

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 Project Initiation Document:

Independent Living Service

Assessment Team Leader Name: Angela J Smith

October 2009

Directorate Responsible: Neighbourhood Services

Service Area: Support and Solutions

Other members of the assessment team:

Name	Position	Area of Expertise
Angela J Smith	Solutions and Support Manager	Independent Living
Siobhan Cunningham	Older People's Services Team Leader	Older People's Housing
Older Persons Service Involvement 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 develop and implement an older people's service that is both 'fit for purpose' and is highly regarded by all service users, potential service users, commissioners and partners.</p> <p>What outcomes do you want to achieve?</p> <ul style="list-style-type: none"> • Attainment of "Level B" of Supporting People Quality Assessment Framework as set out within the Service Standards • Attainment of "Level A" of Supporting People Quality Assessment Framework as set out within the Service Standards • Improve tenants and residents satisfaction with the Independent Living Service as set out within the Service Standards • Implementation of Organisational Review to enable service provision to be 'Fit for Purpose' and delivery of service based on need as opposed to property based • Attainment and compliance with Telecare Services Association Code of Practice
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"> • Supporting People new Quality Assessment Framework • All Policies Rykneld Homes - as set out in reports to Board April to September 2008.-Risk Mgt, VFM, Asset Management, Procurement, Equality/Diversity, Health/Safety, Tenant and Resident Involvement Agreement • Business Plan 2009/10. • NEDDC Community Strategy • NEDDC Corporate Priorities supporting vulnerable people to live in their own homes, Organisational Review, Modernisation agenda • National Priorities – Strategic Joint Needs Assessment , Personalisation agenda, Transforming Community Services, Higher Quality Care for All, Preventative Care, Health for Life, Dignity in Housing, More Choice Greater Voice, Extra Care Housing in

	<p>Derbyshire, Common Assessment Framework for Adults, , Building a Society for All Ages, Shaping the Future of Care Together, Early Intervention, Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society. Supporting Choice and Maintaining Independence, Independent Living,</p> <ul style="list-style-type: none"> • This is a Tenant facing service and thus is primarily based on the identification of Tenant needs against the profile, with service delivery in line with completion of support plans.
3	<p>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?</p> <ul style="list-style-type: none"> • Tenants and Residents of Care Call System and the Community Wardens Service, Housing Applicants, staff, LSP partners = Police, PCT, NEDDC, DCC, Supporting People, Social Care, Tenants support networks, Health. • User surveys - of Care Call System and the Community Wardens Service. • Mock Self Assessment refers to known profile. • Tenants profile – 44.28% tenants over the age of 61 years. • Core 2008/9 – 15% of lettings during 2008/9 to persons aged over 60 years. • Supporting People Support Plans provide updated service user profile. • Care call profiles. • Support Plan data integrated with Vulnerability Assessment data held on Anite. • Vulnerability Policy. • Identified staff profile highlights ageing workforce within the Community Warden and Care Call services.
4	<p>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.</p> <ul style="list-style-type: none"> • RH Staff as set out in the Business Plan – Community Wardens, Care Call staff

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
- Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society.
- Supporting Choice and Maintaining Independence, Independent Living Strategy
- Strategic Joint Needs Assessment
- Supporting People Programme
- Supporting People Inspection – Quality Assessment Framework
- Valuing People
- Fairer Charging
- Impact of Financial environment
- Opportunity Age
- Public Service Agreement = PSA 17 – Tackling Poverty and Promoting Independence and Well-Being in Later Life
- PSA 18 – Promoting Health and Well-Being
- Sure Start to Later Life
- Review of Disabled Facilities Grants
- Personalisation of Adult Social care in Rural areas
- Outcome Framework
- Never too late for Living
- Health and Social Care Act 2008
- Transforming Social Care
- Assistive Technology and Older People
- Personal Budgets and Older People’s Housing

Questions

- Putting People First – Personalisation
- Strategic Needs Assessment on Long Term Social care of Older People 2007
- Common Language for Describing Housing for Older People
- Single Assessment Process for Older People
- Transforming Community Services
- Higher Quality Care for All
- Preventative Care
- Health for Life
- Dignity in Housing,
- More Choice Greater Voice
- Extra Care Housing in Derbyshire
- Common Assessment Framework for Adults
- Building a Society for All Ages
- Shaping the Future of Care Together
- Early Intervention
- Lifetime Homes
- Supporting Choice and Maintaining Independence
- Independent Living,

