

## Equality Impact Assessment Recording Form

This is a new and important process that will require different perspectives to be considered and, in some cases, difficult decisions may need to be made about policy and service delivery.

Whilst it is necessary to identify a lead officer, it is advised that they do not undertake the impact assessment on their own, but set up a group comprising a diverse range of staff responsible for delivery the service, there may also be an opportunity to include a customer, stakeholder, partner or critical friend to get a more rounded understanding of the full implications of the policy, practice, service or function.

For more information on carrying out the assessment please refer to the guidance notes or contact the Equalities and Diversity Officer or your Department's Equality Champion.

### STEP1 Equality Impact Assessment Team

Name of Policy, practice, service or function:

Service Standards and Choice Based Letting Team Activity

Getting a New Home – Choice Move

Assessment Team Leader Name: Angela J Smith

October 2009

Directorate Responsible: Neighbourhood Services

Service Area: Solutions and Support

Other members of the assessment team:

<b>Name</b>	<b>Position</b>	<b>Area of Expertise</b>
Angela J Smith	Solutions and Support Manager	Housing Need
Kirsty Perry	Housing Solutions Team Leader	Choice Based Lettings
Older Persons Service Improvement Group (OPSIG)	Tenant and Customer consultation	Service user.

## STEP2 Identifying the aims/objectives of the policy, practice, service or function

### Questions

1	<p>What are the main aims and objectives or purpose of the policy, practice, service or function?</p> <p>To set out the standards by which RH Ltd will deliver its “Choice Move” CBL Service</p> <p>What outcomes do you want to achieve?</p> <ul style="list-style-type: none"> <li>• Improve and streamline access arrangements to securing suitable and appropriate accommodation to meet housing need in the District</li> <li>• Improve accountability to our service users and prospective tenants</li> <li>• Enable our service users and tenants to exercise more control in considering available housing options to meet their needs</li> <li>• Improve transparency of the lettings process</li> <li>• Agreement to levels of service set out within service standards</li> <li>• Clear strategic direction for addressing housing need within the district</li> </ul>
2	<p>Are there any associated services, policies or procedures? Yes</p> <p>If ‘Yes’ please list below</p> <ul style="list-style-type: none"> <li>• All Policies Rykneld Homes-as set out in reports to Board April 2008 to September 2009.-Risk Management, Value For Money, ASB, Asset Mgt, Procurement, 5 yr Estate Delivery Plan s Equality/Diversity, Health/safety, Tenant Involvement</li> <li>• Business Plan 2008/9, Development BP 2009/10.</li> <li>• NEDDC Independent Review of CBL Policy</li> <li>• NEDDC Allocation Policy and attendant review by NEDDC</li> <li>• 2 Star Risk Assessment</li> <li>• Mock Self Assessment</li> </ul>

## Questions

- CBL PID
- CBL Service Improvement Plan
- Equality and Diversity Action Plan
- This is a Tenant facing service and thus is primarily based on the identification of Tenant needs against the profile.

3 Who is affected by this policy, practice, service or function, or by the way it is carried out? i.e. Who are the internal and external customers, groups, communities or any other stakeholders?

- All Tenants, Housing Applicants, staff, LSP partners = Police, PCT, NEDDC, DCC,
- Housing Options Team
- RSL's
- Private Landlords
- Housing Need Advocacy Agencies
- NEDDC Allocation Policy and Homelessness Strategy
  
- Mosaic presentation attached
- User surveys - Aids/Adaptations, Allowing Older People to Live Independently, Putting Things Right, Tenant and Residents Customer Care, Satisfaction Surveys
- Waiting List Review and Waiting List
  
- Mock Self Assessment refers to known profile, September 2009
- HB Tenant profile being clarified against the current Tenant profile
- Status survey
- Tenant Profile
- Annual Core Data
- Bidding and lets monitoring broken down by six strands of diversity,
- BME Housing Needs Study (NEDDC) (2008)

## Questions

- Young People Housing Needs Study (NEDDC) (2008)
- Housing Needs Study Older People (NEDDC) (2008)
- Sheltered Complex Needs Study (NEDDC) (2008)
- Affordable Housing Strategy
- Average length of time and performance information broken down by band
- Staff prolife broken down by six strands of diversity reflecting the needs of the community it serves

### Gaps

- Profiling of Waiting list to demographics of District under development
- Analysis of demand for accommodation by village to be developed through design of new housing applications and change of circumstances form

4 Who implements, carries out or delivers the policy, practice, service or function? Please state where more than one person, team, department or body? – and include any outside organisations who deliver under procurement arrangements etc.

- RH Staff as set out in the Business Plan
- Vulnerability Policy
- Placements within Advocacy and support agencies – Coach House, Newbold Court, Action Housing, Rethink, Women’s Refuge, CAB, North Derbyshire Women’s Aid, Community Mental Health Team, Social care, YMCA, Habinteg, Police, Community Safety Partnership, Sanctuary Scheme and Carr-Gom
- Outreach work by Supporting People Agencies to enable Independent Living
- Aids and Adaptations/Older People’s Service and Care Call to enable independent living with linkages to statutory and voluntary sector services
- Soft ware support through Abritas and Anite to enable advertising, waiting list registration
- NEDDC – Housing Options delivery against Homelessness Strategy
- RSL’s – nominations and advertising of voids
- Neighbourhood and Finance Champions for Sign Up of new tenancies
- Void team co-ordination and repair to void properties both minor and major

## Questions

5 Is the policy, practice, service or function affected by external drivers for change? e.g. new legislation, national policy, external inspection etc. Yes

