CAB works closely with the Council's Welfare Rights Service, which was set up in March 2012 to provide an additional advice service for residents. Working with CAB we have continued looking to review and align our performance reports. CAB is looking to implement Webtalk demonstrations, and this report will help to inform equality issues. The Welfare Rights Service is working to develop webchat to help extend their outreach support through the digital channel.

Oldham's Contact Centre, Access Oldham, offers basic advice on benefit issues and (where necessary) makes referrals to Welfare Rights Officers who work with individuals on a range of welfare issues. The CAB makes referrals to the Welfare Rights service when additional welfare support is required. The equality data for customers of the Welfare Rights Service is provided in section four of this document.

Source: Data from Oldham CAB monitoring systems

4. Welfare Rights

The Welfare Rights Service provides clear, concise, free advice to residents, which includes:

- Benefit maximisation advice
- Benefit applications
- Mandatory reconsiderations
- Support with appeals
- Tribunal preparation/representation

Access Oldham, offers basic advice on benefit issues and (where necessary) make a referral to a Welfare Rights Officer who will work with individuals on a range of welfare issues. An application can also be completed online.

The advice given by the service is completely independent, impartial and free. The service recognises that individuals must make their own decisions and that the role of the service is to give people information to be able to exercise their rights. The service actively promotes the take-up of benefits so that the residents of Oldham are aware of their rights and do not miss out on their entitlements.

The following information provides an equality breakdown of customers using the Welfare Rights Service from the 1st January 2016 to 31st December 2016. It provides a breakdown according to age, ethnicity, housing status, geographic location, and sexual orientation.

Figure 4a: Customers Using the Welfare Rights Service by Age Group, 2016

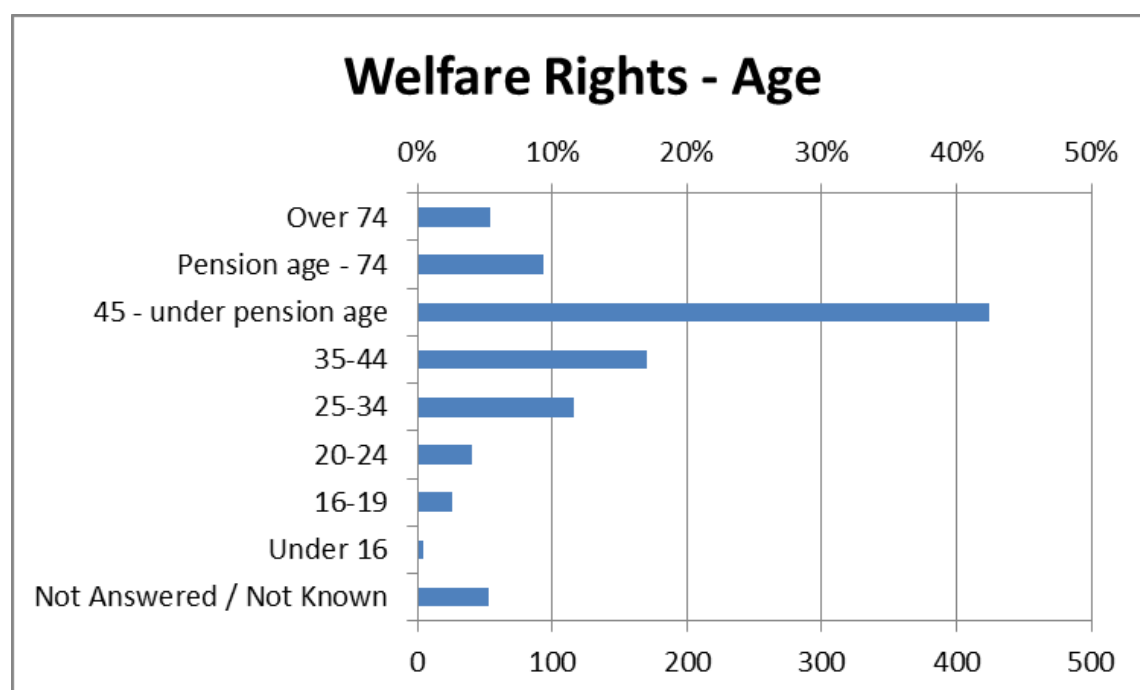


Figure 4b: Customers Using the Welfare Rights Service by Ethnicity, 2016

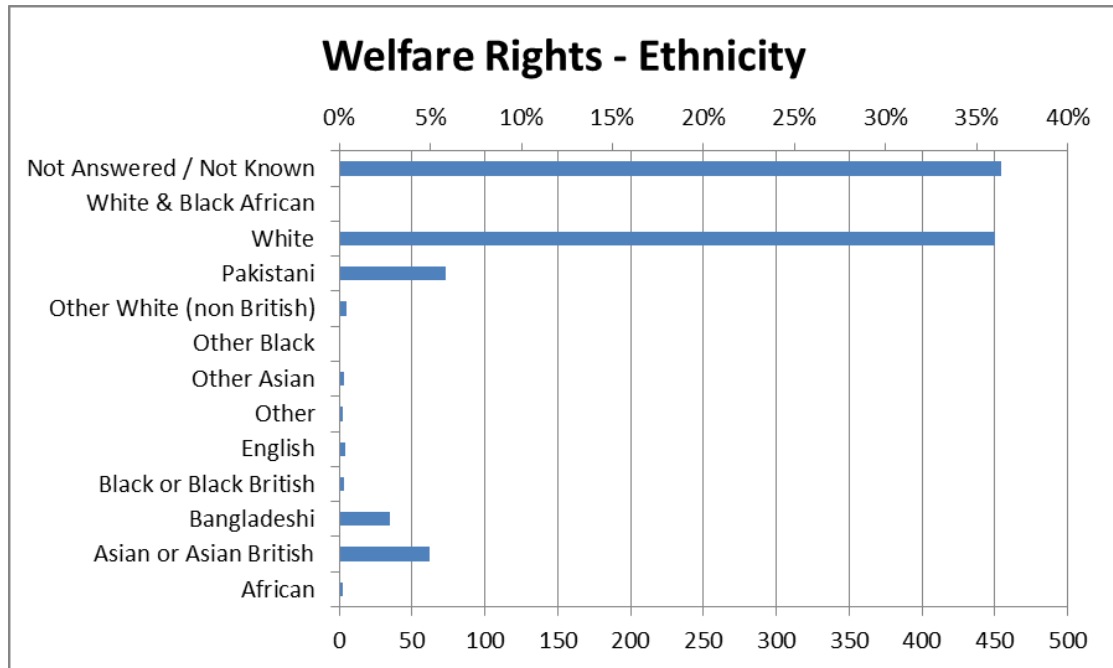


Figure 4c: Customers Using the Welfare Rights Service by Housing Status, 2016

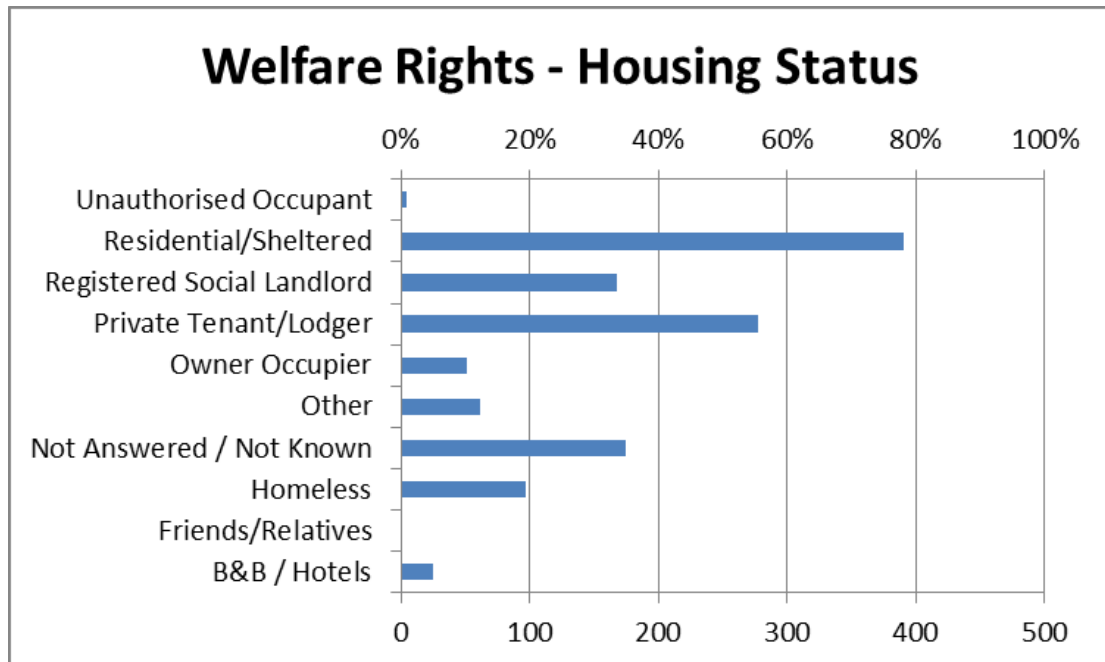


Figure 4d: Customers Using the Welfare Rights Service by Geographic Location, 2016

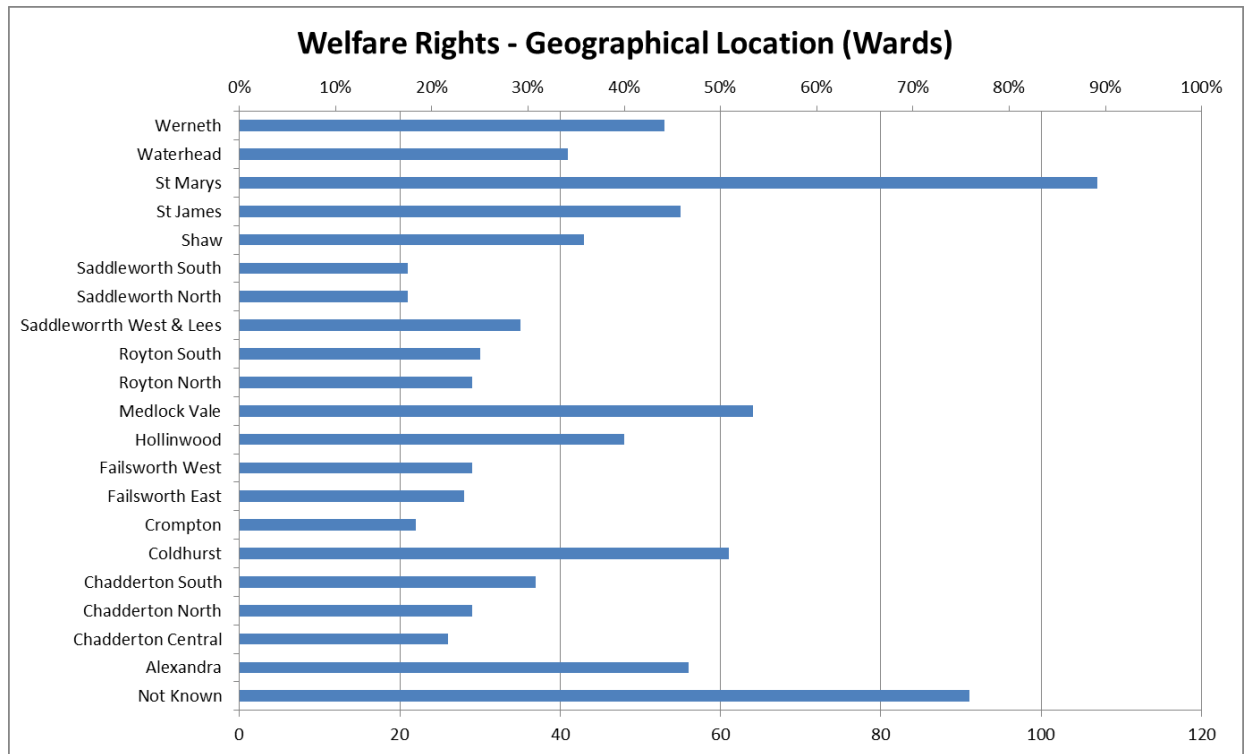
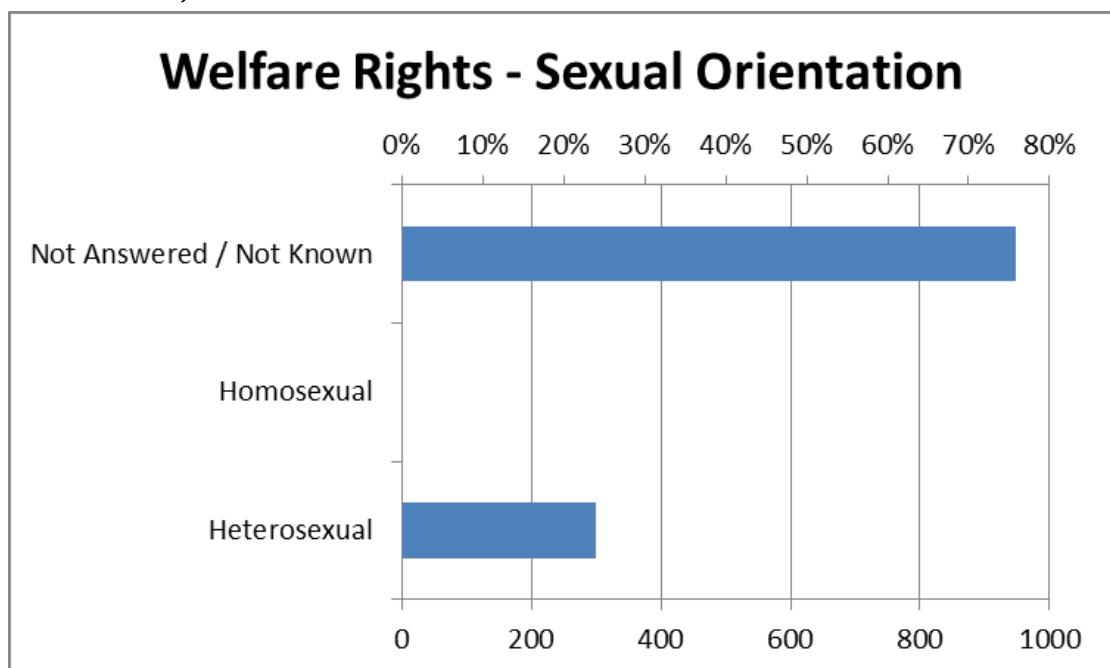


Figure 4e: Customers Using the Welfare Rights Service by Sexual Orientation, 2016



How we are using this information to improve services:

The equality information collected from customers will help to inform the planning and delivery of the Welfare Rights Service. For example it will help

the service identify which areas contacts are coming from, that will help to inform where and how future surgeries and appointment sessions with customers are delivered.