Questions

6	<p>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.</p> <ul style="list-style-type: none"> • HQN Mock ALMO Inspection • Self Assessment-Mock ALMO Inspection • Supporting People Assessment <p>What did they tell you?</p> <ul style="list-style-type: none"> • Need to improve QAF Rating – Action Taken – Self assessment undertaken utilising new QAF, following implementation of activity self assessment scoring Level B/A • No ‘strengths’ – Action Taken – Partnership Project Initiation Document developed and adopted to bring about transformational change within the service and monitored through multi agency project group • Need to attain Telecare Service Association Accreditation – Action Taken – Partnership Project Initiation Document developed and adopted to bring about transformational change within the service and monitored through multi agency project group • Develop an Inclusive Older Persons Service Strategy under the Independent Living context – Action Taken – Partnership Project Initiation Document developed and adopted to bring about transformational change within the service and monitored through multi agency project group <p>Organisational Review of service developed through partnership working, considered by Sub Board and to be considered at Board 22nd October 2009</p> <p>Organisational Review launched with staff and unions</p> <p>Major investment requirements for Care call equipment required – value for money consideration</p> <p>Completion of 1640 support plans at 12th October 2009</p> <ul style="list-style-type: none"> • Work in partnership to review unpopular sheltered housing schemes – Action Taken – Report and approval by cabinet for de-designation of unpopular ground floor flats and bungalows, de-designation undertaken sensitively and in full knowledge of community make-up • Review service charging regime for older people’s housing – Action Taken – Joint working underway with NEDDC due to
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Questions

identified inequalities in previous charging regimes

- Effectiveness of Older People’s Service Improvement Group (OPSIG) – Action Taken – Terms of Reference reviewed, developed and agreed, active monitoring of service activity and progress against PID

7 How is information about the policy, practice, service or function publicised?

- RH Ltd communications plan - through Communications Manager
- Tenant and Resident Involvement Agreement
- Involvement Monitoring group,
- Older People’s Service Improvement Group and sub group
- Reporting to PID Project Group
- Face to face through Community Wardens and Care Call
- Older People’s Involvement Champion
- Governance BP
- Web internet, leaflets
- Support Plan completion
- Neighbourhood Champions
- Choice Move
- Partner meetings including: 50 Plus Forums, Ageing Positively Team, DCC Social Services, Community Partnerships

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">• Status survey identifies 99% white British, white 1% Irish.• 2001-census per Housing Needs Study June 2008 highlights 2001 census data as White 98.9% Mixed 0.5% Asian/Asian British 0.3% Black/Black British 0.1% Chinese or Other Ethnic Group 0.2%.• No identified adverse impact.• Tenant Profile – Age Profile 29th September 2009 17.28% aged 61 to 70 years
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	<p>15.06% aged 71 to 80 years 10.52% aged 81 to 90 years 1.42% aged 91 years and over</p> <ul style="list-style-type: none"> • Housing Needs Study June 2008 15 year population projection 2007 – 2022 <ul style="list-style-type: none"> ○ aged 65+ increase of + 44% ○ aged 75+ increase of + 52% ○ aged 85+ increase of + 52% ○ Disability free life expectancy women aged 65 years 7.6% against national average of 9.1% ○ Disability free life expectancy men aged 65 years 6.9% against national average of 8.1% ○ Annual household income 49% less than £8,000 ○ Annual household income £8,000 to £12,000 38% ○ Residents of Older people Accommodation with income less than £5,000 = 68% ○ Residents of Older people Accommodation with income £5,000 to £10,000 = 20% • Progressing compliance to LGES level 2, Equality framework for LGvt 	
9	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"> • Asian or Asian British 	<p>Note Housing Needs Study June 2008 for Older People does not break the demography of older people down by ethnicity</p> <p>Core 2008/9 highlights no lettings made to this ethnic group, tenant profile data highlights 0.05%</p> <p>Satisfaction Surveys no data return to identify satisfaction with Independent Living Services</p>