- See Business Plan-our operating Environment
- New Code of Guidance
- Exploring Local Authority Policy and Practice on Housing Allocations
- Building Britain's Future
- Managing Housing Registers
- NEDDC Independent Review by De Montfort University on CBL and Allocation Policy
- Impact of financial environment and credit crunch – impact on levels of homelessness presentations, Mortgage Rescue Schemes, Affordability
- Worklessness proposals in context of links with housing
- Sub-regional CBL and cross boundary schemes through NEDDC and proposed Regional CBL schemes
- Common Housing Registers
- Single Housing Application
- RSL Nominations through NEDDC negotiations
- Strategic Joint Needs Assessment
- Independent Living Agenda
- NEDDC Needs Assessments of Young People, BME, Elderly and Chaotic Lifestyles
- MAPPA
- MARAC
- NEDDC Rural Housing Strategy

## Questions

- Homes and Communities Agency
- Move from CPA to CAA and role of housing within the assessment
- Developing national programme on mobility in the social rented sector
- National proposals for extending CBL to include low cost home ownership and private renting
- Community Cohesion and housing need – Commission on Integration and Cohesion, developing of CBL and BME Communities
- CBL and meeting the needs of vulnerable groups
- Promoting mutual exchanges
- Tackling Overcrowding
- Successions
- Study of Younger People Housing Needs in Northern Housing Market Area (includes NEDDC)
- Housing Needs Study of BME Communities in the North Derbyshire and Bassetlaw Housing Market Area
- Housing Needs Study for Older Persons – Northern Housing Market Area within the Northern Sub Region of the East Midlands
- Unlocking Solutions –Developing Move on Plans
- 38% of all voids with adaptations

- 6 What existing or previous inspections of the policy, practice, service or function are there? E.g. Best Value Inspections, policy reviews, research into the effects of a policy or practice.
- 2 Star Risk Register
  - Repairs / Maintenance Audit Commission inspection, -web site report
  - HQN Mock ALMO Inspection, -report attached
  - Audit Commission Mock Inspection Inspection-attached
  - Mock Self Assessment Sept 2009
  - Community Involvement Team Focus Groups – Housing Register Applicants and Tenants

## Questions

- NEDDC CBL Independent Review
- NEDDC Rural Policy Review
- NEDDC Allocation Policy
- NEDDC Homelessness Strategy

What did they tell you?

- CBL implemented – Action taken - reviewed working practices and undertaken Organisational Review of staffing structure
- Effective partnership with NEDDC to deliver statutory requirements – Action taken - development of Project Initiation Document compiled and adopted by NEDDC, member of Allocation Policy Review Steering Group review
- Proactive outreach work – Action taken – Organisational staffing review enabled multiple viewings to be undertaken and proactive outreach services
- Extensive involvement of service users and stakeholders in designing and refining the service – Action taken – Service users comments, learning from customers has enabled Service Standards to be refined
- Extending reach of CBL by involving RSL's and working with partners – Action taken – Wider level of RSL's advertising properties through CBL including new schemes, working with NEDDC to encourage private landlords to advertise
- Need for robust Service Improvement Plan – Action taken – Developed and under implementation
- Improve service user feedback and align to service access principles – Action taken – Satisfaction Surveys undertaken and learning from customer complaints implemented
- Work with NEDDC to review CBL to address equalities impact – Action taken – Active member of Allocation Policy Review Steering Group, undertaken training with elected members, developed performance report to monitor six strands of diversity in bidding and letting patterns
- Create centralised void management team an alignment with aids and adaptations to improve outcomes and value for money – Action taken – Implemented and performance clinic established to challenge all aspects of void performance
- Complete and implement the outcome of CBL PID – Action taken – Implemented and PID adopted by NEDDC
- Monitor satisfaction with the service and use the updated Resident/Tenant Profile data to test for satisfaction and adverse

	<p>impact – Action taken – Satisfaction Surveys undertaken and learning from customer complaints implemented</p> <ul style="list-style-type: none"> <li>• Implement the Voids Service Standard – Action taken – Lettable Standard developed</li> <li>• Clarify with NEDDC protocols re nominations and monitor outcomes for lettings – Action taken –Working with NEDDC on review of nominations agreements and new scheme agreements</li> </ul>
7	<p>How is information about the policy, practice, service or function publicised?</p> <ul style="list-style-type: none"> <li>• RH Ltd comms plan</li> <li>• Tenant Involvement agreement</li> <li>• Involvement Monitoring group,</li> <li>• Governance BP</li> <li>• Web internet</li> <li>• Abritas web site</li> <li>• Partner meetings-see partnership directory and Chart-attached chart</li> <li>• Attendance at Consultation events, Open days, Summer events, Surgeries</li> <li>• Correspondence with customers</li> <li>• Leaflets in Area Housing Offices</li> <li>• Word on the Road</li> <li>• Service Standards</li> <li>• Home Visits</li> </ul>

## STEP 3 Equality Impact Assessment

Although this form is set out under the six strands of equality we are focusing on (race, disability, gender, age, religion and belief and sexuality), consider any impacts/barriers that might cross over between race/disability, gender/religion and belief, sexuality/age etc. or all three. Use the boxes on the next couple of pages to indicate where the policy, practice, service or function could have a positive or negative impact for different groups and your reasons.

### Race

This question looks broadly at adverse impacts/barriers in terms of race, whilst the next page considers adverse impacts/barriers which may be particular to people from one ethnic group.

Question 9 considers impact/barriers for different ethnic groups within the five broad census headings.