Analysis on key pressure points demographically and by groups most impacted will help advise the service on where future support is required. The information helped shape a communications plan identifying which areas to target the marketing of the Welfare Rights Service.

The Welfare Rights Service also works closely with the Citizen's Advice Bureau (CAB), which provides free, independent and confidential advice to residents on their rights and responsibilities, including welfare benefits, debt, housing, immigration and asylum, and employment. The CAB makes referrals to the Welfare Rights service when additional welfare support is required. The equality data for customers of the CAB Legal and Advice service is provided in section three of this document.

Source: Oldham Council Welfare Rights Service

5. Libraries

Oldham Library Service's mission is to be a continually improving, modern contemporary library service that engages all of the local community, forging important partnerships and links with community services, voluntary organisations and local businesses, having at its heart the promotion of reading and lifelong learning. We provide access to digital services, teach in the use of digital amenities and supply provision of facilities which are open, accessible & inclusive and play a significant part in establishing the local community identity.

The following provides information on the gender, disability and ethnicity breakdown of anyone who's borrowed, renewed or returned a book in the time period between 1 January 2016 and 31 December 2016.

Figure 5d: Library Borrowers Actively Borrowing by Gender, 2016

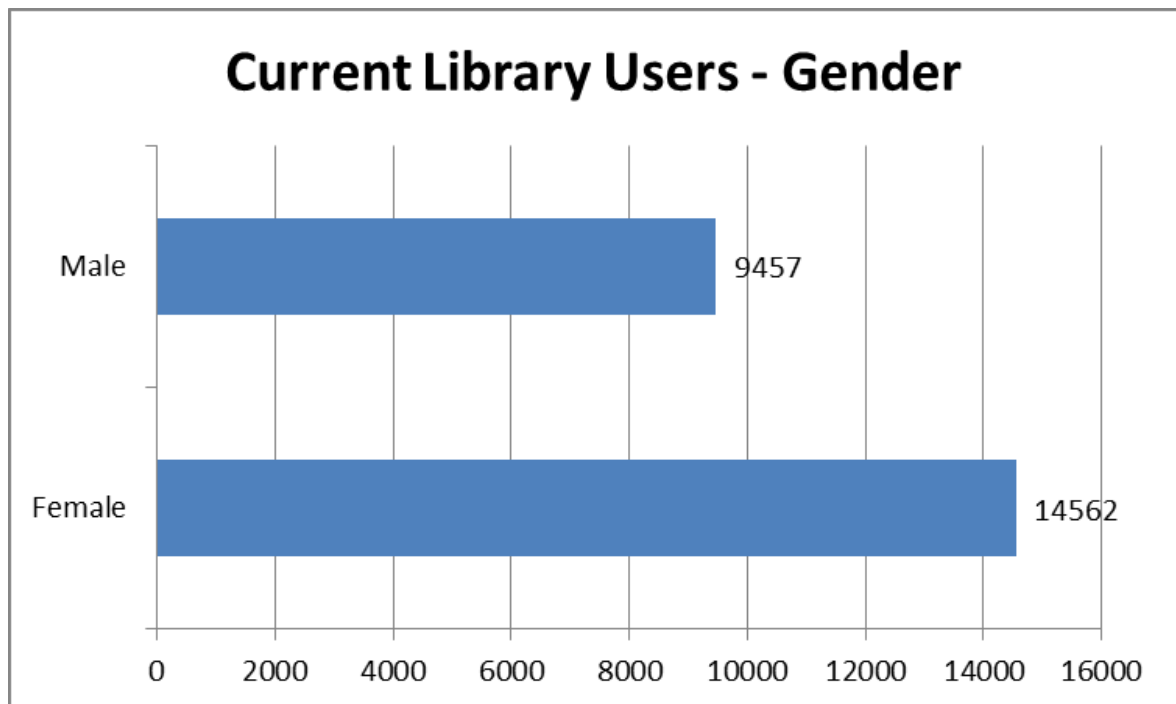


Figure 5e: Library Borrowers Actively Borrowing by Disability, 2016

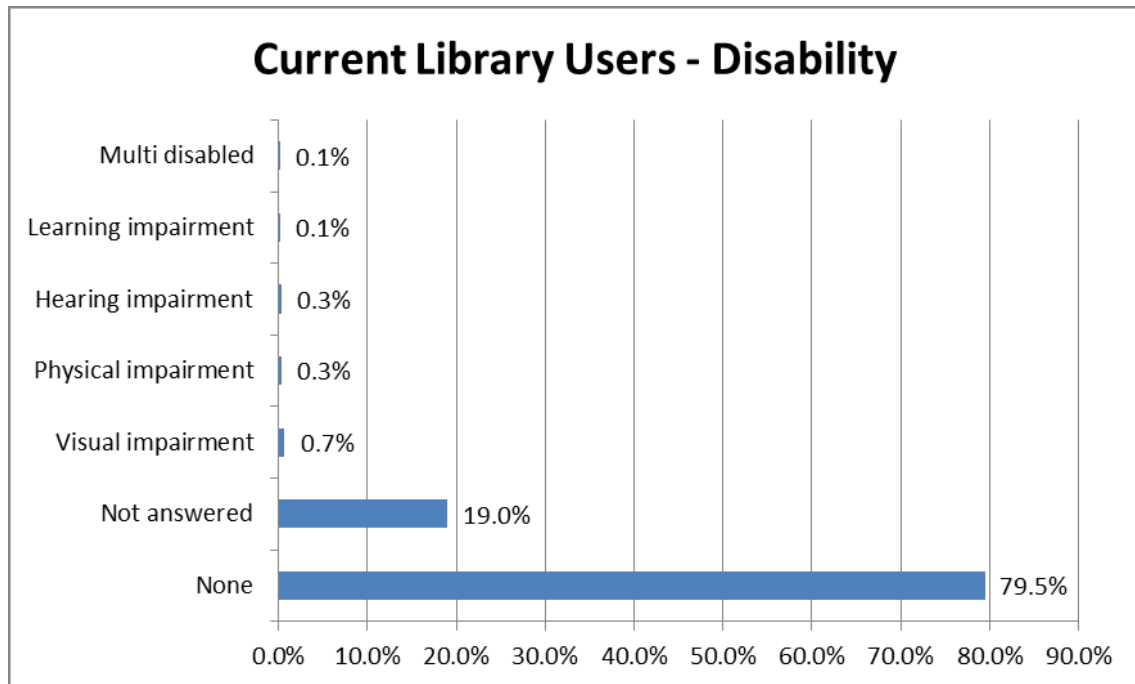
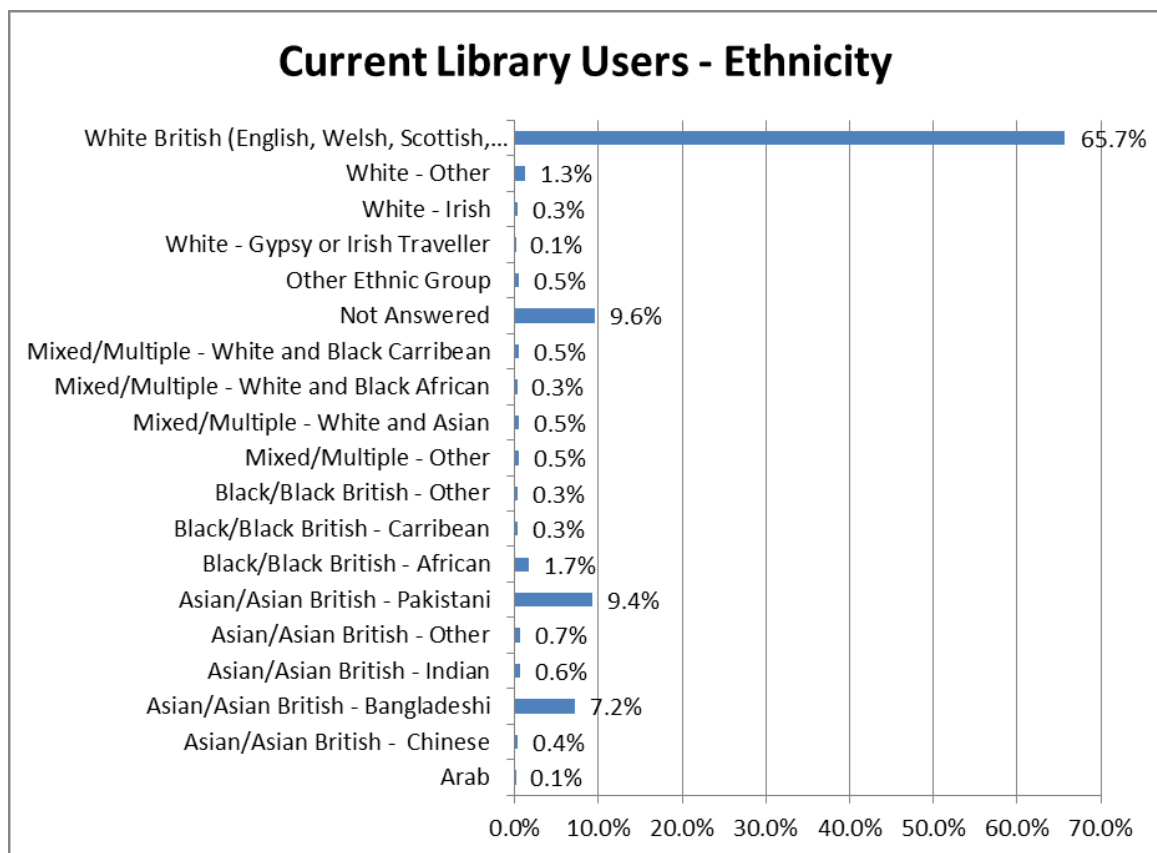


Figure 5f: Library Borrowers Actively Borrowing by Ethnicity, 2016



Source: Oldham Council Libraries Service

6. Licensing (Taxi Licensing)

In order for a person to become a licensed taxi driver in Oldham, they must meet the following criteria:-

- hold a valid GB or EU Driving License for at least two years, or 1 year GB/EU and 1 year foreign;
- have passed the prescribed tests (*see below*);
- be at least 21 years of age;
- be entitled to work in the UK;

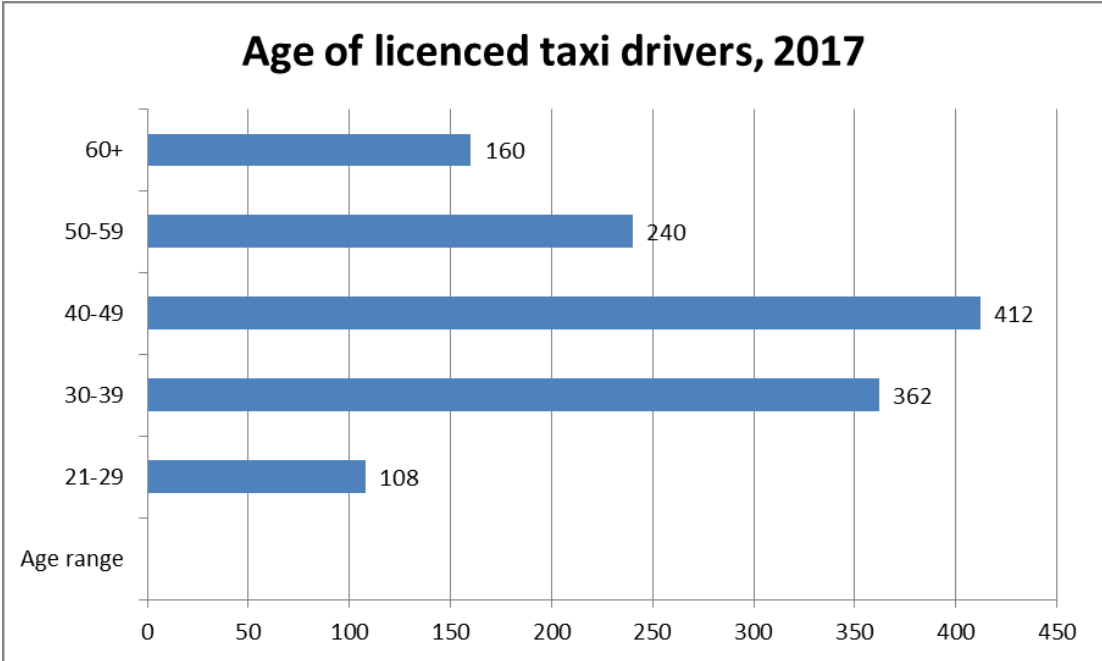
If a person meets this criteria, they can submit an application to the Council's licensing service. The procedure for submitting an application involves:-

- completing the relevant application form;
- carrying out a 'Enhanced' Criminal Records Check with the 'Disclosure Barring Service';
- paying the appropriate fee;
- submitting a pass certificate for the private hire / hackney carriage DSA test;
- having your doctor complete and sign a medical form;
- passing the Council's written knowledge test;

New drivers must complete the National Vocational Qualification (NVQ) in Road Passenger Transport within twelve months of their licence being granted. As part of the NVQ the driver will undergo an assessment which looks at, amongst other things, the driver's basic skills in literacy, numeracy and spoken English.