	<ul style="list-style-type: none"> • Black or Black British 	Core 2008/9 highlights 0.03% lettings made to this ethnic group, tenant profile data highlights 0.10% Satisfaction Surveys no data return to identify satisfaction with Independent Living Services
	<ul style="list-style-type: none"> • Chinese 	Core 2008/9 highlights no lettings made to this ethnic group, tenant profile data highlights 0.03% Satisfaction Surveys no data return to identify satisfaction with Independent Living Services
	<ul style="list-style-type: none"> • Dual Heritage 	Core 2008/9 highlights no lettings made to this ethnic group, tenant profile data highlights 0.03% Satisfaction Surveys no data return to identify satisfaction with Independent Living Services
	<ul style="list-style-type: none"> • White 	No identified adverse impact Core lettings 2008/09 97.7% , tenant profile data highlights 98.27% Satisfaction Surveys 63.49% very satisfied and 43.75% satisfied with Independent Living Services
	<ul style="list-style-type: none"> • Any other people 	Core 2008/9 highlights 1.10% lettings made, tenant profile data highlights 1.06%
	<ul style="list-style-type: none"> • Gypsies and Travellers 	Core 2008/9 highlights no lettings made to this ethnic group, tenant profile data highlights 0.03% Satisfaction Surveys no data return to identify satisfaction with Independent Living Services
	<ul style="list-style-type: none"> • Asylum Seekers and Refugees 	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"> • Completion of Support Plans is providing robust information on existing tenants and residents living in aged persons housing and utilising the Care Call system, make up of residents receiving services is in line with tenant profile. • Understanding of Strategic Joint Needs Assessment and implications in change of demography, health needs and developing social care provision for the district • Continued development of relationships with partners through the modernisation and organisational review of the service co-ordinated through the Project Initiation Document • Greater understanding of the needs of different racial groups through the outcome of support plans and need for service provision 	

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"> • Service standards – Access, Customer Care, Implementation of Service Access Principles Strategy, Rent payment options, ASB, Involvement opportunities, Aids/Adaptations policy. • HR strategy-numbers of women employed by RH Ltd. • Status survey details note number of women/older women may be affected by caring responsibilities, • Core Data 2008/9 identifies of the lettings made sex of all people housed 57.6% are women, with 55.8% females being head of household • Core data 2008/9 identified that of those housed the economic statues was of 14.2% retired, with economic status of head of household being 20.6% retired • Core Data 2008/9 21.7% being older people • Housing Needs Study of Older People June 2008 does not differentiate between male and female households • Women live longer - frailty, disability • Not many women in the DLO - imbalance with the local community • Clarify roles of male heads households – financial and decision making responsibility held by males. Influence of male partners in acceptance of support services • Instances of DV are rapidly increasing in DCC, response to service needs being delivered through appropriate gender • Women live longer-frailty, disability

		<ul style="list-style-type: none"> • 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,? • 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 • Rurality of communities may impact on vulnerable households and older people's ability to access service provision due to transport issues • Tenant Profile as at 29th September 2009 female = 59.14% • Satisfaction Survey results 49.15% very satisfied and 47.06% satisfied with Independent Living Services
	Men	<ul style="list-style-type: none"> • Service standards – Access, Customer care, • Literacy problems linked to former occupations • Loss of independence and status by accepting support services • Tenant Profile as at 29th September 2009 male = 40.86% • Core Data 2008/9 identifies of the lettings made 42.4% are men, with 44.2% males being head of household • Core data 2008/9 identified that of those housed the economic statues was of 14.2% retired, with economic status of head of household being 20.6% retired • Core Data 2008/9 21.7% being older people • Housing Needs Study of Older People June 2008 does not differentiate between male and female households • Satisfaction Survey results 20.34% very satisfied and 11.76% satisfied with Independent Living Services

	Transgender	<ul style="list-style-type: none"> • Data for older people not broken down further than male and female • ASB Strategy and Policy • RH Ltd/NEDDC holds negligible info on Transgender • Raise possible roles experienced, role plays - encourages staff to be on the lookout for Transgender hidden needs.
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"> • Equality & Diversity training • Service Standards – offering services that are inclusive and non gender specific • Recruitment and selection – to balance ratio of male/female Community Wardens • Recognising and challenging homophobic attitudes and cultures – but being sensitive to the generational gap and culture within users of the Care Call and Community Warden Service User group • Development of performance management information to improve understanding and gaps in service provision • Refresh information, leaflets etc with communication team for modernised service – Independent Living Service • Continue to analyse customer satisfaction surveys where tenants and service users identify that they are unhappy with service provision, identifying gaps in service provision and development of service improvement • Review web site and NEDDC interfaces on Independent Living service delivery • Analyse success of assisted moves to adapted properties • Completion of Support Plans for all individuals over age of 60 years and those demonstrating vulnerability issues on submission of housing applications • To undertake review and consultation with individuals completing satisfaction surveys to determine differences in satisfaction ratings and issues with service provision 	