8	<p>Identify an adverse impacts/barriers of the policy or procedure on people who may be disadvantaged because of their race</p> <ul style="list-style-type: none"><li>• Status survey identifies.</li></ul> <p><b>Ethnicity</b></p> <ul style="list-style-type: none"><li>• 96.1% white British,</li><li>• 0.3% Irish,</li><li>• 0.4% other white,</li><li>• 0.1% W &amp; B Caribbean</li><li>• 0.1% W &amp; Asian</li><li>• 0.1% Other Mixed</li></ul> <p><b>Disability</b></p> <ul style="list-style-type: none"><li>• 52.4% long term illness/disability that limits day to day activities</li><li>• 10.8% wheelchair users</li></ul>
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**Sexuality**

- 53.9% heterosexual
- 0.5% gay man
- 0.3% gay woman
- 0.2% bisexual
- 11.4% prefer not to say

**Religion**

- 16.4% None
- 66.1% Christian
- 0.1% Buddhist
- 0.1% Jewish

**Income**

- 8.5% less than £5,199
- 36.%% £5,200 - £10,399
- 19.6% £10,400 0 £15,599

**Housing Benefit**

- 51.2% - yes

## Age

- 3.5% 16 to 24 years
  - 7% 25 – 34 years
  - 11.5% 35 to 44 years
  - 11.4% 45 to 54 years
  - 6.9% 55 to 59 years
  - 11.4% 60 – 64 years
  - 16.9% 65 to 74 years
  - 15.8% 75 to 84 years
  - 7% 85 and over years
- 2001-census 97.95% white British.
  - Working with NEDDC to identify gen community groups and progress compliance to LGES level 2, Equality framework for LGvt –Approaching excellence wef April 2009.
  - NEDDC CBL Independent Review incorporated review of local connection policy
  - NEDDC Needs Assessments of BME Communities

## Core Data

2008/9 44.2% of tenancies let to males - Note tenant profile 40.86% male tenants

55.8% of tenancies to females - Note tenant profile 59.14% female tenants

Tenant profile data mirroring lets made during 2008/9

Persons let accommodation with disability 27.5% against a tenant profile of 26.99%

Ethnicity 97.7% white British properties let to against tenants profile of 98.27%

- No identified adverse impact.

	Broad categories used in 2001 census	Identify any adverse impact/barriers of the policy, practice, service or function on people who may be disadvantaged because of their race
	<ul style="list-style-type: none"> <li>Asian or Asian British</li> </ul>	Core 2008/9 highlights no lettings made to this ethnic group, tenant profile data highlights 0.05%
	<ul style="list-style-type: none"> <li>Black or Black British</li> </ul>	Core 2008/9 highlights 0.03% lettings made to this ethnic group, tenant profile data highlights 0.10%
	<ul style="list-style-type: none"> <li>Chinese</li> </ul>	Core 2008/9 highlights no lettings made to this ethnic group, tenant profile data highlights 0.03%
	<ul style="list-style-type: none"> <li>Dual Heritage</li> </ul>	Core 2008/9 highlights no lettings made to this ethnic group, tenant profile data highlights 0.03%
	<ul style="list-style-type: none"> <li>White</li> </ul>	No identified adverse impact Core lettings 2008/09 97.7% , tenant profile data highlights 98.27%
	<ul style="list-style-type: none"> <li>Any other people</li> </ul>	Core 2008/9 highlights 1.10% lettings made, tenant profile data highlights 1.06%
	<ul style="list-style-type: none"> <li>Gypsies and Travellers</li> </ul>	Core 2008/9 highlights no lettings made to this ethnic group, tenant profile data highlights 0.03%
	<ul style="list-style-type: none"> <li>Asylum Seekers and Refugees</li> </ul>	Limited data as no cases referred from NEDDC
10	<p>Where do you think improvements could be made for people of different racial groups?</p> <ul style="list-style-type: none"> <li>With NEDDC review and analyse housing needs study for BME Housing Needs in content of Allocation Policy review</li> <li>With NEDDC review and analyse applications as % of local demography following Allocation Policy review to understand impact of new allocation policy</li> <li>Monitor customer satisfaction surveys to identify gaps and trends in service provision</li> <li>Development of housing application to identify village requirements and align performance information to monitor trends on six strands of diversity</li> <li>Seek to establish service user group from new tenants to enable greater understanding of service user experiences</li> </ul>	

## Gender

It is worthwhile remembering that women and men have different priorities in relation to what services they want and different needs for how these are provided. Men-only or women-only delivery for some services could be an option.

11	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their gender.	
	Women	<ul style="list-style-type: none"> <li>• Service standards= Getting a New Home – Our Choice Move Service, Access Customer Care, Implementation of Service Access Principles Strategy, Asset Mgt strategy, Repairs, Decent Homes, Aids/Adaptations policy.</li> <li>• HR strategy-numbers of women employed by RH Ltd.</li> <li>• Status survey details note no. of single families-women/older women may be affected by caring responsibilities, isolation, can't access the office in school hrs, school holidays.</li> <li>• Women live longer-frailty, disability</li> <li>• Clarify roles of male heads households-if a woman partner calls in to the area office, requests a service, is that subsequently influenced by the male partner,?</li> <li>• Instances of DV are rapidly increasing in DCC, increasing levels of cases being considered by MARAC, need to understand the implications within rural communities given limited accessibility to accommodation in rural villages and often perpetrator continues to live within that small community, implication for transport and accessing service provision</li> <li>• NEDDC Needs Assessments of Young People, BME, Elderly and Chaotic Lifestyles</li> <li>• Rurality of communities may impact on people's ability to access service provision due top transport issues</li> <li>• Tenant Profile as at 29<sup>th</sup> September 2009 – number 6233 equating to 59.14%</li> </ul>