As of January 2017 the Council has 1,282 licensed taxi drivers, the following chart represents the age profile of those licensed drivers.

Figure 6a: Age Profile of Current Licensed Drivers, 2017



How are we using this information to improve services?

The Council's Licensing Service uses this information to monitor trends in applications, particularly where specific equality groups are not applying.

Source: Oldham Council Licensing Service

7. Lifelong Learning

Oldham Lifelong Learning Service is committed to delivering excellent service to learners, whilst continuously improving the way we promote equality and celebrate diversity.

As part of our on going commitment, we collect relevant equality information about our learners. This information helps us to understand if we are meeting learner needs and how we can improve the services we offer.

The Equality Act 2010 replaced previous anti-discriminatory laws with a single Act. It simplified the law, removing inconsistencies and making it easier for people to understand and comply with. It also strengthened the law in important ways, in order to help tackle discrimination and inequality. (*Source: "Equality Act 2010: Specific duties to support the equality duty...." Government Equalities Office*)

The specific duties of the Equality Act 2010 require the Service, as an Educational Provider, to publish information showing compliance with the Equality Duty, at least annually; and to set and publish equality objectives, at least every four years.

This document publishes information which demonstrates that the Service has due regard to the need to:-

- **eliminate unlawful discrimination**, harassment and victimisation and any other conduct prohibited by the Act;
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it; and
- **foster good relations** between people who share a protected characteristic and people who do not share it.

The information the Service currently collects will help inform the Service's equality objectives as part of the Equality Act 2010. The Service currently collects information on some of the protected characteristics, namely Race, Gender, Age and Disability.

This summary provides information on participation of learners from some of the protected characteristics as well as their attainment.

If you have any questions or comments about Oldham Lifelong Learning Service and equality and diversity please contact:

Chiaka Ebizie – Senior Manager, Lifelong Learning
0161 770 8056 or chiaka.ebizie@oldham.gov.uk

The Service

Oldham Lifelong Learning Service is a direct deliverer of post-19 learning opportunities. The Local Authority is committed to providing learning in the most appropriate and convenient locations for learners.

Mission

To deliver high quality, accessible local learning opportunities which enable adults to realise their potential and gain employment by developing their confidence, creativity, knowledge and skills.

Objectives

Objective 1

To provide a relevant and flexibly delivered curriculum as a foundation for lifelong learning to meet the needs of the target groups and to encourage non participating adults to return to learning and gain employment.

Objective 2

To maintain the Service's commitment to quality assurance and continuous improvement in order to deliver a high quality service to learners.

Objective 3

To develop further collaborative partnerships with the statutory sector, voluntary agencies and local communities to ensure coherent provision and progression for users of the service.

Objective 4

To consult learners, partners and local communities to ensure provision is responsive and meets identified needs.

Objective 5

To ensure that staff deliver high quality teaching and learning and provide stimulating and challenging opportunities for all learners.

Objective 6

To promote the Lifelong Learning Service ensuring that information, advice and guidance, marketing and publicity are relevant and accessible to all learners.

Objective 7

To ensure the delivery of a high quality, responsive and accessible service by the provision of appropriate resources.

Policies and Procedures

The Service operates a comprehensive range of policies and procedures including Equal Opportunity & Diversity, Harassment & Bullying, Safeguarding and Complaints. In addition, the Service assesses the equality impact of all decisions and policies regarding the services they offer.

Equality Data

Who uses our Service? Learners and groups who are protected by the Equality Act 2010

Learners attend one or more of the following types of courses: Adult Skills (AS) and Community Learning (CL).

Ethnicity

In 2015/16 academic year;

- 47% of learners across all provision were from a black and minority ethnic (BME) background
- 45% of learners in AS were from a BME background
- 49% of learners in CL were from a BME background.

The Oldham 2001 Census figures show that 9.8% of Oldham's population aged 19 and over were from a BME background. However, the 2012 population forecast for Oldham indicate that the ethnic composition of Oldham's population aged 19 and over is as follows: 85% of Oldham's population aged 19 and over are from white backgrounds; 15% are from Black and Minority Ethnic backgrounds.

The Service provides courses across Oldham and targets learners in the disadvantaged areas of Oldham which have high representation of BME heritage residents. The Service also works in areas of deprivation where the population is largely White-British heritage, for example in the Fitton Hill and Medlock Vale areas.

The Service offers its provision in venues in communities with high levels of deprivation. 43% of learners across the Service's courses (from all ethnic backgrounds) came from the top five most deprived wards in Oldham as defined by the index of multiple deprivation; 63% of our learners came from the top 10 most deprived wards in Oldham. In addition, 72.5% of our learners had a home postcode that appeared in the disadvantage uplift table.

Gender

In 2015/16 academic year;

- 29% of learners across all provision were male
- 71% of learners across all provision were female
- 37% of learners in AS were male; 63% were female
- 29% of learners in CL were male; 71% were female

The 2011 Census Population Estimates indicate that as of March 31 2011, Oldham had a total population of 165,260 residents aged 19 or over. Of this population, 48% of Oldham's population were male and 52% were female.

However, men have traditionally been under-represented in Adult and Community Learning across the country. The percentage of male learners accessing the Service is in line with other Providers nationally. According to the Department for Business Innovation and Skills (BIS) Review of Informal Adult and Community Learning (IACL): Equality Impact Assessment, Revised Screening Document published in September 2011 25% of participants in IACL nationally are male². Following an exercise undertaken by Adult and Community Learning Providers in 2013-14, it was established that the SFA National Average for providers similar to the Service is 28%.

Age

The Service statistics show that people of all ages accessed the service. The age profile of our learners continues to compare well with the age range of the total population.

- 8% of learners were aged 19 – 24 (Oldham – 10%)
- 28% were aged 25 – 34 (Oldham – 18%)
- 26% were aged 35 – 44 (Oldham – 19%)
- 18% were aged 45 – 54 (Oldham – 18%)
- 12% were aged 55 – 64 (Oldham – 15%)
- 8% were aged 65+ (Oldham – 20%)

The overall Service percentages are in line with the BIS Review of Informal Adult and Community Learning (IACL): Equality Impact Assessment, Revised Screening Document published in September 2011, which states that 92% of learners funded by Adult Safeguarded learning are aged 25 and over¹.

Learning Difficulties and Disabilities (LDD)

- 22% of learners across all provision declared a learning difficulty / disability
- 25% of learners in AS declared a learning difficulty / disability
- 21% of learners in CL declared a learning difficulty / disability

According to the Skills Funding Agency Equality and Diversity Data Tables: in 2014/15, 20% of learners aged 19+ declared a learning difficulty / disability.

Supported Learners

These are learners who are assisted by either the Learning Support Team or external support. Supported learners receive a wide range of support. A supported learner may have a Learning Support Worker in the classroom or

² Statistical First Release DS/SFR12

they may have one session with their tutor and the Worker to plan how course materials can be adapted to suit their requirements. Support is also provided through specialist resources and assistive technology.

- 11% of learners across all provision were supported.
- 13 % of learners in AS courses were supported
- 9% of learners in CL were supported

The balance of supported learners in vocational courses shows that supported learners are being fully integrated into qualification courses, which is a key aim of the Learning Support function.

Deprivation

The Service offers its provision in venues in communities with high levels of deprivation. 43% of learners across the Service's courses (from all ethnic backgrounds) came from the top five most deprived wards in Oldham as defined by the index of multiple deprivation; 63% of our learners came from the top 10 deprived wards in Oldham. In addition, 72.5% of our learners had a home postcode that appeared in the disadvantage uplift table. This reflects the Service's efforts to work in the areas of most need.

How well do learners from different backgrounds achieve?

Oldham Lifelong Learning Service monitors whether learners complete their course, if they pass their exam or achieve their learning outcome at the end of the course. This statistic is called the success rate.

The Service continues to monitor success rates by equality groups. It looks at how successful different equality groups are, for example how successful are men compared to women. It also looks at learners grouped together by ethnicity, gender, disability, age, concessionary status, and supported learners. The overall Service data for 2015/16 shows that all learners are achieving as well as their peers. There were no trends by equality groups that caused concern.

If significant variances are identified as part of the Service's Monitoring process, an action plan is put in place. This is to ensure that the reason for the variance is identified and that relevant actions are taken to ensure that the gap is narrowed.

Learner satisfaction

The Service's Learner Satisfaction Survey gives more detail about how satisfied learners are with the Service. The proportion of learners by equality group who completed the Survey compares well to the proportion of learners by equality group who learn with us.

The Service has in place a range of mechanisms where learners can make suggestions for improvements to the Service. All matters of concern and complaints were dealt with to the satisfaction of the service user and improvements were put in place as appropriate.

Complaints are analysed against the protected characteristics and there were no trends by equality groups that caused concern. The complaints system is accessible to all groups of learners.

The Service operates a harassment and bullying policy and procedure and a hate incident reporting system.

Equality planning, consultation and involvement

Learners and staff are involved in the annual self-assessment on equality and diversity every year. Equality Impact Assessments have been completed where appropriate.

Other forms of consultation in 2015/16 have included consultation events for learners and partners to help to decide what courses we put on and where we put them on and also course feedback sheets, learner voice processes and surveys. The Service also undertook consultation with learners during the development of the Service's equality objectives. The outcome of the consultation events has informed service planning and objective setting.

Staffing / Employment

As the Service sits within Oldham Council, information on employment is collated and monitored corporately. The Service, in line with corporate policy, continues to operate a Positive Action Strategy for Staff Recruitment and Development.

8. Local Council Tax Reduction

From the 1st April 2013 the Council introduced a localised Council Tax Reduction Scheme to replace Council Tax Benefit for those of working age. The scheme was revised from the 1st April 2014 to increase the level of support provided.

The source of all data contained within this appendix is the live benefit database.

What we know about those currently claiming Council Tax Reduction?

Current Council Tax Reduction claimants

The breakdown of claims by council tax band is as follows:

Table 8a: Council Tax Reduction Claims by Council Tax Band, Nov 2016

	A	B	C	D	E	F	G	H	T	U
Claimants	19,638	3,097	1,887	446	179	43	35	16	-	19
Occupied properties	47,722	16,183	15,262	6,451	3,171	1,446	828	70	19	181
Claimants %	41	19	12	7	6	3	4	23	-	10

This data shows that the overwhelming majority of CTR claimants live in Band A properties.

Potential impact on people of a particular age

The breakdown of claims by claimant type is as follows:

Table 8b: Council Tax Reduction Claims by Claimant Type, Sept 2014

Type of Recipient	Number	%
Older People	9,805	38%
Working age - passported benefits	10,286	40%
Working age – other	5,611	22%
TOTAL	25,702	

This shows that those people of working age (62% of the entire claimant group) are adversely affected, particularly since there is a mandatory requirement to protect those on pension credit i.e. those claimants in the Older People bracket. Therefore the number of claimants of working age is 15,897

Potential impact on men or women (including maternity or pregnancy considerations)

The breakdown of claims by gender of the claimant is as follows:

Table 8c: Council Tax Reductions Claims by Gender of the Claimant, Nov 2016

Gender	Working Age Claimants	Working Age Population	Working Age Claimants as a % of population
Male	7,221 (43%)	70,770	10.2
Female	9,412 (57%)	69,208	13.6
Total	16,633	139,978	11.9

The demographic information shows a 43/57 split in terms of men and women in the population, so this would indicate that slightly more women than men are affected by the scheme. It is likely that this is down to the number of lone parents with dependent children included in this group, 90% of which are women.