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"> • Service Standards - Access, Aids/Adaptations, Customer Care, Tenant Involvement • Tenant profiling, outcomes of Support Plans, access to external service to aid independent living • Staff training and development to recognise and refer for needs based support as opposed to property based • Equality & Diversity training • Tenant profiling as at 19th October 2009 <ul style="list-style-type: none"> • 19.98% self reported mobility issue <p>Core 2008/9</p> <ul style="list-style-type: none"> • 27.5% re-housed considered to have a disability • 3.8% re-housed with a member of household using a wheelchair <p>38% of all voids have some form of adaptation within the property</p> <ul style="list-style-type: none"> • Vulnerability policy and service matrix operational

<p>People with sensory impairments (hearing, visual and speech)</p>	<ul style="list-style-type: none"> • Access , Customer Care, Tenant Involvement • Tenant profile ref preferred methods contact, DLO • Sign language users • Staff training and development to recognise and refer for needs based support • Support Plans or Care Call database • Equality & Diversity training • Tenant profiling as at 19th October 2009 <ul style="list-style-type: none"> • 10.89% Hearing issues • 8.89% Vision issues • Vulnerability policy and service matrix operational
<p>People who use mental health services</p>	<ul style="list-style-type: none"> • Links to Community Mental Health Services and Social Services • Support Plans, Tenant Profiles or Care Call database • Staff training and development to recognise and refer for needs based support not property based • Equality & Diversity training • Tenant profiling as at 19th October 2009 <ul style="list-style-type: none"> 6.74% Self reported other issues • Awareness raising through team meetings with Independent Living staff to ensure sensitivity of approach with individuals displaying agitated states. • Awareness of linkage of age to dementia possibilities with approx 50% of tenants and wider residents in the district over 60 years of age. • Housing Support Pathway to be developed for new applicants, enabling access to suitable and appropriate support services before attaining a tenancy thereby enabling individual to sustain tenancy

		<ul style="list-style-type: none"> • Refresh partnership working arrangements with mental health services for residents seeking accommodation and tenancy support services • Vulnerability policy and service matrix operational
	<p>People with learning disabilities</p>	<ul style="list-style-type: none"> • Local knowledge from Area Office staff, DLO, identifies where Tenants have literacy problems-use of face to face contact is maintained • Review working relationships with Social Care Learning Disabilities Team • Staff training and development to recognise and refer for needs based support • Equality & Diversity training • Tenant profiling as at 19th October 2009 2.08% Self reported learning disability • Local knowledge from Area Office staff, DLO, identifies where tenants and residents have literacy problems-use of face to face contact is maintained • Housing Support Pathway to be developed for new applicants • Refresh partnership working arrangements with Learning Disability services for residents seeking accommodation and tenancy support services • Vulnerability policy and service matrix operational
	<p>People who have a non-visible condition such as epilepsy or diabetes</p>	<ul style="list-style-type: none"> • Links to GP services • Support Plans, Tenant Profiles or Care Call database • Staff training and development to recognise and refer for needs based support • Equality & Diversity training • Tenant profiling as at 19th October 2009 6.74% Self reported other issues

14	<p>Where do you think improvements could be made for people experiencing disadvantage because of their disability?</p> <ul style="list-style-type: none"> • Implementation of Service Access principles, retain and improve local knowledge gained by Community Wardens, Care Call Staff and Area Office staff. • Improve the efficiency of the Aids/Adaptations service implement assisted moved under modernisation of Independent Living service, • Improve the efficiency of utilisation of void adapted properties through joint working with Aids/Adaptations service through monthly business meetings with DCC • Improve partnership working with Social Services, CMHT, GP services, Non statutory representative bodies and organisations • Ongoing training & development • Need to develop and align profile of tenants and care call users between care call system and anite • Make sure that the implementation of Service Access principles, does not loose the local Knowledge gained by Area office staff. • With NEDDC identify, review and analyse hidden needs of older people • With NEDDC review and analyse applications, tenants and care call users as % of local demography • With NEDDC, Health and PCT development of Single Assessment process, information sharing protocols • With NEDDC, Health and PCT develop information and access arrangements to support services • Monitor implementation of Vulnerability policy and service matrix identifying service engagement activity • With NEDDC, Health and PCT development of Single Assessment process/Personalisation agenda and information sharing protocols • Development and implementation of Housing Support Pathways • With NEDDC, Health and PCT develop information and access arrangements to support services through completed Housing Support Pathways and Supporting People Support Plans • Review and investigate disability satisfaction survey rates 54.24% very satisfied and 52.94% satisfied
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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	
	10-15	<ul style="list-style-type: none"> ASB policies, intergenerational programmes, Involvement opportunities
	16-19	<ul style="list-style-type: none"> ASB policies, intergenerational programmes Involvement opportunities Access to appropriate housing to enable independent living for individuals and households with physical or mobility impairments, sensory impairments (hearing, visual and speech), mental health, learning disabilities Tenants profile identifies 1.18% under age of 20 years Undertake Vulnerability Matrix for identified cases and referrals to appropriate services
	20-29	<ul style="list-style-type: none"> ASB policies, intergenerational programmes Involvement opportunities Access to appropriate housing to enable independent living for individuals and households with physical or mobility impairments, sensory impairments (hearing, visual and speech), mental health, learning disabilities Tenants profile identifies 9.98% between ages of 21 and 30 years Undertake Vulnerability Matrix for identified cases and referrals to appropriate services
30-44	<ul style="list-style-type: none"> Service standards, Strategies/Policies, CBL Involvement opportunities Access to appropriate housing to enable independent living for individuals and households with physical or mobility impairments, sensory impairments (hearing, visual and speech), mental health, learning disabilities Tenants profile identifies 13.65% between ages of 31 and 40 years Undertake Vulnerability Matrix for identified cases and referrals to appropriate services 	