	Men	<ul style="list-style-type: none"> <li>• Service standards Access Customer Care, Getting a New Home – Our Choice Move Service</li> <li>• NEDDC Needs Assessments of Young People, BME, Elderly and Chaotic Lifestyles</li> <li>• Rurality of communities may impact on people’s ability to access service provision due top transport issues</li> <li>• Legacy of heavy industry and impact on limiting long term illnesses</li> <li>• Instances of DV are rapidly increasing in DCC, need to understand level of applications received for men and availability/access to services that support men in DV – currently limited provision, stigma of coming forward on dv issues particularly within rural communities</li> <li>• Tenant Profile as at 29<sup>th</sup> September 2009 – number 4307 equating to 40.86%</li> </ul>
	Transgender	<ul style="list-style-type: none"> <li>• RH Ltd/NEDDC holds negligible info on Transgender question on CBL application form, limited completion, report to be developed to undertake analysis of data</li> <li>• Equality and Diversity training underway with staff and Board,</li> <li>• Tenant profile – Bisexual 1.15% <ul style="list-style-type: none"> <li>- Gay Male/Female 0.70%</li> <li>- Other 3.37%</li> </ul> </li> </ul>
12	<p>Where do you think improvements could be made for people experiencing disadvantage because of their gender?</p> <ul style="list-style-type: none"> <li>• Development of performance management information to improve understanding and gaps in service provision</li> <li>• Refresh information, leaflets etc with communication team following adoption of NEDDC new Allocation Policy</li> <li>• Continue to analyse customer satisfaction surveys where tenants and applicants identify that they are unhappy with service provision, identifying gaps in service provision and development of service improvement</li> <li>• Review service access through texting and email facilities with view to improving service accessibility</li> <li>• Review web site and NEDDC interfaces on CBL aspects of service delivery</li> <li>• With NEDDC review and analyse allocations following first year operations of new allocation policy (following adoption)</li> </ul>	

	<ul style="list-style-type: none"> <li>• With NEDDC review and analyse applications as % of local demography following first year operations of new allocation policy (following adoption)</li> <li>• Analyse success of assisted moves to adapted properties</li> </ul>
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## Disability

All service providers have a duty to make reasonable adjustments for people with disabilities, including physical features of premises, so it is advisable to anticipate any adjustments that may be required. Consider the barriers faced by different groups of people with disabilities as listed in the boxes below. Note also that changes to legislation mean that conditions such as MS, HIV and cancer are now included under the DDA from the time of diagnosis.

13	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their disability.	
	People with physical or mobility impairments	<ul style="list-style-type: none"> <li>• Service standards= Getting a New Home – Our Choice Move Service, Access Customer care, Implementation of Service Access Principles Strategy, Asset Mgt strategy, Repairs, Decent Homes, Aids/Adaptations policy and service standards, Decent Homes service standards e.g. enhanced spec for Lifetime homes as far as is possible</li> <li>• Tenant profiling as at 19<sup>th</sup> October 2009             <ul style="list-style-type: none"> <li>• 19.98% self reported mobility issue</li> </ul> </li> </ul> <p>Core 2008/9</p> <ul style="list-style-type: none"> <li>• 27.5% re-housed considered to have a disability</li> <li>• 3.8% re-housed with a member of household using a wheelchair</li> </ul> <p>38% of all voids have some form of adaptation within the property</p> <ul style="list-style-type: none"> <li>• Vulnerability policy and service matrix operational</li> </ul>

	<p>People with sensory impairments (hearing, visual and speech)</p>	<ul style="list-style-type: none"> <li>• Access , Customer Care, Getting a New Home – Our Choice Move Service</li> <li>• Tenant profiling as at 19<sup>th</sup> October 2009 <ul style="list-style-type: none"> <li>• 10.89% Hearing issues</li> <li>• 8.89% Vision issues</li> </ul> </li> <li>• Vulnerability policy and service matrix operational</li> </ul>
	<p>People who use mental health services</p>	<ul style="list-style-type: none"> <li>• Tenant profiling as at 19<sup>th</sup> October 2009 6.74% Self reported other issues</li> <li>• Awareness raising through team meetings with Allocation and Advice staff to ensure sensitivity of approach with individuals displaying agitated states.</li> <li>• Awareness of linkage of age to dementia possibilities with approx 50% of tenants and wider residents in the district over 60 years of age.</li> <li>• Housing Support Pathway to be developed for new applicants</li> <li>• Refresh partnership working arrangements with mental health services for residents seeking accommodation and tenancy support services</li> <li>• Vulnerability policy and service matrix operational</li> </ul>
	<p>People with learning disabilities</p>	<ul style="list-style-type: none"> <li>• Tenant profiling as at 19<sup>th</sup> October 2009 2.08% Self reported learning disability</li> <li>• Local knowledge from Area Office staff, DLO, identifies where waiting list applicants and tenants have literacy problems-use of face to face contact is maintained</li> <li>• Housing Support Pathway to be developed for new applicants</li> <li>• Refresh partnership working arrangements with Learning Disability services for residents seeking accommodation and tenancy support services</li> <li>• Vulnerability policy and service matrix operational</li> </ul>