Impact on those on low incomes

In a borough that has 3 areas within the top 1% most deprived in the country, there is a real risk that maintaining or reducing the levels of support could drive people over the financial edge and have a major impact on their quality of life. An increased level of support will have a positive effect for such people. Analysis shows that claimants living in (Lower Super Output) Areas in the wards of Coldhurst and St. Mary's, particularly the Barker Street and St. Mary's Estates, will be most likely to be cumulatively impacted by welfare reforms (i.e. those neighbourhoods with the highest volumes of claimants of all benefit types). Other wards and neighbourhoods where there are high volumes of individual benefits likely to be affected by the changes include Werneth, Hollinwood (particularly Limeside Village), Alexandra (particularly Alt and Holts), St. James' (particularly Sholver), Medlock Vale and Waterhead. However, impacts will be felt in all but a few areas of Oldham.

The table below shows claimant types by ward and those wards mentioned above are highlighted. There is clear read across between those wards mentioned in the extract above and those with the largest number of claimants of working age. Therefore it is reasonable to suggest that those people with low incomes would potentially be disproportionately adversely affected by the scheme.

Table 8d: Council Tax Reductions Claims by Geographical Location (Ward) of the Claimant, Nov 2016

Ward	Working Age	Older People	Total
Alexandra	1,489	487	1976
Chadderton Central	609	343	952
Chadderton North	622	419	1,041
Chadderton South	700	446	1,146
Coldhurst	1,866	686	2,552
Crompton	368	411	779
Failsworth East	525	470	995
Failsworth West	617	490	1107
Hollinwood	1,258	645	1,903
Medlock Vale	1281	486	1,767
Royton North	388	416	804
Royton South	437	383	820
Saddleworth North	159	219	378
Saddleworth South	126	251	377
Saddleworth West and Lees	413	398	811
Shaw	585	439	1,024
St. James'	951	393	1,344
St. Mary's	1,630	514	2,144
Waterhead	1,145	545	1,690
Werneth	1,308	442	1,750
Total	16,477	8,883	25,360

Impact on those people from particular ethnic groups

We do not currently collect ethnicity data in relation to CTR claimants; however, the demographic data shows the following information about ethnicity in the wards highlighted above. This shows that three of the wards (Coldhurst, St. Mary's and Werneth) identified as being most impacted have a high proportion of people from a BME background (over 50% of residents). It also shows that another three (Alexandra, Medlock Vale, and Waterhead) have significant numbers of people from BME backgrounds (over 15% of residents), whilst Hollinwood and St. James are primarily made up of residents from non-BME backgrounds.

Whilst we cannot confirm that people from particular ethnic backgrounds would be disproportionately adversely affected by maintaining or reducing the levels of support under the scheme, the demographic data suggests that this might be the case.

Table 8e: Ethnicity by Ward

	% White	% Pakistani	% Bangladeshi	% Other non- white
Alexandra	63.4	22.8	3.8	10.0
Chadderton Central	88.3	2.2	5.1	4.4
Chadderton North	78.4	2.1	15.7	3.8
Chadderton South	91.1	2.2	1.7	5.0
Coldhurst	27.1	3.7	60.2	9.0
Crompton	96.0	0.5	1.0	2.5
Failsworth East	95.9	0.8	0.2	3.1
Failsworth West	95.1	0.6	0.2	4.1
Hollinwood	86.9	5.6	2.4	5.1
Medlock Vale	61.5	22.8	6.9	8.8
Royton North	97.4	0.3	0.4	1.9
Royton South	93.5	0.8	2.1	3.5
Saddleworth North	97.3	0.4	0.2	2.0
Saddleworth South	97.5	0.4	0.2	1.9
Saddleworth West and Lees	97.0	0.6	0.1	2.3
Shaw	94.0	1.0	2.8	2.2
St. James'	94.4	0.5	0.3	4.7
St. Mary's	34.0	49.1	8.6	8.2
Waterhead	76.8	16.1	1.3	5.7
Werneth	23.4	48.6	17.8	10.3
Oldham	77.5	10.1	7.3	5.1
England	85.4	2.1	0.8	11.7

Impact on people of a particular faith / belief

Whilst we cannot confirm that people with particular faiths / beliefs would be disproportionately adversely affected by maintaining or reducing the levels of support under the scheme, the demographic data suggests that this might be the case because of the link to the evidence displayed relating to ethnicity.

Impact on those with a disability

As of 2013/14, out of 15,897 working age claimants 3,274 (23%) have a disability premium within their benefit calculation. Whilst this indicates that the individual is considered to have some form of disability, it does not tell us the nature or extent of the disability.

For 2013/14 council tax of the 4,283 claimants currently under the recovery process due to non-payment, 863 are in receipt of a disability premium, this is 20% of those on recovery.

For 2014/15 council tax of the 3,298 claimants currently under the recovery process due to non-payment, 694 are in receipt of a disability premium, this is 21% of those on recovery.

Of the claimants under recovery action in both 2013/14 and 2014/15, 585 are in receipt of a disability premium.

The evidence shows that whilst the majority of claimants who are in receipt of a disability premium are managing to make their payments, however there is a core number of claimants who are not. Additionally, there are still some changes to Disability Living Allowance to be made in terms of changing onto Personal Independence Payments. This impact is unknown so the potential impact on those in receipt of disability premiums is something we are keen to keep under review.

Collection rates

As of 29th September 2014, the collection rate for council tax in relation to 2014/15 CTR accounts is 39%. In comparison the collection in September 2013 was 42%.

There is a possibility in a decline in the collection rate due to ongoing recovery for those claimants who have council tax arrears for 2013/14 and 2014/15.

For council tax reduction arrears remaining from 2013/14, 2027 deductions from benefit are in place, of those 3279 are also undergoing recovery in 2014/15.

Recovery Activity

Of those claimants who received Council Tax Reduction in 2013/14 4304 accounts are now on recovery action. As of 10th September 2014 of those claimants who receive council tax reduction in 2014/15 3279 accounts are on recovery action.

The breakdown below shows those accounts broken down by property band.

Table 8f: Council Tax Recovery Action by Council Tax Property Band, 2013/14

Band	A	B	C	D	E	F	G	Total
Number	3,686	370	178	53	12	3	2	4,304

Table 8g: Council Tax Recovery Action by Council Tax Property Band, 2014/15

Band	A	B	C	D	E	F	G	Total
Number	2,803	288	126	51	8	1	2	3,279

These figures are proportionately in-line with the overall number of claimants in each band, which indicate that since the local council tax reduction scheme was introduced people in higher bands are not finding it more difficult to pay than those in lower bands.

Other financial impacts

It is notable that Oldham was ranked **26th worst affected out of the 379** local authorities in Great Britain with the **overall annual impact of welfare reform changes being estimated at £90.1m**, once the changes are fully implemented. This equates to a loss of £637 a year per working-age adult. This is a key finding for Oldham from the Centre for Regional Economic and Social Research (CRESR, Sheffield Hallam University) recently published report: “Hitting the poorest hardest – The local and regional impact of welfare reform”. This one-off, large-scale study was completed in 2013. Whilst no comparable research has been conducted since at this scale, we are not aware of any evidence to suggest Oldham’s position has significantly changed.

How are we using this information to improve services?

Our data about ethnicity collected through the application process is currently optional therefore our information about impact on people of particular ethnic backgrounds has been taken from demographic data. A Data collection review included: the collection of gender, Age, Ward and Ethnicity information, we therefore cannot confirm that people with particular faiths or beliefs, would be disproportionately adversely affected by maintaining the levels of support under the CTR scheme.

A number of actions identified in developing the 2014/15 scheme were intended to mitigate the impact of CTR and the wider welfare reform.

Source: Academy Database, Unity

9. School Census Data

The council gathers school census information on a termly basis. The following information provides a breakdown of the gender and ethnic group of all school pupils for both primary and secondary education.

How do we use this data to inform services?

The council collects school census information on a termly basis. This data provides demographic statistics for Oldham, including information on BME (Black Minority Ethnic), First Language, SEN (Special Educational Needs) and FSM (Free School Meals) populations. The data is also used to calculate pupil population forecasts and projections. This data feeds into monitoring attainment by vulnerable groups, which the council uses to inform the finance, planning and delivery of school services.

Table 9a: School Pupils by Gender, Jan 2015

School Census – January 2015		
Gender		
	Boys	Girls
Primary Schools	12894	12738
Secondary Schools	7906	7602

Table 9b: School Pupils by Ethnicity, Jan 2015

School Census – January 2015			
Ethnicity – Percentage			
Ethnicity	Primary	Secondary	Total
Bangladeshi	14.2	13.5	13.9
Indian	0.5	0.4	0.5
Other Asian	0.8	0.6	0.7
Pakistani	18.4	14.8	17.0
Black African	1.8	0.9	1.4
Black Caribbean	0.2	0.3	0.2
Black Other	0.3	0.3	0.3
Chinese	0.3	0.2	0.3
Other Mixed	0.9	0.8	0.9
Mixed Asian	1.3	0.9	1.2
Mixed African	0.5	0.3	0.5
Mixed Caribbean	1.4	1.5	1.4
Not Obtained	0.6	2.0	1.1
Other	0.9	0.4	0.8
Refused	0.5	0.5	0.5
White British	54.9	60.4	57.1
Irish	0.2	0.1	0.1
Traveller/Irish	0.0	0.0	0.0
Other White	2.0	1.6	1.8
Gypsy/Roma	0.2	0.6	0.4

BME pupils are defined as those pupils with an ethnic group that is Non-White British and does not include those pupils whose ethnicity was refused or were not obtained. The BME population is 41.4% for the total pupils in primary, secondary and special schools.

Figures may not total 100% due to rounding

Table 9c: School Pupils by Year Group & Ethnicity, Jan 2015

School Census – January 2015		
Ethnicity Numbers by Age		
(First or only registration)		
Year Group	Age	% BME
Reception	4	43.1
Y1	5	46.2
Y2	6	43.6
Y3	7	44.3
Y4	8	45.0
Y5	9	43.0
Y6	10	42.5
Y7	11	39.4
Y8	12	38.1
Y9	13	37.3
Y10	14	35.0
Y11	15	34.8

Figure 9a:

The percentage of pupils in Oldham primary and secondary schools who are BME (Black Minority Ethnic) pupils

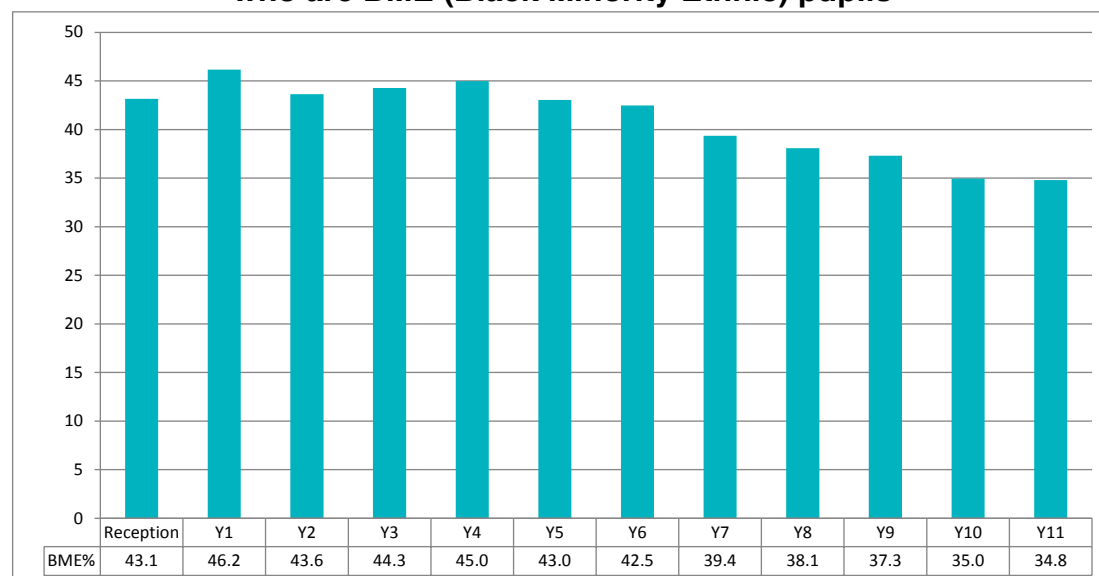


Figure 9b:

Attainment gaps between underachieving groups and peer groups for Oldham pupils achieving 5 A*-C grades including English & Maths at GCSE 2011-12 to 2015-16