	45-59	<ul style="list-style-type: none"> • Age Discrimination, Service standards, Strategies/Policies, CBL Involvement opportunities • Access to appropriate housing to enable independent living for individuals and households with physical or mobility impairments, sensory impairments (hearing, visual and speech), mental health, learning disabilities • Tenants profile identifies 15.89% between ages of 41 and 50 years • Undertake Vulnerability Matrix for identified cases and referrals to appropriate services
	60-64	<ul style="list-style-type: none"> • Service Standards Access, Care Standards, Age/disability adverse impact, Sheltered Housing, Supporting People QAF assessments Involvement opportunities • Tenants profile identifies 17.28% between ages of 61 and 70 years • Undertake Vulnerability Matrix for identified cases and referrals to appropriate services
	65-74	<ul style="list-style-type: none"> • As above • Tenants profile identifies 15.06% between ages of 71 and 80 years • Undertake Vulnerability Matrix for identified cases and referrals to appropriate services
	75-over	<ul style="list-style-type: none"> • As above • Tenants profile identifies 11.94% between ages of 81 years and over • Undertake Vulnerability Matrix for identified cases and referrals to appropriate services
16	<p>Where do you think improvements could be made for people experiencing disadvantage because of their age?</p> <ul style="list-style-type: none"> • Adoption and implementation of modernisation and organisation review of Independent Living Service • Continued implementation of Project Initiation Document • Development and implementation of Housing Pathway Plan for new applicants • Work with NEDDC in the identification of Independent Living within small rural communities • Attainment of QAF Level 'B' and 'A' Supporting People • Review and investigate persons over 60 years satisfaction survey rates 61.01% very satisfied and 47.05% satisfied 	

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	<ul style="list-style-type: none"> • Tenant profile identifies 79.18% of tenants as having Christian religion/belief • Housing Choice, Warden and Care Call Service, Involvement Opportunities, Access and Customer Care. • Absence of partnerships with Faith Groups, to identify Faith groups within each village. • No details highlighted with Housing Needs Study by religion and belief and impact on Independent Living • Religion and belief recorded on Support Plan/Bica form
	Buddhist	<ul style="list-style-type: none"> • Tenant profile identifies 0.26% of tenants as having Buddhist religion/belief • Housing Choice, Warden and Care Call Service, Involvement Opportunities, Access and Customer Care. • Absence of partnerships with Faith Groups, to identify Faith groups within each village. • No details highlighted with Housing Needs Study by religion and belief and impact on Independent Living • Religion and belief recorded on Support Plan/Bica form
Hindu	<ul style="list-style-type: none"> • Tenant profile identifies 0.00% of tenants as having Hindu religion/belief • Housing Choice, Warden and Care Call Service, Involvement Opportunities, Access and Customer Care. • Absence of partnerships with Faith Groups, to identify Faith groups within each village. • No details highlighted with Housing Needs Study by religion and belief and impact on Independent Living • Religion and belief recorded on Support Plan/Bica form 	