	<p>People who have a non-visible condition such as epilepsy or diabetes</p>	<ul style="list-style-type: none"> <li>• Tenant profiling as at 19<sup>th</sup> October 2009</li> <li>6.74% Self reported other issues</li> </ul>
<p>14</p>	<p>Where do you think improvements could be made for people experiencing disadvantage because of their disability?</p> <ul style="list-style-type: none"> <li>• Monitor implementation of Vulnerability policy and service matrix identifying service engagement</li> <li>• Develop reporting mechanisms for data collated from the development of new housing application form</li> <li>• Improve the efficiency of utilisation of void adapted properties through joint working with Aids/Adaptations service through monthly business meetings with DCC</li> <li>• With NEDDC identify, review and analyse hidden needs of applications in all categories of need following adoption of new allocation policy</li> <li>• With NEDDC review and analyse applications as % of local demography following adoption of new allocation policy</li> <li>• With NEDDC, Health and PCT development of Single Assessment process/Personalisation agenda and information sharing protocols</li> <li>• Development and implementation of Housing Support Pathways</li> <li>• With NEDDC, Health and PCT develop information and access arrangements to support services through completed Housing Support Pathways and Supporting People Support Plans</li> </ul>	

## Age

When answers the following questions consider the needs of the wider age range of District

15	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their age.	
	0-9	<ul style="list-style-type: none"> <li>• Caring responsibilities and rural nature of the district may disadvantage Tenant Households from accessing services, resulting in isolation-link to Sure start opportunities</li> </ul>
	10-15	<ul style="list-style-type: none"> <li>• These are the tenants of tomorrow-Involve young persons e.g. Youth parliaments, do not disadvantage young people from indiscriminate application of the ASB strategy</li> </ul>
	16-19	<ul style="list-style-type: none"> <li>• School leavers, high level of teenage pregnancies-partner reports 22<sup>nd</sup> September 2008-support for new Tenants</li> <li>• NEDDC review policy and procedures for re-housing of under 18 years of age applicants, following recent case law</li> </ul>
	20-29	<ul style="list-style-type: none"> <li>• Tenant profile at 29<sup>th</sup> September 2009 9.98%</li> <li>• Tranches of DV –apply ASB strategy, high levels of HB dependency-Rents service standards,</li> <li>• Undertake Vulnerability Matrix for identified cases and referrals to appropriate services</li> <li>• Impact of economic financial situation on individuals/households ability to sustain owner occupation resulting in presentations for alternative forms of housing choice</li> </ul>
	30-44	<ul style="list-style-type: none"> <li>• Tranches of DV-apply ASB strategy, as above</li> <li>• Tenant profile 31 years to 40 years at 29<sup>th</sup> September 2009 13.65%</li> <li>• Undertake Vulnerability Matrix for identified cases and referrals to appropriate services</li> <li>• Impact of economic financial situation on individuals/households ability to sustain owner occupation resulting in presentations for alternative forms of housing choice</li> </ul>

45-59		<ul style="list-style-type: none"> <li>• Employment discrimination-Rents/leasehold service standards, Strategies/Policies, Corporate debt recovery policy</li> <li>• Tenant profile 41 years to 50 years at 29<sup>th</sup> September 2009 15.89%</li> <li>• Tenant profile 51 years to 60 years at 29<sup>th</sup> September 2009 15.01%</li> <li>• Undertake Vulnerability Matrix for identified cases and referrals to appropriate services</li> <li>• Impact of economic financial situation on individuals/households ability to sustain owner occupation resulting in presentations for alternative forms of housing choice</li> </ul>
60-64		<ul style="list-style-type: none"> <li>• Age/disability adverse impact, sheltered housing, supporting people QAF assessments</li> <li>• Tenant profile 61 years to 70 years at 29<sup>th</sup> September 2009 17.28%</li> <li>• Undertake Vulnerability Matrix for identified cases and referrals to appropriate services</li> <li>• Support Plan completed for all persons securing ground floor accommodation</li> </ul>
65-74		<ul style="list-style-type: none"> <li>• Age/disability adverse impact, sheltered housing, supporting people QAF assessments</li> <li>• Tenant profile 61 years to 70 years at 29<sup>th</sup> September 2009 17.28%</li> <li>• Undertake Vulnerability Matrix for identified cases and referrals to appropriate services</li> <li>• Support Plan completed for all persons securing ground floor accommodation</li> </ul>
75-over		<ul style="list-style-type: none"> <li>• Tenant profile 71 years to 90 years and over at 29<sup>th</sup> September 2009 27%</li> <li>• Age/disability adverse impact, sheltered housing, supporting people QAF assessments</li> <li>• Tenant profile 61 years to 70 years at 29<sup>th</sup> September 2009 17.28%</li> <li>• Undertake Vulnerability Matrix for identified cases and referrals to appropriate services</li> <li>• Support Plan completed for all persons securing ground floor accommodation</li> </ul>

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Where do you think improvements could be made for people experiencing disadvantage because of their age?

- Development and implementation of Housing Pathway Plan for new applicants
- Work with NEDDC in the adoption and implementation of revised Allocation Policy in accordance with PID
- Work with NEDDC in the development of rural communities Allocation Policy in accordance with PID
- Work with NEDDC to understand and develop provision and support for Domestic Violence and Teenage Parent applicants and tenants
- Attainment of QAF Level 'B' and 'A' Supporting People
- Development and implementation of modernisation programme for Independent Living

## Religion and Belief

17	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their religion or belief.	
	Christian	<p>Tenant profile identifies 79.18% of tenants as having Christian religion/belief</p> <p>Core data although collects ethnic origin and nationality does not collate religion or belief</p> <p>Development new housing application to identify section or collation of religion and belief</p> <p>Data from Choice Move Satisfaction Survey identifies 69.44 % very satisfied and 50% satisfied work to be undertaken to unpick satisfaction information</p>
	Buddhist	<p>Tenant profile identifies 0.26% of tenants as having Buddhist religion/belief</p> <p>Core data although collects ethnic origin and nationality does not collate religion or belief</p> <p>Development new housing application to identify section or collation of religion and belief</p> <p>Data from Choice Move Satisfaction Survey provides no response from this sector of the community</p>
	Hindu	<p>Tenant profile identifies 0.00% of tenants as having Hindu religion/belief</p> <p>Core data although collects ethnic origin and nationality does not collate religion or belief</p> <p>Development new housing application to identify section or collation of religion and belief</p> <p>Data from Choice Move Satisfaction Survey provides no response from this sector of the community</p>
	Jewish	<p>Tenant profile identifies 0.04% of tenants as having Jewish religion/belief</p> <p>Core data although collects ethnic origin and nationality does not collate religion or belief</p> <p>Development new housing application to identify section or collation of religion and belief</p> <p>Data from Choice Move Satisfaction Survey provides no response from this sector of the community</p>