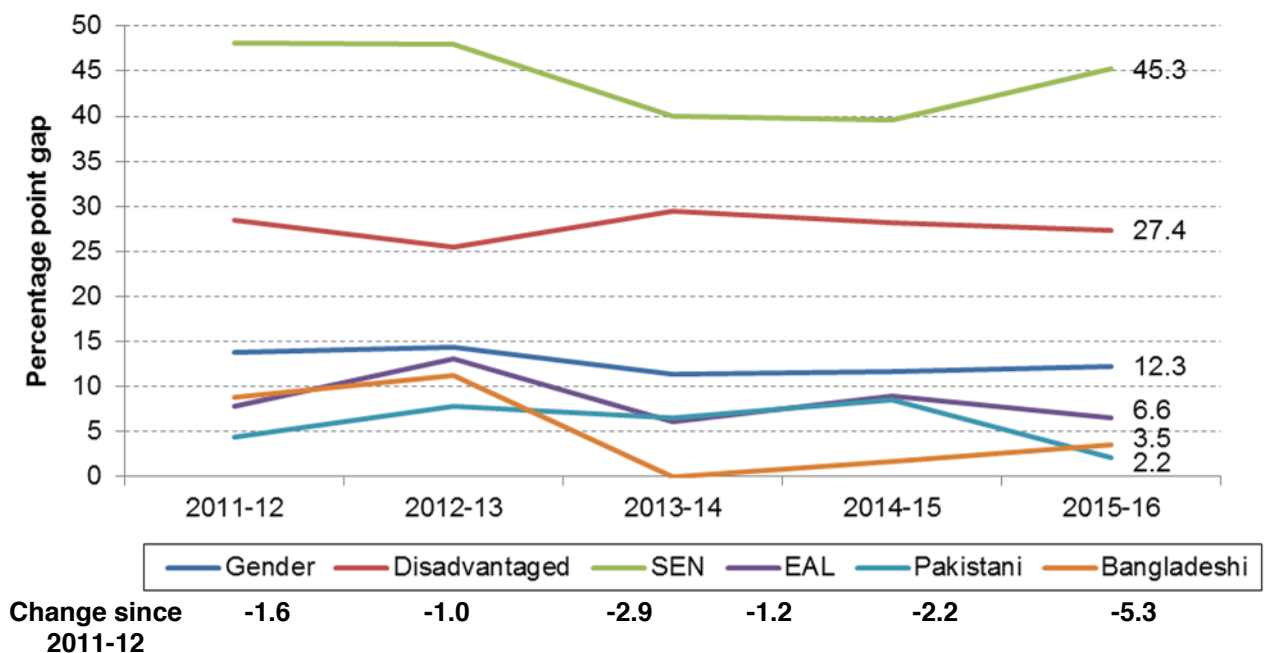


Figure 9b shows the gaps in attainment at GCSE that exist in Oldham between demographic groups and their comparators. Pakistani and Bangladeshi pupils are compared to the All Pupil average, whereas all other groups are compared to the average of pupils not in that group e.g. the EAL (English as an Additional Language) gap is the difference between EAL pupils and non-EAL pupils. The bigger the difference between the group and their comparator, the wider the attainment gap.

Clearly the widest gap is between SEN (Special Educational Needs) and non-SEN children, although the FSM gap is also sizeable. The percentage of girls achieving the measure is 12.3 percentage points higher than that of boys, however the narrowest gaps are seen between children from the two largest ethnic minority groups in Oldham and the All Pupil average.

In the last few years the size of the gaps for all of the above groups has reduced, with the most marked reduction seen for Bangladeshi children, who in the last three years have performed much better compared to the All Pupil average than was the case in the years prior to that.

However the above graph does not tell the whole story as across the country the SEN gap is by far the largest gap, whereas by GCSE the EAL gap nationally is negligible and some ethnic groups, including Bangladeshi children outperform the All Pupil average. In order to assess the performance of the school system in Oldham for these groups, performance in Oldham needs to be compared to national benchmarks.

The size of the achievement gaps also varies at different stages of the education system, with EAL children facing much greater barriers to learning

at the start of their school years than at the end and so have a much wider gap in achievement in Reception (20.3 percentage points in Oldham at Early Years Foundation Stage Profile) than by the time they take their GCSEs (6.6 points). Rather than being one of the narrowest gaps, as is the case at GCSE, the EAL gap at EYFSP is second only in size to the SEN gap.

Figure 9c:

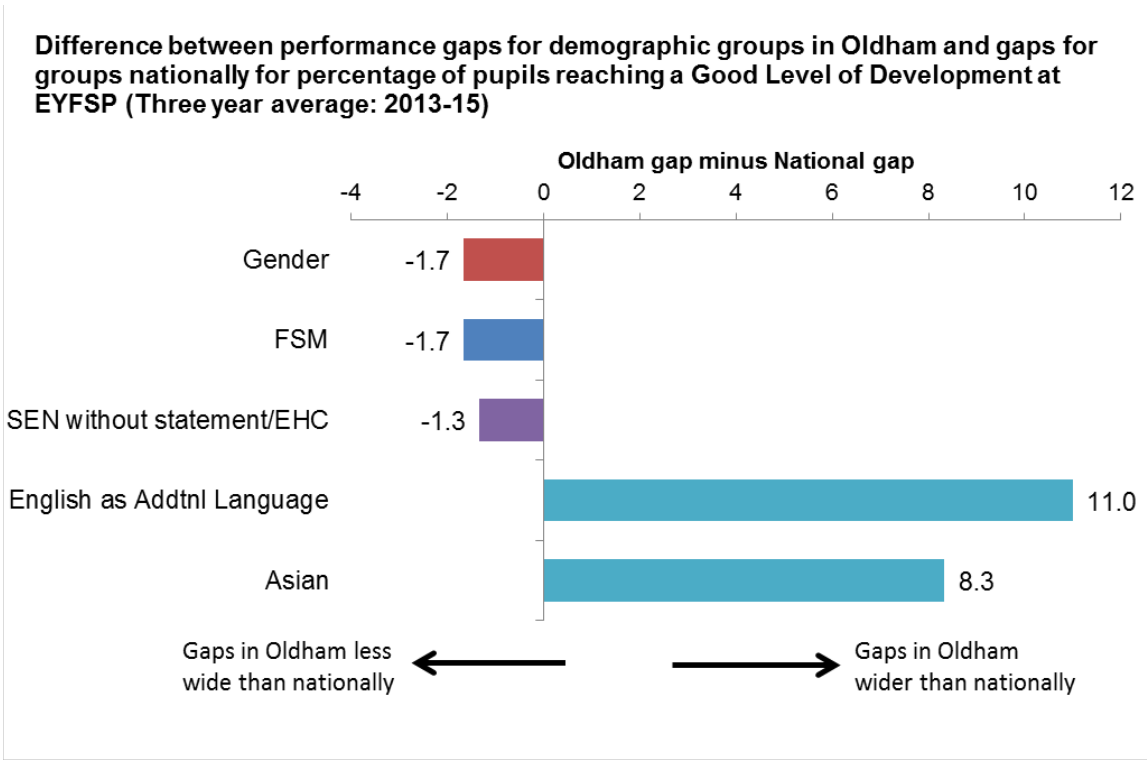


Figure 9c compares the size of the attainment gap for each group in Oldham with the size of the gap for that same group nationally at Early Years Foundation Stage (Reception) e.g. the FSM (Free School Meal) gap in Oldham minus the national FSM gap. Numbers greater than zero indicate that the gap in Oldham is wider than is the case nationally and therefore these groups are not performing as well in Oldham’s schools as pupils from those groups across the country. Negative numbers indicate groups where the gap is wider nationally than in Oldham and therefore these groups are doing better than expected.

Whilst the attainment gap for EAL children at EYFSP is expected to be high because of language barriers as explained previously, the above graph clearly shows that the EAL gap in Oldham is much higher than the EAL gap seen nationally. A similar effect is seen for children from Asian backgrounds. Conversely the gender, FSM and SEN attainment gaps are lower in Oldham than they are nationally.

Figure 9d:

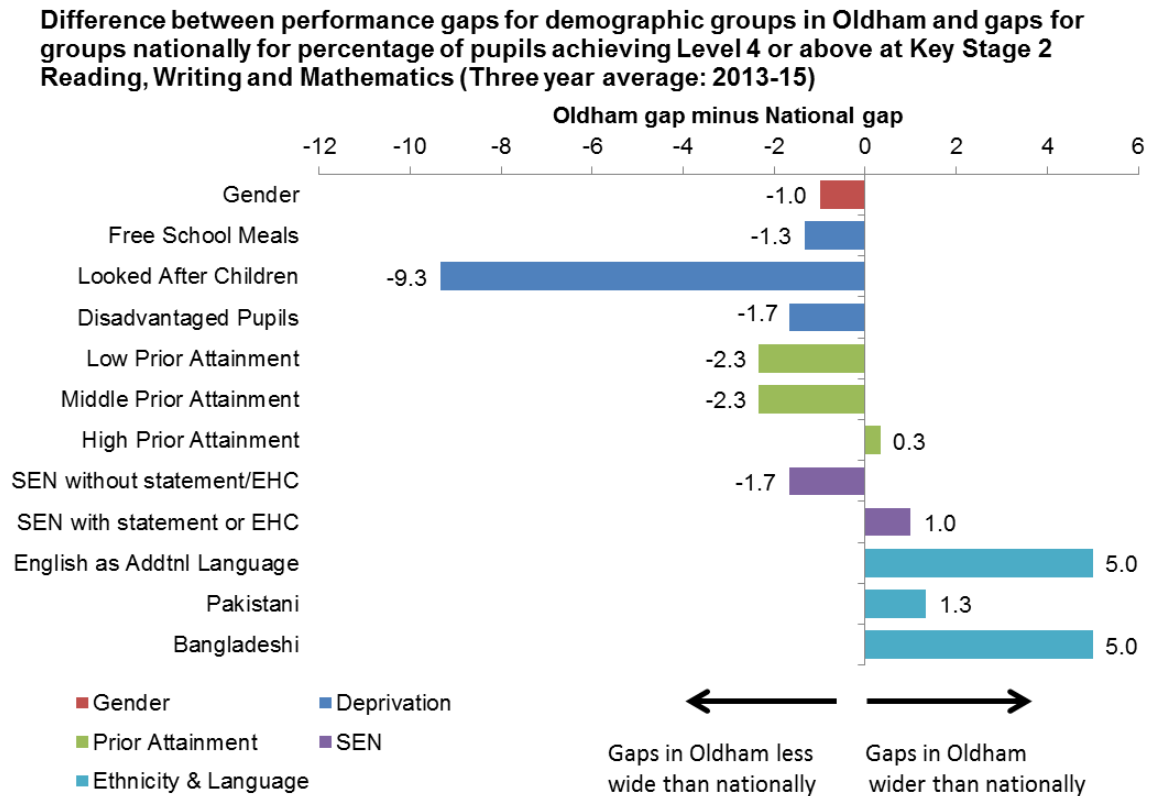


Figure 9d shows the difference between attainment gaps in Oldham and those nationally at Key Stage 2 (KS2). This graph includes prior attainment (i.e. stratifying children by the level of attainment at the last Key Stage) where the attainment gap is determined by comparing to the All Pupil average.

As is the case with EYFSP, the gender and deprivation (e.g. FSM) gaps are less wide in Oldham than is the case nationally as is the case with lower level SEN (i.e. those without a statement). Children who are in care perform much better in Oldham at KS2 than would be expected and although the attainment gap is still high to other pupils, it's much lower than the national Looked After Children gap.

However, like the effect seen at EYFSP, the EAL gap at KS2 is considerably wider in Oldham than is the case nationally. However the size of the difference to national at KS2 (5.0 points) is not as great as at EYFSP (11.0 points) indicating that during primary school years, EAL pupils in Oldham are not only making more progress and closing the gap to other pupils in Oldham, but are also catching up EAL pupils nationally.

It also indicates a very small difference between the attainment gap for Pakistani children in Oldham and the Pakistani gap nationally, but a much larger difference in the Bangladeshi gap in Oldham compared to the national Bangladeshi gap. Nationally Bangladeshi children make so much progress during primary school that despite starting off with obvious language barriers, by the end of primary school their attainment is actually higher than the All Pupil average. Bangladeshi pupils in Oldham also make rapid progress, but starting from a lower attainment level at EYFSP than their peers nationally so that by KS2 there are still 3.3 points behind the All Pupils average. Attainment for Pakistani children at KS2 nationally is not as high as Bangladeshi pupils and so the national Pakistani gap is much wider. Therefore Pakistani pupils in Oldham do not have to make such high levels of progress as Bangladeshi pupils do to come close to achieving parity with the national gap.