	Jewish	<ul style="list-style-type: none"> • Tenant profile identifies 0.04% of tenants as having Jewish religion/belief • Housing Choice, Warden and Care Call Service, Involvement Opportunities, Access and Customer Care. • Absence of partnerships with Faith Groups, to identify Faith groups within each village. • No details highlighted with Housing Needs Study by religion and belief and impact on Independent Living • Religion and belief recorded on Support Plan/Bica form
	Muslim	<ul style="list-style-type: none"> • Tenant profile identifies 0.13% of tenants as having Muslim religion/belief • Housing Choice, Warden and Care Call Service, Involvement Opportunities, Access and Customer Care. • Absence of partnerships with Faith Groups, to identify Faith groups within each village. • No details highlighted with Housing Needs Study by religion and belief and impact on Independent Living • Religion and belief recorded on Support Plan/Bica form
	Sikh	<ul style="list-style-type: none"> • Tenant profile identifies 0.00% of tenants as having Sikh religion/belief • Housing Choice, Warden and Care Call Service, Involvement Opportunities, Access and Customer Care. • Absence of partnerships with Faith Groups, to identify Faith groups within each village. • No details highlighted with Housing Needs Study by religion and belief and impact on Independent Living • Religion and belief recorded on Support Plan/Bica form

	Other	<ul style="list-style-type: none"> • Tenant profile identifies 3.53% of tenants as having other form of religion/belief • Housing Choice, Warden and Care Call Service, Involvement Opportunities, Access and Customer Care. • Absence of partnerships with Faith Groups, to identify Faith groups within each village. • No details highlighted with Housing Needs Study by religion and belief and impact on Independent Living • Religion and belief recorded on Support Plan/Bica form
	No religion or belief	<ul style="list-style-type: none"> • Tenant profile identifies 16.87% of tenants as having no form of religion/belief • Housing Choice, Warden and Care Call Service, Involvement Opportunities, Access and Customer Care. • Absence of partnerships with Faith Groups, to identify Faith groups within each village. • No details highlighted with Housing Needs Study by religion and belief and impact on Independent Living • Religion and belief recorded on Support Plan/Bica form
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"> • Completion of 1640 Support Plans/Bica forms at 12th October 2009, analysis to be undertaken on religion and belief • Review staff awareness of Religion and beliefs issues, in terms of Independent Living • Strategies and Policies to promote independent living which fall outside the traditional mechanisms and allow extended family to retain this responsibility with outside support if required • Lifestyle choices/End of life choices to be reflected in our strategies/policies • Partnership and inter-denominational working within Faith Groups 	

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| | <ul style="list-style-type: none">• Identification of Faith Groups within villages• Review support services offered by Faith Groups to reduce isolation• Identify and work with NEDDC to understand requirements of 1st, 2nd and third generation families and how this influences housing choice and independent living• Continue to work with NEDDC to understand requirements of emerging communities |
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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"> • See 11 above. We are encouraging Tenants/staff to identify their profile, so that we can meet unmet needs • Tenant profile data highlights: Bisexual 1.15% Gay male/female 0.70% Hetrosexual/straight 94.78% Other 3.37% • Core data for 2008/9 <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% • Satisfaction data 30.56% male very satisfied 40.91% male satisfied 69.44% female very satisfied 50.09% female satisfied • Bid and letting data collated monthly broken down by gender

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">• With NEDDC identify, review and analyse hidden needs of applications• With NEDDC review and analyse applications as % of local demography• With NEDDC, Health and PCT development of Single Assessment process, information sharing protocols• With NEDDC, Health and PCT develop information and access arrangements to support services• Development of Support Plan/Bica forms to record sexuality and enable data to be able to be drilled down to gain greater clarity on profile of tenants and service users of Independent Living Service
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Other Categories

21	<p>Rural/Urban</p> <ul style="list-style-type: none"> • Access/public transport issues to be addressed through NEDDC partnerships and consultation forums • Work with NEDDC/Derbyshire CC mobile bus for rural areas welcomed by users. • Independent Living Service Support Plans assess local environment and impact for accessing services • Develop profile of bungalows, ground floor flats and adapted housing stock relating to stock turn over and property types within Rural Villages • Service access is being addressed through the implementation of the Service Access Principles strategy. • NEDDC reviewing Rural Housing Strategy in accordance with PID need to analyse implications as policy is rolled out
22	<p>Any other</p> <ul style="list-style-type: none"> • 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. • Housing Health impact assessment - linking housing to Health - improved Capital programme reduction in respiratory disease is being progressed with the LSP • Fear of Crime – Security in the Home and Bogus Caller policies and strategies • 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. • Annual review of support plans also as and when episodes affect person independent living • Review outcomes of support plans for effectiveness interventions