	Muslim	<p>Tenant profile identifies 0.13% of tenants as having Muslim religion/belief</p> <p>Core data although collects ethnic origin and nationality does not collate religion or belief</p> <p>Development new housing application to identify section or collation of religion and belief</p> <p>Data from Choice Move Satisfaction Survey provides no response from this sector of the community</p>
	Sikh	<p>Tenant profile identifies 0.00% of tenants as having Sikh religion/belief</p> <p>Core data although collects ethnic origin and nationality does not collate religion or belief</p> <p>Development new housing application to identify section or collation of religion and belief</p> <p>Data from Choice Move Satisfaction Survey provides no response from this sector of the community</p>
	Other	<p>Tenant profile identifies 3.53% of tenants as having other form of religion/belief</p> <p>Core data although collects ethnic origin and nationality does not collate religion or belief</p> <p>Development new housing application to identify section or collation of religion and belief</p> <p>Data from Choice Move Satisfaction Survey provides no response from this sector of the community</p>
	No religion or belief	<p>Tenant profile identifies 16.87% of tenants as having no form of religion/belief</p> <p>Core data although collects ethnic origin and nationality does not collate religion or belief</p> <p>Development new housing application to identify section or collation of religion and belief</p> <p>Data from Choice Move Satisfaction Survey identifies 22.22 % very satisfied and 40.91% satisfied work to be undertaken to unpick satisfaction information provides no response from this sector of the community</p>

18	<p>Where do you think improvements could be made for people experiencing disadvantage because of their religion or religion?</p> <ul style="list-style-type: none"><li>• Development of application form to record religion and belief, this will enable identification of types of properties and localities that are of interest from applicants and will enable analysis against stock profile and identify housing types for new developments.</li><li>• Develop locality information in respect of churches and support groups to reduce isolation and be provided in new tenancy packs.</li><li>• Identify to NEDDC further work required within Housing Needs studies of the need to understand requirements of 1<sup>st</sup>, 2<sup>nd</sup> and third generation families and how this influences housing choice</li><li>• Develop reporting mechanisms for NEDDC to understand requirements of emerging communities and the levels of demand for particular villages this will be identified through the development of new housing application form</li></ul>
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## Sexuality

19	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their sexuality.	
	Lesbian, gay or bisexual people	<ul style="list-style-type: none"> <li>• <b>Tenant profile date highlights:</b>            Bisexual 1.15%            Gay male/female 0.70%            Heterosexual/straight 94.78%            Other 3.37%</li> <li>• <b>Core data for 2008/9</b>  <i>Sex of all people housed</i>            Male 42.4%            Female 57.6%  <i>Sex of head of household</i>            Male 44.2%            Female 55.8%</li> <li>• <b>Satisfaction data</b>            30.56% male very satisfied            40.91% male satisfied            69.44% female very satisfied            50.09% female satisfied</li> </ul> <p>Bid and letting data collated monthly broken down by gender</p>

20	<p>Where do you think improvements could be made for people experiencing disadvantage because of their sexuality?</p> <ul style="list-style-type: none"><li>• Development of application form to record sexuality and enable bid and letting data to be able to be drilled down and enable greater clarity on profile of applicants on housing register</li><li>• Undertake exercise to distinguish the differences in satisfaction rating from male and female</li></ul>
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## Other Categories

21	<p>Rural/Urban</p> <ul style="list-style-type: none"><li>• Service access is being addressed through the implementation of the Service Access Principles strategy.</li><li>• Allocations and Lettings Outreach service is in the early stages of implementation through the organisational review of the service</li><li>• Develop and implement annual profile of stock turn over and property types within Rural Areas</li><li>• NEDDC Rural Housing Strategy in accordance with PID reviewed and under development</li><li>• NEDDC Needs Assessments of Young People, BME, Elderly and Chaotic Lifestyles</li></ul>
22	<p>Any other</p> <ul style="list-style-type: none"><li>• Consider the needs of the Tenant profile who may be affected by the decline in the mining industry, effects of working in coal mines e.g. disabilities, Tenants paid their work pensions in coal-do not insist on the removal of coal fired heating.</li><li>• Housing Health Impact Assessment =-linking housing, to Health to Crime and testing impacts e.g. improved Capital programme reduction in respiratory disease is being progressed with the LSP.</li><li>• Multiple viewings operational</li></ul>