Figure 9e:

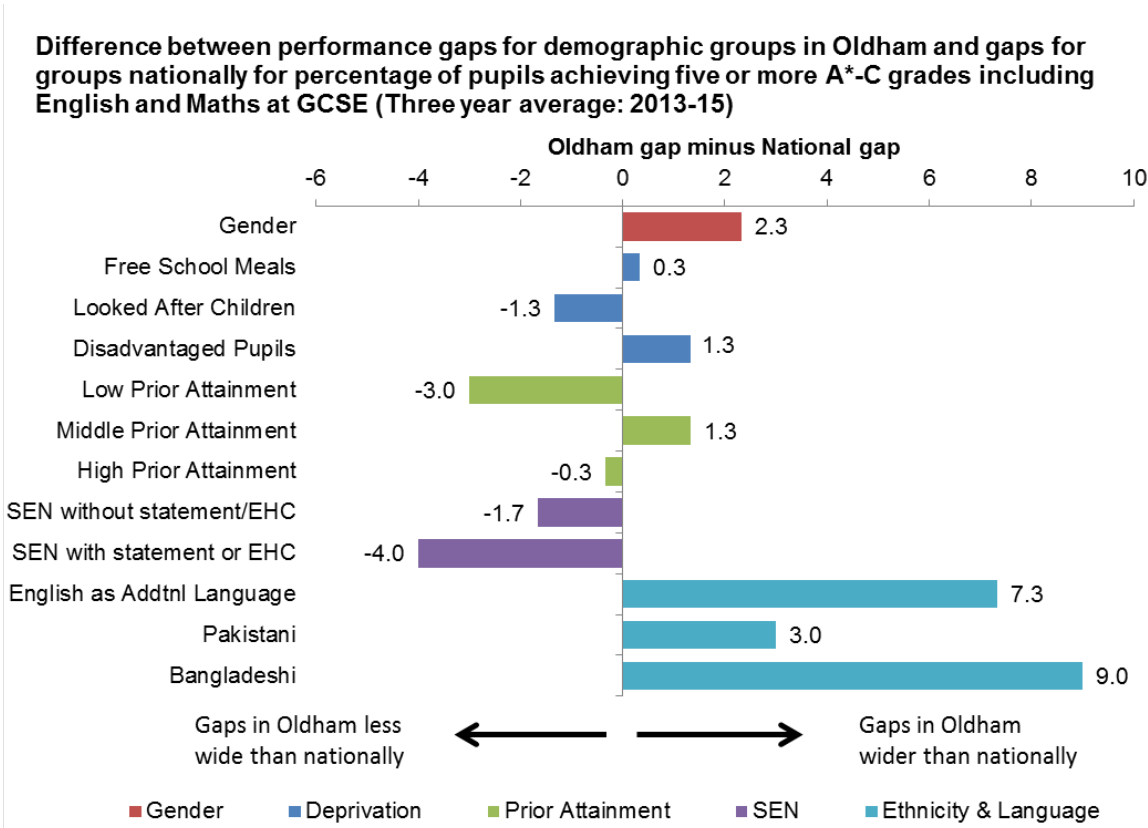


Figure 9e shows the difference between attainment gaps in Oldham and those nationally at GCSE. Unlike at EYFSP and KS2, the gender and deprivation gaps in Oldham at GCSE are now wider than national gaps, indicating that boys and pupils from deprived backgrounds do relatively worse during secondary school than their peers nationally. The SEN gap is again less wide in Oldham than the national gap.

Whilst the attainment gap for EAL pupils in Oldham is now much lower at GCSE than seen at the start of primary school, meaning EAL pupils are able to close the gap to All Pupils, there is still a large difference between EAL

attainment in Oldham and nationally. The EAL attainment gap is 7.3 points wider in Oldham than the national EAL gap and that difference is wider than was seen at KS2, meaning that whilst EAL pupils in Oldham were catching up EAL pupils nationally during primary school, during secondary school they fall further behind their peers nationally.

A similar pattern is seen for ethnicity at GCSE as was the case for KS2 with the difference between the Pakistani gap in Oldham and nationally being relatively low, but the difference between the Bangladeshi gap being very high. This further underlines the effect seen during primary years, that whilst Bangladeshi pupils in Oldham make more progress than other pupils in Oldham, they don't make as much progress as Bangladeshi pupils nationally.

10. Social Fund Reform (Local Welfare Provision)

The Welfare Reform Act 2012 set out the Government's reform plans for the Social Fund. The act established a combination of new locally based provisions that replaced Community Care Grants and Crisis Loans for general living expenses. In addition there is a new nationally administered advance of benefit facility that will replace alignment Crisis Loans and Budgeting Loans.

The provision of Community Care Grants and Crisis Loans for living expenses ended on 31 March 2013. The local scheme called Local Welfare Provision (LWP) is now in place.

Local Welfare Provision will:

- Meet short term emergency/immediate support needs of vulnerable people
- Assist vulnerable people to establish or maintain a home in the community

The data is recorded via the Local Welfare Provision computer database and is taken from 100% of users. Please note that not every customer answered each question fully.

The following tables provide information on claims to the social fund in Oldham.

Table 10a: Claims for Local Welfare Provision by Age

Age Group	Number of customers 2013/14	% of customers	Number of customers 2014/15	% of customers	Number of customers 2015/16	% of customers
16-24	359	20.93%	316	23.55%	164	22.13%
25-34	478	27.87%	390	29.06%	247	33.33%
35-44	339	19.77%	246	18.32%	149	20.11%
45-54	258	15.04%	196	14.61%	95	12.82%
55-64	107	6.24%	90	6.71%	37	4.99%
65-74	8	0.47%	18	1.34%	15	2.02%
75-84	8	0.47%	11	0.82%	3	0.40%
85+	0	0.00%	0	0.00%	0	0.00%
Not Provided	158	9.21%	75	5.59%	31	4.18%
Total	1,715	100.00%	1,342	100%	741	100%

Table 10b: Claims for Local Welfare Provision by Gender

Gender	Number of customers 2013/14	% of customers	2014/15	% of customers	2015/16	% of customers
Male	866	50.50%	636	47.39%	315	42.51%
Female	849	49.50%	706	52.61%	426	57.49%
Total	1,715	100.00%	1,342	100.00%	741	100.00%

Table 10c: Claims for Local Welfare Provision by Ethnicity

Ethnicity	Number of customers 2013/14	% of customers	Number of customers 2015/16	% of customers
Asian or Asian British – Bangladeshi	40	2.33%	70	9.45%
Asian or Asian British – Indian	1	0.06%		
Asian or Asian British – Pakistani	73	4.26%		
Asian or Asian British – any other Asian background	14	0.82%		
Black or Black British – African	28	1.63%	47	6.34%
Black or Black British – Caribbean	12	0.70%		
Black or Black British – any other Black background	13	0.76%		
Chinese	1	0.06%	24	3.24%
Mixed – White and Asian	6	0.35%		
Mixed – White and Black African	11	0.64%		
Mixed – White and Black Caribbean	28	1.63%		
Mixed – any other mixed background	10	0.58%		
White – British	1,102	64.26%	515	69.50%
White – Irish	7	0.41%		
White – any other White background	39	2.27%		
Gypsies / travellers	2	0.12%	-	-
Arab	4	0.23%	-	-
Any other Ethnic background	57	3.32%	28	3.78%
Not known/not provided	267	15.57%	57	7.69%
Total	1,715	100.00%	741	100.00%

- Detailed ethnicity Breakdown was not available for 2014/15

Table 10d: Claims for Local Welfare Provision by Religious Belief

Religion / Belief	Number of Customers 2013/14	% of customers	Number of Customers 2014/15	% of customers	Number of Customers 2015/16	% of customers
Buddhist	6	0.35%	6	0.45%	1	0.13%
Catholic	199	11.60%	160	11.92%	75	10.12%
Christian	449	26.18%	315	23.47%	191	25.78%
Hindu	1	0.06%	2	0.15%	2	0.27%
Jewish	1	0.06%	0	0.0%	0	0.00%
Muslim	157	9.15%	134	9.99%	87	11.74%
Sikh	-	0.00%	0	0.00%	0	0.00%
Other	34	1.98%	26	1.94%	16	2.16%
No religious belief	647	37.73%	547	40.76%	290	39.14%
Not provided	221	12.89%	152	11.33%	79	10.66%
Total	1,715	100.00%	1,342	100%	741	100.00%

Table 10e: Claims for Local Welfare Provision by Sexual Orientation

Sexual Orientation	Number of customers 2013/14	% of customers	Number of customers 2014/15	% of customers	Number of customers 2015/16	% of customers
Bisexual	17	0.99%	15	1.12%	10	1.35%
Heterosexual	1,438	83.85%	1,157	86.21%	645	87.04%
Gay	17	0.99%	21	1.56%	14	1.89%
Lesbian	18	1.05%	13	0.97%	9	1.21%
Not provided	225	13.12%	136	10.13%	63	8.50%
Total	1,715	100%	1,342	100%	741	100.00%

Table 10f: Claims for Local Welfare Provision by Relationship Status

Relationship	Number of customers 2013/14	% of customers	Number of customers 2014/15	% of customers	Number of customers 2015/16	% of customers
Never married / civil partner	719	41.92%	589	43.89%	339	45.75%
Married	104	6.06%	69	5.14%	59	7.96%
Same sex partnership	8	0.47%	3	0.22%	3	0.40%
Divorced	153	8.92%	116	8.64%	40	5.40%
Legally dissolved same sex partnership	-	0.00%	1	0.07%	1	0.13%
Separated	326	19.01%	233	17.36%	145	19.57%
Widowed	27	1.57%	28	2.09%	15	2.02%
Surviving partner from same sex partnership	5	0.29%	3	0.22%	0	0.00%
Not provided	373	21.75%	300	22.35%	139	18.76%
Total	1,715	100%	1,342	100%	741	100.00%

How are we using this information to inform services?

The service was introduced on the 1st April 2013 and is continuously developing. The new service allows us to analyse the information to identify trends and gaps and set objectives for the next year. The system used, provided by Capita, provides limited scope to improve the equality data however, equality integration will be considered at any future review.

The uncertainty of the future of Local Welfare Provision has prevented the service from using the data to target areas and promote the scheme which could lead to reputational issues for the Council as we may not be able to meet residents' expectations should funding no longer exist. Prior to the scheme being launched it was widely publicised through our 'Make the Most of your Money Campaign' to a range of stakeholders and residents. In addition, to ensure the scheme was being accessed by the intended service

users, we targeted groups that provide support to the most vulnerable residents of Oldham and delivered awareness sessions

Data Source: Local Welfare Provision database

11. Waste Services – Assisted Collections

Our waste service provides assisted collections to residents who are physically unable to put their bins out for collection.

We collect information about the number of collections we carry out for the protected characteristics below. As at January 2017, approximately 2,513* assisted collections are provided every week for reasons of:

- Disability
- Age (infirmity)
- Pregnancy/maternity

**We can only ever approximate the number of assisted collections carried out because of the challenge in keeping the database up to date. Please note, the most likely reason for a reduction in the figures since last reporting in 2015 (2,720 assisted collections) is due to technical issues experienced with this database, which the department is looking to resolve this year.*

This is because these are the only protected characteristics which we would consider to prevent residents from physically being able to put their container out for collection.

This information is collected from Waste Management's assisted collection database which is held on our collection system (Mayrise). The data is originally derived from individual resident requests for assisted collections which are approved by the Waste Management service.

The assisted collections represent approximately 2.6% of the overall number of collections which currently stands at approximately 95,000 households.

How are we using this information to inform services?

We now include a 'tick box' section on all assisted collection application forms whereby applicants are asked if they require an assisted collection for reasons of:

- *physical disability*
- *infirmity due to old age*
- *pregnancy/maternity*
- *Other (Please give details)*

Source: Oldham Council Waste Services

12. Elected Member Profile

The council gathers equality information on its Councillors. The following information, gathered in 2014, provides a breakdown of the gender and age composition of the Members of the Council, relative to a census of Councillors across English Local Authorities last undertaken in 2013. It shows that, relative to other local authorities, there are a higher proportion of Oldham councillors who are younger (less than 44 years old) and a lower proportion who are older (greater than 45 years old).

Figure 12a: Elected Members – by Age and Gender, 2014

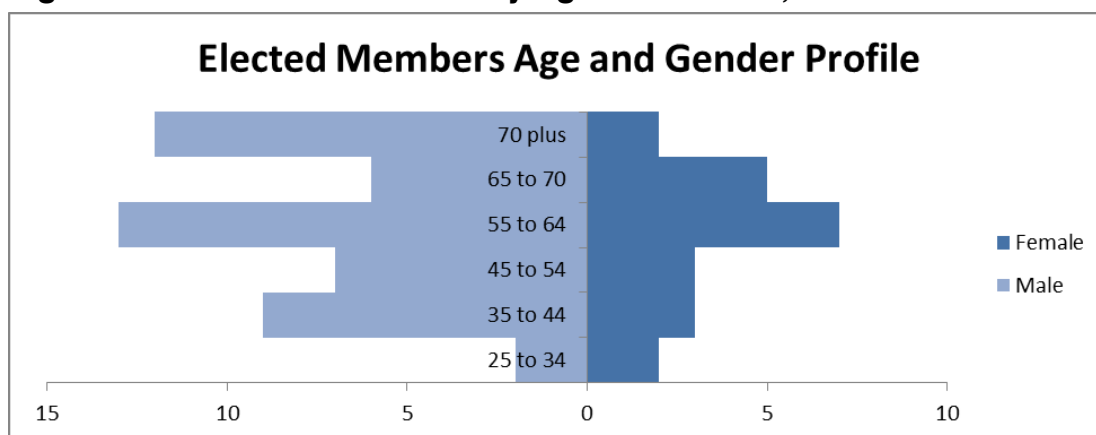
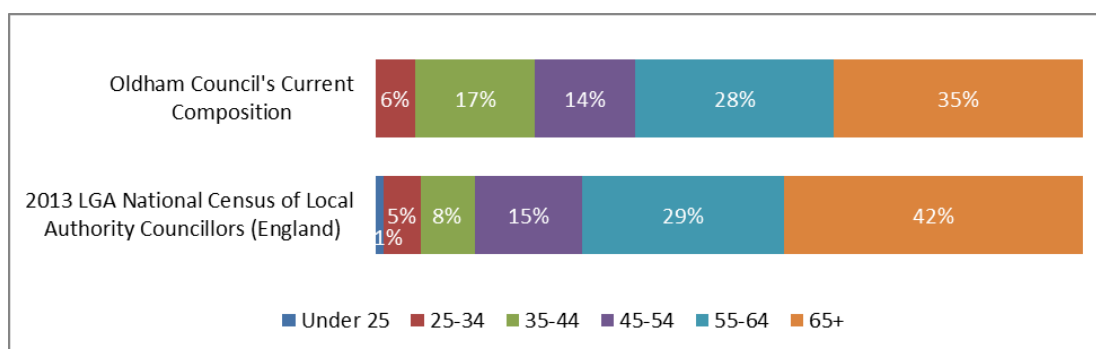


Figure 12b: Oldham Elected Members – by Age Groups, 2014 Compared to LGA National Census 2013



How are we using this information to inform services?