Customer Access

23	<p>How do customers currently access the service i.e. what are the access channels</p> <ul style="list-style-type: none"> • Rykneld Home Communications (Web, Homing In, Press releases, Publications) • Referrals from statutory and non statutory agencies, DCC, PCT, Age Concern • Information sharing with Partnerships • Involvement Opportunities • Area Offices • Through Community Warden, Care Call Staff and neighbourhood teams • NEDDC publications • Advocate agencies including Elected Members and Board Members <p>What improvements can be made?</p> <ul style="list-style-type: none"> • Improve partnership working to raise awareness within individual groups • Extend the publicity network • Improve access to Strategic Joint Needs Assessment • Development of Housing Support Pathways for new applicants • Review of non bidding mechanisms of vulnerable applicants and older people • Improved internet information on Independent Living Services • Review of termination of tenancies and service refusals for ground floor accommodation and adapted accommodation
	<p>Are there any physical barriers to accessing the service</p> <ul style="list-style-type: none"> • Mobility issues, Sensory disabilities, Cognitive impairment, Learning Difficulties. • No or limited access to web • Access to area offices – transport issues • Views on independence and fear of engaging with statutory and non statutory agencies

	<p>How are they overcome?</p> <ul style="list-style-type: none">• Neighbourhood Services Champion home visits• Community Warden and Carecall Staff visits in accordance with development, execution and review of support plans• Referrals to statutory and non statutory (including charities) to access support services• Tenant profile – communications in large print /audio• Implementation of Telecare equipment• Information re service provision
	<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">• Older People’s Service Improvement Group and Sub Group• Involvement monitoring group, Tenant drop ins, Editorial panel, Federation involvement in open days• Tenant and Resident Involvement Agreement offers options for involvement to suit individual commitments• PID Project Group• Viewpoint panel profile• Social Events to attract customer base e.g. tea dance, coffee mornings

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"> • Performance and quality team • Letters, emails, phone calls, complaints procedure, consultation events • Satisfaction Survey • Learning from Complaints • Support Plans 	<ul style="list-style-type: none"> • Web site, consultation events, formal complaints procedure, face to face with CBL team, Board and Member Enquires • Anite • Feedback on Support Plan completion and outcomes 	<ul style="list-style-type: none"> • Tenant and service users data reflect the tenant profile 	<ul style="list-style-type: none"> • Robust complaints analysis required-being addressed as part of Complaints review • Completion of Support Plans across 2348 bungalows and ground floor properties • Lack of completion of Support Plans for residents living in general needs housing
Consultation and community involvement	<ul style="list-style-type: none"> • Involvement agreement • Involvement timetable • Improvement Group • Focus Groups, Consultation events, Surgeries, TARA's, 	<ul style="list-style-type: none"> • Older people's Service Improvement Group • Attendance of Focus Groups, Consultation events, Surgeries, TARA's, TARGS 	<ul style="list-style-type: none"> • Tenant and service users data reflect the tenant profile • Lettings and bids placed reflect the tenant profile • Core data providing 	<ul style="list-style-type: none"> • Review community engagement meetings and identify key link officer for each locality to act as liaison for Neighbourhood Champion

Data or information	When and how collected	Source	What it tells you – please	Gaps in information
	TARGS		additional information to verify no adverse inequalities present	
Performance information including Best Value	<ul style="list-style-type: none"> • Audit Commission Inspections • Mock Inspection • PI's collated • Supporting People QAF Self Assessment • Completed Support Plans 	<ul style="list-style-type: none"> • PNC • Core Data University of Edinburgh • Support Plan Spreadsheet 	<ul style="list-style-type: none"> • Tenant and service users data reflect the tenant profile • Lettings and bids placed reflect the tenant profile • Core data providing additional information to verify no adverse inequalities present As above 	<ul style="list-style-type: none"> • Gaps in all equality strands relating to the Tenant profile. • Alignment of Support Plan spreadsheet with Anite data and PNC
Take up and usage data	<ul style="list-style-type: none"> • Care Call database • Support plans • Letters, emails, phone calls, complaints procedure, consultation events • Satisfaction Survey • Learning from Complaints 	<ul style="list-style-type: none"> • PNC • Anite 	<ul style="list-style-type: none"> • Tenant and service users data reflect the tenant profile 	<ul style="list-style-type: none"> • Review feedback systems from the performance and quality team to enable analysis and improve service delivery • Continued proactive learning from customers • Completion of support plans for all ground floor accommodation and persons over 60 years in general needs housing