## Customer Access

23	<p>How do customers currently access the service i.e. what are the access channels e.g. web, telephone, letter etc.</p> <ul style="list-style-type: none"><li>• Outreach visits</li><li>• Centralised CBL team</li><li>• Web intranet</li><li>• Email</li><li>• Telephone</li><li>• Written</li><li>• Multiple viewings</li><li>• Advocate agencies including Elected Members and Board Members</li></ul> <p>What improvements can be made?</p> <ul style="list-style-type: none"><li>• Use of text messaging</li><li>• Improved internet information</li><li>• Review of outreach home visits</li><li>• Development of Housing Pathways for new applicants</li><li>• Explore with NEDDC development of moving in packs/furniture packs</li><li>• Review of non bidding mechanisms</li><li>• Annual review of housing applications</li><li>• Review guidance leaflet on bidding to ensure bids utilised effectively and reduce abortive bids</li><li>• Review of refusal reasons on properties</li><li>• Review of termination of tenancies</li></ul>
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	<p>Are there any physical barriers to accessing the service</p> <p>How are they overcome? As above</p> <ul style="list-style-type: none"> <li>• Need to review with NEDDC following adoption and implementation of Allocation Policy review, effectiveness of new policy</li> <li>• Need to review with NEDDC following adoption and implementation of Rural Allocation Policy review, effectiveness of new policy</li> <li>• Review performance information from Abritas and Anite, breaking down costs of service to determine value for money</li> </ul>
	<p>What customer involvement in setting the customer service standards i.e. opening hours, response times, availability etc.</p> <ul style="list-style-type: none"> <li>• Involvement monitoring group, Tenant drop ins, Editorial panel, Federation involvement in open days-include Fed under Complaints service standards as an access for Independent complaints review,</li> <li>• Make standards simple as up front promises, the who what when message</li> </ul>

## STEP 4 Collecting the information and data about how the policy, practice, service or function impact on communities

Please record your information and data below with reference to:

- Deciding what information or data you will need or desire
- Using both quantitative and qualitative data
- Ensuring that where possible there is information that allows all perspectives to be considered
- Identified any gaps in the information/data and what it can tell you

Data or information	When and how collected	Source	What it tells you – please consider all 6 equality strands where possible	Gaps in information
Customer feedback and complaints	<ul style="list-style-type: none"> <li>• Performance and quality team</li> <li>• Letters, emails, phone calls, complaints procedure, consultation events</li> <li>• Satisfaction Survey</li> <li>• Learning from Complaints</li> <li>• Multiple Viewing feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Web site, consultation events, formal complaints procedure, face to face with CBL team, Board and Member Enquires</li> <li>• Anite</li> <li>• Feedback at property viewings</li> <li>• Feedback at completion of Support Plans and review of support plans</li> <li>• Feedback through Care Call</li> <li>• Feedback form Satisfaction Surveys</li> </ul>	<ul style="list-style-type: none"> <li>• Tenant and service users data reflect the tenant profile</li> <li>• Core data providing additional information to verify no adverse inequalities present</li> </ul>	<ul style="list-style-type: none"> <li>• Drill down information required on disability issues</li> <li>• Housing Application requires amendment to identify village preferences</li> <li>• Review differences in satisfaction rates between male and female's</li> <li>• Drill down</li> </ul>
Consultation and community involvement	<ul style="list-style-type: none"> <li>• Involvement agreement</li> <li>• Focus Groups, LAWG, Consultation events,</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance of Focus Groups, LAWG, Consultation events,</li> </ul>	<ul style="list-style-type: none"> <li>• Lettings and bids placed reflect the tenant profile</li> <li>• Core data providing</li> </ul>	<ul style="list-style-type: none"> <li>• Review community engagement meetings and identify key link</li> </ul>

Data or information	When and how collected	Source	What it tells you – please	Gaps in information
	Surgeries, TARA's, TARGS	Surgeries, TARA's, TARGS	additional information to verify no adverse inequalities present	officer for each locality to act as liaison for Neighbourhood Champion
Performance information including Best Value	<ul style="list-style-type: none"> <li>• Audit Commission Inspections</li> <li>• Mock Inspection</li> <li>• PI's collated</li> <li>• Independent Review of Allocation Policy by DeMontfort University</li> </ul>	<ul style="list-style-type: none"> <li>• Abrisas &amp; Anite</li> <li>• Core data University of Edinburgh</li> <li>• Northern CBL Group</li> </ul>	<ul style="list-style-type: none"> <li>• Lettings and bids placed reflect the tenant profile</li> <li>• Core data providing additional information to verify no adverse inequalities present</li> </ul>	<ul style="list-style-type: none"> <li>• Need to consider gaps identified within the equality strands relating to the Tenant profile.</li> <li>• Review satisfaction differences between male and female</li> </ul>
Take up and usage data	<ul style="list-style-type: none"> <li>• Analysis of levels of housing applications submitted</li> <li>• Letters, emails, phone calls, complaints procedure, consultation events</li> <li>• Satisfaction Survey</li> <li>• Learning from Complaints</li> <li>• Multiple Viewing feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Abrisas &amp; Anite</li> <li>• Core Data University of Edinburgh</li> </ul>	<ul style="list-style-type: none"> <li>• Who is not bidding, who is and where they are bidding, high demand/low demand, refusal reasons, age, gender, etc.</li> <li>• Bids and Lets comparable and reflective of tenant profile</li> </ul>	<ul style="list-style-type: none"> <li>• Review feedback systems from the performance and quality team to enable analysis and improve service delivery</li> <li>• Continued proactive learning from customers</li> <li>• Housing Application requires amendment to identify village preferences</li> </ul>
Comparative information or data where no local information	<ul style="list-style-type: none"> <li>• MOSAIC Resident profile</li> </ul>	<ul style="list-style-type: none"> <li>• NEDDC</li> </ul>		<ul style="list-style-type: none"> <li>• Housing Application requires amendment to identify village preferences</li> </ul>