The council is currently working to strengthen the role of councillors and to improve democratic engagement in the Borough. This has meant providing more support and devolving more powers to local ward members, as well as increasing the range of opportunities for residents to get involved in local democracy, for example by opening up live council to public questions via Twitter.

As part of this work, we have strengthened the role of councillors in Oldham. From a new programme of leadership development to enhanced powers and

responsibilities for ward members, we are creating opportunities for members to become stronger community leaders.

The Councillors' Survey is an online survey of all Oldham councillors. This survey of our local elected members is one element of this important work. The survey aimed to find out more about their experiences of being a councillor in Oldham, with questions ranging from what had motivated members to stand for election (the main reason being a desire to serve the local community), to their involvement in other types of community work (the significant majority are involved in things like school governors' boards and charities). Using the information collected as part of the survey, we have been able to provide better opportunities and support for Oldham's councillors to become more effective leaders in their communities.

Source: Oldham Council / Local Government Association

13. Employee Volunteering

Employee Volunteering

The Employer Support Volunteering (ESV) scheme was launched in 2012 and offers council employees the opportunity to volunteer within the communities of Oldham for up to 3 days in any one year period. The scheme is now in its fourth year. Every employee has to record their volunteering activity via our HR self-service system which captures equality characteristics. The following information provides a breakdown of those who have recorded their volunteering activity during the financial year 2015/16 according to gender, disability, age and ethnicity.

Employee Volunteering

The below tables identify the diversity of employees volunteering under the Council's Employer Supported Volunteering Scheme.

Table 13a: Employees Volunteering by Gender

Gender	2015/16	2014/15	2013/14
Male	39%	40%	38%
Female	61%	60%	62%

Table 13b: Employees Volunteering by Ethnicity

Ethnicity	2015/16	2014/15	2013/14
BME	11%	14%	8%
Non BME	87%	80%	84%
Undeclared	2%	5%	8%

Table 13c: Employees Volunteering by Disability

Disability	2015/16	2014/15	2013/14
Disabled	3%	2%	2%
Not Disabled	70%	64%	44%
Undeclared	27%	33%	54%

Table 13d: Employees Volunteering by Age Groups

Age Band	2015/16	2014/15	2013/14
16 to 24	6%	11%	0%
25 to 34	18%	14%	9%
35 to 44	23%	32%	28%
45 to 54	38%	31%	42%
55 to 64	14%	11%	22%
65+	1%	0%	0%

Table 15e: Employee Volunteering by Categories

Volunteering - Categories	
Volunteering - External to the Council	105
Volunteering - Get Oldham Working	0
Volunteering - Internal to the Council	51
Volunteering - Self-Organised	12
Volunteering - Team Placement	76

How are we using this information to inform services?

The overall evaluation of the first year of the scheme has helped to make changes and improvements going forward. For example, those employees within front line services with customer facing roles may need extra support to ensure that they are able to participate and fit volunteering around their working patterns. We have also identified where there have been gaps in our information records and moved to recording our volunteering activity via our HR system to ensure that we have an accurate and up to date record of equality information. Capturing our equality data has also allowed us to identify where we need to concentrate our efforts on increasing participation, for example with employees who may have disabilities.

We are also now capturing data about the community and voluntary organisations that provide volunteering placements. This will help inform us in the future if there are any gaps in provision on the basis of equality so that we can provide a targeted approach to future engagement.

Over thirty voluntary, community and faith groups have offered and benefitted from volunteering placements. These placements cover a variety of equality themes, including;

- Young people
- Older people
- Poverty
- Drug and alcohol
- Adults with learning disabilities
- Mental health
- Vulnerable adults
- BME residents
- Women's rights
- Carers

Original Source of data: People Services

14. Discretionary Housing Payments

Discretionary Housing Payments (DHP) are awarded to claimants who have a shortfall in their Housing Benefit award and prove that there is a need to assist them financially in this way.

Equality data is only recorded where DHP has been awarded and only ethnicity details are collected at this stage as contractually agreed. The recording of this data is manual and is only for those claimants that are willing and choose to provide this information.

DHP is a small part of the benefits service so the data provided does not entirely reflect customers of the whole service. Data collection is captured through the Academy IT system with ethnicity being recorded as a specific equality characteristic. Other information can be extracted from the system such as age, but some information is reliant on a household receiving appropriate benefits, e.g. maternity, disability. This is because surveys are not currently carried out specifically on DHP claimants.

The tables below outlines the data.

Table 14a: Customers receiving Discretionary Housing Payments by Age

Age Group	Number of customers 2015/16	% of customers
16-24	95	7.68%
25-34	267	21.58%
35-44	273	22.07%
45-54	316	25.55%
55-64	239	19.32%
65-74	16	1.29%
75-84	1	0.08%
85+	1	0.08%
Not Provided	28	2.26%
Total	1237	100.00%

Table 14b: Customers receiving Discretionary Housing Payments by Gender

Gender	2014/15	% of customers
Male	400	32.34%
Female	837	67.66%
Total	1,237	100.00%

Table 14c: Customers receiving Discretionary Housing Payments by Religious Belief

Religion / Belief	Number of Customers 2015/16	% of customers
Buddhist	8	0.65%
Catholic	143	11.56%
Christian	327	26.43%
Hindu	2	0.16%
Jewish	1	0.08%
Muslim	131	10.59%
Sikh	0	0.00%
Other	37	2.99%
No religious belief	464	37.51%
Not provided	124	10.02%
Total	1,237	100.00%

Table 14d: Customers receiving Discretionary Housing Payments by Sexual Orientation

Sexual Orientation	Number of customers 2015/16	% of customers
Bisexual	14	1.13%
Heterosexual	1082	87.47%
Gay	8	0.65%
Lesbian	7	0.57%
Not provided	126	10.19%
Total	1,237	100.00%

Table 14e: Customers receiving Discretionary Housing Payments by Relationship Status

Relationship	Number of customers 2015/16	% of customers
Never married / civil partner	430	34.76%
Married	114	9.22%
Same sex partnership	3	0.24%
Divorced	184	14.87%
Legally dissolved same sex partnership	0	0.00%
Separated	266	21.50%
Widowed	48	3.88%
Surviving partner from same sex partnership	1	0.08%

Not provided	373	21.75%	300	22.35%	191	15.44%
Total	1,715	100%	1,342	100%	1,237	100.00%

Figure 14f: Customers receiving Discretionary Housing Payments by Ethnicity

Ethnicity	Number of Customers 2013/14	% of customers	Number of Customers 2014/15	% of customers	Number of Customers 2015/16	% of customers
Asian or Asian British – Bangladeshi	54	3.38%	21	1.38%	121	9.78
Asian or Asian British – Indian	8	0.50%	1	0.07%		
Asian or Asian British – Pakistani	60	3.75%	12	0.79%		
Asian or Asian British – any other Asian background	7	0.44%	5	0.33%		
Black or Black British – African	19	1.19%	12	0.79%	60	4.85%
Black or Black British – Caribbean	5	0.31%	5	0.33%		
Black or Black British – any other Black background	7	0.44%	1	0.07%		
Chinese	0	0.00%	0	0.00%	-	-
Mixed – White and Asian	6	0.38%	1	0.07%	27	2.18%
Mixed – White and Black African	3	0.19%	4	0.26%		
Mixed – White and Black Caribbean	13	0.81%	3	0.20%		
Mixed – any other mixed background	6	0.38%	2	0.13%		
White – British	1,034	64.67%	632	41.58%	943	76.23%
White – Irish	10	0.63%	10	0.66%		
White – any other White background	30	1.88%	16	1.05%		
Gypsies / travellers	14	0.88%	2	0.13%	-	-
Arab	0	0.00%	0	0.00%	-	-
Any other Ethnic background	12	0.75%	4	0.26%	20	1.62%
Not known/not provided	311	19.45%	789	51.91%	66	5.34%
Total	1,599	100.00%	1,520	100.00%	1,237	100.00%

How are we using this information to inform services?

Currently, the data collected is very limited and it is difficult to ascertain the direct service improvements which can be drawn from this information. The Council is currently undergoing a customer service transformation; as part of

the Customer Transformation work, the council is currently testing a DHP online application form which will help customers claim support and improve financial, demographic, and customer data capture for continued support provision monitoring.

Original Source of data: Customer Services

5. Our workforce data

All of the information outlined below, relates to the Council's centrally employed workforce, i.e. those not including those working within schools. The data has been taken at the end of 2016.

This report includes detailed workforce profiles in the following areas:

- Overall and directorate employee numbers
- Gender and full time/part time mix
- Age and length of service
- Ethnicity
- Disability
- Pay information
- Dismissals and grievances
- An indication of likely representation on sexual orientation and religion and belief (where the data is such that no-one can be identified as a result)
- Gender pay gap information
- Job vacancy advertisement responses

Table 15a:

High level indicators:

Reference	Description	December 2016
HR P1	Number of current employees	2681
PI 4	Leavers in the last year as a % of the average total staff	15.70%
SI 7	Percentage of people still in post after 12 months service	59.05%
SI 10 BVPI 11a	Top 5% earners that are women	60.00%
BVPI 11b	Top 5% of earners from black & ethnic minority communities	6.14%
BVPI 11c	Top 5% earners who have declared a disability	2.22%
SI 11 BVPI 16a	Percentage of LA employees who meet DDA definition as % of workforce	4.39%
SI 12	Percentage of staff over 50	42.97%
SI 13 BVPI 17a	Percentage of LA employees from BME as % of workforce	10.19%

Figures are for directorates only i.e. exclude schools.

Workforce profile – gender, full and part time employees

Table 15b: Overall employee numbers by portfolio gender and full time/part time indicator

Portfolio	Full Time Staff		Full Time Total	Part Time Staff		Part Time Total	Grand Total	Full Time Equivalent	% FTE
	Female	Male		Female	Male				
Chief Executive	22	26	48	4		4	52	51.07	2.45
Corporate and Commercial Services	208	105	313	82	16	98	411	378.39	18.14
Economy, Skills & Neighbourhoods	163	372	535	768	87	855	1390	927.30	44.47
Health and Wellbeing	409	184	593	185	50	235	828	728.68	34.94
Total	802	687	1489	1039	153	1192	2681	2085.44	100.00

Workforce Profile – age and length of service

Table 15c: Job count age by portfolio

Portfolio	Total	16to24	%age 16-24	25to34	35to44	45to54	55to64	65to70	70+
Chief Executive	52	5	9.61	16	11	16	4		
Corporate and Commercial Services	411	18	4.38	77	98	139	75	2	2
Economy, Skills & Neighbourhoods	1390	34	2.45	166	251	501	380	41	17
Health and Wellbeing	828	25	3.02	155	219	263	152	12	2
Total	2681	82	3.06	414	579	919	611	55	21

Table 15d: Count of employees aged 50 or over

Age 50+	
Portfolio	Employee Count
Chief Executive	13
Corporate and Commercial Services	156
Economy, Skills & Neighbourhoods	701
Health and Wellbeing	282
Total	1152

Total job count in portfolios = 2681

Percentage over 50 = $1152 / 2681 * 100 = 42.97$

Secondary Indicators

- Number of people who commenced their employment in the 12 month period from 1 January 2015 to 31 December 2015 = 398
- Percentage of people that are still in post after 12 months service = 59.05%

Workforce profile – ethnicity

Table 15e: Job count ethnicity by portfolio

Portfolio	Asian	Black	Dual	Chinese and Other	Sub Total BME	White	Sub Total Declared	Sub Total Undeclared	Total
Chief Executive	2		2		4	44	48	4	52
Corporate and Commercial Services	37	9	4	4	54	331	385	26	411
Economy, Skills & Neighbourhoods	59	13	9	4	85	1164	1249	141	1390
Health and Wellbeing	60	30	13	1	104	639	743	85	828
Total	158	52	28	9	247	2178	2425	256	2681

There are 247 people in portfolios from Black and Minority Ethnic communities. This equates to 10.19% of directorate staff who have recorded their ethnicity.