Data or information	When and how collected	Source	What it tells you – please consider all 6 equality strands where possible	Gaps in information
Comparative information or data where no local information	<ul style="list-style-type: none"> • MOSAIC Resident profile • Core data 2008/9 re-housing of persons over age of 60 years • Housing Needs Study June 2008 	<ul style="list-style-type: none"> • NEDDC • Core Data University of Edinburgh 	<ul style="list-style-type: none"> • Tenant and service users data reflect the tenant profile 	<ul style="list-style-type: none"> • Align data sources to ensure consistent data collection
Census, national or regional statistics	<ul style="list-style-type: none"> • Census 2001 • Mid term population projections • HouseMark • Annual Core • Status Survey • Housing Needs Study Older people June 2008 • Completion of Support Plans 	<ul style="list-style-type: none"> • National Audit Office/NEDDC • Collated Nationally by House Mark organisation • University of Edinburgh • NEDDC • Service work patterns 	<ul style="list-style-type: none"> • Population projections • Benchmarking with similar ALMO's • Benchmarking with similar ALMO's • Annual activity, level of need 	<ul style="list-style-type: none"> • Develop further drill down data from Anite and PNC

Data or information	When and how collected	Source	What it tells you – please consider all 6 equality strands where possible	Gaps in information
Access audits or assessments e.g. DDA assessments	<ul style="list-style-type: none"> DDA office assessments 			
Workforce profile	<ul style="list-style-type: none"> Inadequate for purposes of detecting adverts impact 	<ul style="list-style-type: none"> Corporate Services 	<ul style="list-style-type: none"> Under development 	<ul style="list-style-type: none"> Review of findings from Workforce profile re analysis against tenant profile
Where service delivered under procurement arrangements – workforce profile for deliverers	<ul style="list-style-type: none"> Set out in Procurement strategy 	<ul style="list-style-type: none"> Currently no contractors utilised within Independent Living Service 	<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> Monitor within organisational review of service
Monitoring and scrutiny outcomes	<ul style="list-style-type: none"> Board Governance, - Sub Boards Equality and Diversity action embedded within Service Plan (LGES) Support Plans Supporting People Self Assessment 	<ul style="list-style-type: none"> Supporting People Anite and PNC Core Data University of Edinburgh 	<ul style="list-style-type: none"> Lettings and bids placed reflect the tenant profile Core data providing additional information to verify no adverse inequalities present Support Plan data reflective of tenants profile 	<ul style="list-style-type: none"> LGES level 2 being identified

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"> • Continued collation of Profile data for both staff and Tenants, analyse service data held and systematically relate back to the delivery of policies and service standards. • Completion and review of Support Plans • Independent Living Officer visits • Feedback from Older People’s Service Improvement Group • Individual correspondence from residents and their advocates • Review of Satisfaction Surveys, learning from Complaints, development of Performance and quality services, • Review of service specific surveys • Feedback form Neighbourhood Champions, Repair Operatives and Allocation and Advice staff
	<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"> • Need to undertake completion of support plans for persons living in general needs housing that are over 60 years or have been identified as vulnerable either through contact or at the allocation and letting stage • Understanding of applicants support needs prior to securing accommodation – vulnerability assessment and development and implementation of housing support pathway • Analysis with DCC re Telecare installations and effectiveness in sustaining independent living
	<p>If this is a new policy, or one not currently monitored, what are the arrangements to begin monitoring the actual impacts of the policy?</p> <ul style="list-style-type: none"> • Development of Independent Living Strategy with quarterly review of progress against • Project Steering Group review of progress against PID

	<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"> • Older People Service Improvement Group have worked with the team to identify service weaknesses, monitor progress against the PID and identified areas of work for development, have influenced the service standards and team service improvement plan • Feedback from Satisfaction surveys and learning from Complaints have helped inform and develop operational activity • Older People Service Improvement Group worked with staff to develop the Support Plan assessment matrix • Feedback from Tenant Involvement agreement/activity, Tenant drop in days, Involvement monitoring group have aided and informed operational factors • Older People Working Group through NEDDC has informed the level of joint working that is taking place across the district and County • Attendance at Telecare meetings, 50+ Forum has provided valuable information and opportunity for joint working
	<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"> • Staff and unions re Organisational Review of the service • Sub-Board and Board re potential Organisational Review of the service • PID project steering group for continued transformational work for the service • Telecare re contractual discussions for Telecare • DCC re out of hours triage facilities • Older People's Service Improvement Group and activity in accordance with terms of reference of the group • Supporting People assessment following completion of self assessment

	<ul style="list-style-type: none">• Liaison with NEDDC re Care Call service investment and/or potential managed service• Exploration with service providers• Work with NEDDC re service charging and equality of charges
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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 Older Persons Service Action Plan