Data or information	When and how collected	Source	What it tells you – please consider all 6 equality strands where possible	Gaps in information
Census, national or regional statistics	<ul style="list-style-type: none"> <li>• Census 2001</li> <li>• Mid term population projections</li> <li>• CBL North (benchmarking).</li> <li>• HouseMark</li> <li>• Annual Core</li> <li>• Annual HSSA</li> </ul>	<ul style="list-style-type: none"> <li>• National Audit Office/NEDDC</li> <li>• Collated by lead in Leeds.</li> <li>• Collated Nationally by House Mark organisation</li> <li>• University of Edinburgh</li> <li>• NEDDC/Gov Office</li> </ul>	<ul style="list-style-type: none"> <li>• Population projections</li> <li>• Benchmarking with similar ALMO's</li> <li>• Benchmarking with similar ALMO's</li> <li>• Annual activity, level of need</li> <li>• As above</li> </ul>	<ul style="list-style-type: none"> <li>• Develop further drill down data from Anite and Abrisas</li> </ul>
Access audits or assessments e.g. DDA assessments	<ul style="list-style-type: none"> <li>• DDA office assessments</li> </ul>	<ul style="list-style-type: none"> <li>• Risk Assessment for Multiple viewing relates to staff</li> </ul>		
Workforce profile	<ul style="list-style-type: none"> <li>• Workforce profile underway</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate Services</li> </ul>	<ul style="list-style-type: none"> <li>• Under development</li> </ul>	<ul style="list-style-type: none"> <li>• Review of findings from Workforce profile re analysis against tenant profile</li> </ul>

Data or information	When and how collected	Source	What it tells you – please consider all 6 equality strands where possible	Gaps in information
Where service delivered under procurement arrangements – workforce profile for deliverers	<ul style="list-style-type: none"> <li>• Set out in Procurement strategy</li> <li>• Currently no contractors utilised within Choice Move</li> </ul>	Not applicable	Not applicable	Not applicable
Monitoring and scrutiny outcomes	<ul style="list-style-type: none"> <li>• Board Governance, - Sub Boards</li> <li>• Voids Performance Clinic</li> <li>• Equality and Diversity action embedded within Service Plan (LGES)</li> </ul>	<ul style="list-style-type: none"> <li>• Abris &amp; Anite</li> <li>• Core Data University of Edinburgh</li> </ul>	<ul style="list-style-type: none"> <li>• Lettings and bids placed reflect the tenant profile</li> <li>• Core data providing additional information to verify no adverse inequalities present</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Application requires amendment to identify village preferences</li> <li>• Review satisfaction differences between male and female</li> </ul>

## STEP 5 Monitoring

For this step it is important to refer to any monitoring information which is already held. As stated in the guidance notes arrangements need to be set up for effective monitoring if this is not already taking place.

	<p>How do we know whether our service is accessible to all groups?</p> <ul style="list-style-type: none"> <li>• Core data identifies that lettings are comparable to tenant profile</li> <li>• Analysis of lets and bids are comparable to tenant profile</li> <li>• Monthly review of satisfaction surveys is identifying a trend difference in satisfaction between male and females this is to be investigated</li> <li>• Limited information in relation to applicants and village requirements, this is to be addressed through the re-development of the housing application form following the adoption of the new Allocation Policy by NEDDC</li> <li>• Further analysis of medical applications and localities to identify health and age related trends</li> <li>• Development of housing pathway support plans for all identified potential vulnerable applicants</li> </ul>
	<p>If there is a lack of information, what research will be carried out, and for which groups?</p> <ul style="list-style-type: none"> <li>• As above</li> <li>• Through NEDDC four housing needs assessments have taken place – BME, young people, elderly and chaotic life styles, continued analysis underway along with Core data from previous year</li> <li>• Review of performance data that can be abstracted from Anite and Abritas</li> <li>• Development of housing application form to capture applicants requirements re village, this will help inform future development requirements</li> <li>• Yearly analysis and provision of turnover to all new applicants</li> </ul>

If this is a new policy, or one not currently monitored, what are the arrangements to begin monitoring the actual impacts of the policy?

- Allocation Policy and Rural Allocation Policy under development in accordance with PID via NEDDC, upon adoption monitoring of changes in policy and impact to be undertaken.
- Monitoring of effectiveness of Multiple Viewings in particular in relation to levels of refusals and reasons why
- Monitor level of DV and Hate Crime cases by village to identify trends that maybe localised
- Monitor levels and nature of medical priority applications broken down by village

## STEP 6 Consultation

	<p>What have service users/non-users or other stakeholders (including employees) already told you about the policy and negative impacts?</p> <p>Who has been consulted and what methods were used?</p> <ul style="list-style-type: none"> <li>• Business plan 2009/10.</li> <li>• Tenant Involvement agreement.</li> <li>• Staff, Councillors, Service Users, Community Groups – Focus Groups, LAWG, Consultation Events, Open Days, Surveys, Complaints, mailings, telephone calls/surveys.</li> <li>• Involvement monitoring group.</li> <li>• Satisfaction Surveys and Learning from Customer Complaints.</li> <li>• MP and Local Ombudsman enquiries.</li> <li>• Outcome report from Independent Consultant on Choice Move and Allocation Policy – lead to a review of Allocation Policy and Rural Housing Policy by NEDDC in accordance with PID.</li> </ul>
	<p>If you need to carry out further consultation, who will you be consulting with and by what methods?</p> <ul style="list-style-type: none"> <li>• NEDDC to undertake consultation on proposed Revised Allocation Policy.</li> <li>• Ongoing delivery of Tenant Involvement agreement.</li> <li>• Fed BP consultation and Involvement.</li> <li>• BME community by letter, all non-bidders via letter or telephone call, surgeries for face to face customer contact in the community.</li> </ul>

## STEP 7 Equality Action Plan

Problem/barrier identified

Actions to overcome problem/barrier

Resources required Responsibility Target date –

**see SIPS –Business Plan 2009/10**

**See Choice Based Lettings Service Action Plan**