Table 15f: Ethnicity – new starters’ year to date

Portfolio	Total Starters	BME	Declared Ethnicity	% age
Chief Executive	12		11	0.00
Corporate and Commercial Services	42	9	38	23.68
Economy, Skills & Neighbourhoods	122	13	113	11.50
Health and Wellbeing	92	19	84	22.62
Total	268	41	246	16.67

Table 15g: Ethnicity – leavers’ year to date

Portfolio	Total Leavers	BME	Declared Ethnicity	%age
Chief Executive	10	3	10	30.00
Corporate and Commercial Services	49	7	44	15.91
Economy, Skills & Neighbourhoods	140	18	120	15.00
Health and Wellbeing	95	14	85	16.47
Total	294	42	259	16.22

Workforce profile – disability

Table 15h: Disability by portfolio

Portfolio	Current Employee Records	Provided Information	%age	Declared Disability	%age
Chief Executive	52	40	76.92	2	5.00
Corporate and Commercial Services	411	307	74.70	16	5.21
Economy, Skills & Neighbourhoods	1390	804	57.84	12	1.49
Health and Wellbeing	828	532	64.25	25	4.70
Total	2681	1683	62.78	72	4.29

Table 15i: Disability – new starters' year to date

Portfolio	Total	Provided Information	%age Declared	Declared Disability	%age Disabled
Chief Executive	12	11	91.67	0	0.00
Corporate and Commercial Services	42	38	90.48	2	5.26
Economy, Skills & Neighbourhoods	122	113	92.62	13	11.50
Health and Wellbeing	92	84	91.30	2	2.38
Total	268	246	91.79	17	6.91

Table 15j: Disability – leavers' year to date

Portfolio	Total	Provided Information	%age Declared	Declared Disability	%age Disabled
Chief Executive	10	8	80.00	0	0.00
Corporate and Commercial Services	49	38	77.55	1	2.63
Economy, Skills & Neighbourhoods	140	98	70.00	4	4.08
Health and Wellbeing	95	74	77.89	3	4.05
Total	294	218	74.15	8	3.67

Workforce profile – Sexual Orientation

Table 15K: Top 5% earners (secondary indicator 10)

Bisexual	Gay man	Heterosexual	Lesbian/Gay woman	Prefer not to say	Not known	Total
5	5	1008	7	43	1613	2681

Workforce profile – employee pay related information

Table 15l: Top 5% earners (secondary indicator 10)

Portfolio	Female FTE	% age	Male FTE	% age	Grand Total
Chief Executive	3	60.00	2	40.00	5
Corporate and Commercial Services	23.40	55.19	19	44.81	42.40
Economy, Skills & Neighbourhoods	24.83	60.82	16	39.18	40.83
Health and Wellbeing	20.66	61.45	12.95	38.55	33.61
Grand Total	71.89	59.00	49.95	41.00	121.84

Table 15m: Gender pay gap information

Grade	Number of Females	Number of Males	Average Female Pay	Average Male Pay	Females Pay as a % of Males
Grade 1	492	80	£15,823	£15,823	100.00%
Grade 2	228	122	£16,958	£16,737	101.32%
Grade 3	118	66	£18,551	£18,522	100.15%
Grade 4	210	135	£21,056	£20,905	100.73%
Grade 5	136	71	£24,281	£24,087	100.81%
Grade 6	184	108	£27,184	£27,030	100.57%
Grade 7	105	41	£31,159	£31,862	97.80%
Grade 8	63	39	£34,947	£34,607	100.98%
Grade 9	66	33	£38,572	£38,547	100.06%
Grade 10	26	9	£42,218	£42,364	99.66%
SM3	31	23	£45,712	£45,291	100.93%
SM2	14	8	£49,252	£48,861	100.80%
SM1	9	16	£59,405	£60,267	98.57%
Grand Total	1682	751	£22,785	£24,884	91.56%

Workforce profile – dismissals

Table 15n: Dismissals by gender

Female	Male	Total
29	13	42

Table 15o: Dismissals by age

16-24	25-34	35-44	45-54	55-64	65-70	70+	Total
1	8	5	12	15	1	0	42

Table 15p: Dismissals by sexual orientation

Bisexual	Gay man	Heterosexual	Lesbian/Gay woman	Not known	Total
0	0	17	0	25	42

Table 15q: Dismissals by disability

Declared Disabled	Declared Not Disabled	Undeclared or blank	Total
1	25	16	42

Table 15r: Dismissals by ethnicity

Asian	Black	Chinese and Other	Dual	Undeclared	White	Total
4	1	0	1	4	32	42

Table 15s: Dismissals by religious belief

Buddhist	Christian	Muslim	Other	None	Undeclared or blank	Total
0	23	4	1	7	7	42

Workforce profile – Grievances

Table 15t: Grievances by Ethnicity, Gender, and Disability

Number	White British	BME	Female	Male	Disabled	Non-Disabled
22	20	2	11	11	1	21

Response to recruitment adverts

A total of 285 jobs were advertised during the period 1 January 2016 to 31 December 2016.

Table 15u: Responses by gender

Female	Male	Prefer not to say	Total
2776	1713	16	4505

Table 15v: Responses by ethnicity

Asian	Black	Chinese and Other	Dual	Undeclared	White	Total
879	399	19	146	55	3007	4505

Table 15w: Responses by sexual orientation

Bisexual	Gay man	Heterosexual	Lesbian/Gay woman	Prefer not to say	Total
43	50	4160	34	218	4505

Table 15x: Responses by disability

Declared Disabled	None or blank	Total
346	4159	4505

Table 15y: Response by religious belief

Buddhist	Christian	Hindu	Muslim	None	Other	Undeclared	Total
15	1911	33	868	1351	327	195	4505

Table 15z: Response by age

16-24	25-34	35-44	45-54	55-64	65-74	Not given	Total
949	1527	951	803	261	1	13	4505

How are we using this information to inform services?

The workforce equalities data is monitored regularly at the level included within this report. However, to ensure the Council's obligations under the Equality Act remain satisfied and equality is given the full emphasis required a full and detailed equalities analysis is currently being undertaken. This will include all equality strands where the data is sufficiently robust and will span a number of people focussed activities, for example; recruitment, performance management and employee relations. The outcomes of the analysis will then appropriately feed into relevant workstreams to ensure equality of opportunity within the workplace.

6. Our Budget

In taking financial decisions the Council must demonstrate that it has given “due regard” to the need to eliminate discrimination, promote equality of opportunity and promote good relations between different groups.

Oldham’s Equality Impact Assessment (EIA) form helps us to adhere to this regard as well as;

- Strengthen the process through improved accountability;
- Stimulate a more rigorous and overt analysis of the impact and possible mitigations;
- Implement a stronger equality monitoring and management process to ensure that we follow through on what we said we would do – this includes identifying risks to implementation and how these will be managed.

The equality impact assessment process undertaken for the Council’s budget process involves:

- An initial equality impact screening on budget proposals to identify whether any have the potential for significant disproportionate adverse impact in respect of any protected characteristic.
- The initial screenings are then independently reviewed by a small group with knowledge of the equality legislation, comprising the Cabinet Member for Adult Social Care and Public Health, the Assistant Executive Director for Adults and Commissioning, a senior officer from the Neighborhoods directorate, and a lawyer from the Legal Services team.

The key aims of this review process are to:

- Assess the potential equality impact of each proposal using the information provided
- Provide challenge to those where the Group feel the initial screening does not accurately identify those equality groups potentially affected and that a further screening process needs to be completed

A key element to assessing the equality impact has been the involvement of elected members such as through membership of the Equality Challenge Group, through briefings with Executive Directors and Cabinet Members during the development of proposals, working together to consider the equality impacts and identify any mitigating actions and making EIAs available to Members alongside the budget proposals.

The link provided below provides access to budget papers which will have an EIA behind each specific budget proposal where an EIA is needed.

<http://committees.oldham.gov.uk/ielistmeetings.aspx?Committeeld=132>

(EIAs for specific budget proposals will be in the report pack of the agenda for each of the budget meetings)

7. Impact of Welfare Reform in Oldham

The Welfare Reform Act 2012 introduced wide-ranging changes to the country's welfare regime. These included phased reforms to out of work benefits e.g. Jobseeker's Allowance, Incapacity Benefit, Disability Living Allowance as well as other benefits such as Housing and Council Tax Benefit.

The Act also introduced a range of new regulations (e.g. Benefit Cap, Universal Credit and Personal Independence Payments) as well as stronger sanctions.

Following the 2015 general election, the government announced a significant list of new legislation and policy, much of which will have sizeable local impacts. These announcements came primarily via an 'emergency' summer budget and via the Queen's Speech.

To analyse the impact of the 2015 reform BIS produced a report titled "Cost of the cuts 2015". The key findings in this report highlighted that:

- Oldham would see a cumulative loss of **£58m** (between 2016/17 and 2019/20)
- The worst affected 2000 families in Oldham stand to lose, on average, more than **£3,800** per year as a result of the reforms, once fully implemented.
- The biggest impact would come from the changes to tax credits and benefit freezes.
- There are approximately **31,000** households affected by tax credit changes in Oldham.
- The population groups in Oldham most impacted by these reforms are **Lone Parents** (both in and out of work) and **couples with children** (one earner / no work)

Impact of welfare reform in Oldham

- The proportion of residents in receipt of out-of-work benefits is reducing.
- This is likely to be a result of more local job opportunities and the impact of tougher benefit sanctions.
- Taking into account Universal Credit claimants, unemployment in Oldham remains an ongoing challenge.
- Numbers affected by 'size criteria' ('bedroom tax') and rent arrears are reducing, from 2,334 in May 2013 to 1,629 in March 2016. Whilst the number of families in rent arrears is reducing, there is evidence of voids for larger homes, as tenants are downsizing.
- Use of food banks varies greatly by ward. The wards that have higher levels of deprivation, particularly those that surround the Oldham Town Centre, have been allocated a higher number of vouchers (with approximately 350 distributed in Alexandra in 2015 versus around 50 in the three Saddleworth wards combined).

Mitigating action taken

Since the commencement of Welfare Reform, the Council has worked proactively with partners to prepare for and support residents through those reforms and mitigate any adverse impact. These have included:

- Supporting residents with the transition to Universal Credit.
- Developing a Council Tax reduction scheme replacing Council Tax Benefit
- Reviewing the local Discretionary Housing Payment scheme, allowing support to be provided to those affected by the 'size criteria' and benefit cap.
- Introducing a Local Welfare Provision (LWP) scheme to replace community care grants and crisis loans, which includes a more rigorous assessment of need than the previous DWP scheme.
- Recruitment of two additional Welfare Rights officers from April 2013 (using LWP monies) to support residents affected by changes. The Welfare Rights team supported residents to claim an additional £3m benefit payments which they were not previously accessing.
- A high-profile 'Make the Most of Your Money' campaign was delivered in preparation for the welfare changes, with information and materials widely distributed across the Borough.
- Housing and voluntary partners are supporting residents in key areas, including money management, digital inclusion, provision of food and tackling illegal money lending.
- Get Oldham Working is creating significant numbers of opportunities – jobs, apprenticeships, traineeships and work experience.

Further findings and more information is presented in the Impact of Welfare Reform report that went to Full Council on 22 October 2014, these documents are available at:

<http://committees.oldham.gov.uk/documents/s51547/Update%20on%20Welfare%20Reform%20in%20Oldham.pdf>

<http://committees.oldham.gov.uk/documents/s51548/Update%20on%20Welfare%20Reform%20in%20Oldham%20-%20Appendix%20-%20Welfare%20Reform%20Dashboard.pdf>

How are we using this information to inform services?

The Council is utilising information to determine if more could be done to better understand those residents 'not engaging' with our support to enable us to further tailor and target activity. We are also keen to do more to support self-reliance and tackle the underlying causes of crises.

Our welfare reform activity supports our corporate objectives, through:

- Reducing dependency on public services – **'Confident communities where everyone does their bit'**.
- Tackling worklessness – **'A productive place to invest where business and enterprise thrive'**.
- Local welfare provision – **'a co-operative council creating responsive and high quality services'**.

The Council's Leadership and Members monitor the impacts of Welfare Reform and receive various reports tracking the impacts of Welfare Reform including welfare reform dashboards to keep track of key trends.

The latest 'deep dive' report provides a high-level analysis of the impact of welfare reform on vulnerable groups in Oldham, such as young people. It identifies common demographic characteristics of people and groups disproportionately affected by the key provisions of welfare reform and of those residents using local services to mitigate its impact.

To identify patterns of vulnerability, we look at a wide range of local and national data available on Oldham residents affected by welfare reform. It also draws on national research where appropriate. The analysis includes client information from DWP (Benefit Sanctions, Personal Independence Payments, Benefit Cap, Bedroom Tax, Universal Credit) and local services (Discretionary Housing Payment, Local Welfare Provision, Council Tax Reduction, Welfare Rights and Oldham Foodbank).

Information and reporting is focused on evidence-based practice and interventions, with recommendations to help achieve the Council's corporate objectives and improve services.