

## 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: Policy to Support Vulnerable People  
Service Standards- all  
Business Plan-Mission, vision, values.

Assessment Manager Name: Marcus Bishop

November 2009

Directorate Responsible: Neighbourhood Services

Service Area: Community Involvement

Other members of the assessment team:

Name	Position	Area of Expertise
Marcus Bishop	Business Development Manager	Business development
Martin Cromack	Neighbourhood Services Manager	Housing Management
Kay Kidd	Tenant Representative	Tenant Involvement
Val Ward	Tenant Representative	Tenant Involvement
Syd Ward	Tenant Representative	Tenant Involvement
Peggy Munks	Tenant Representative	Tenant Involvement

## 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>We will throughout our business processes ensure that vulnerable and potentially vulnerable people are identified at an early stage and receive the appropriate advice and support either through direct service provision or through partnerships with key stakeholders such as NEDDC, Police, and the voluntary sector.</p> <p>What outcomes do you want to achieve?</p> <p>Rykneld Homes Ltd (RHL) and North East Derbyshire District Council (NEDDC) are committed to assisting vulnerable people in sustaining independent living .</p>
2	<p>Are there any associated services, policies or procedures? <b>Yes</b></p> <p>If 'Yes' please list below</p> <p>This Policy which is aligned to RHL key Strategies/Policies e.g. Community Cohesion, Equality and Diversity, Tenant Involvement, Aids/Adaptations, Financial Inclusion, VFM, Services for Older Persons, Arrears Recovery, ASB/Harassment, and Decent Homes which deliver RHL Business Plan 2009/10 onwards.</p> <p>Our Service Standards which have been developed taking into account the needs of Tenants/Residents are the first referral points which staff/contractors should consider when responding to requests for Services/delivering services. Service Standards include the following:</p> <p>Tenant and Customer Care, Choice Move, Moving Home, Lettable Standard, Looking After Your Estate, Independent Living, Adaptations, Anti-Social Behaviour - Breaches of Tenancy, Rent Payments and Arrears, Repairs/Safety Checks, Decent Homes Improvements, Right to Buy and Services to Leaseholders, Community Involvement policy, Involvement Agreement</p>

## Questions

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> <p>All service areas within Rykneld Homes  All Tenants, Hsg Applicants, staff, LSP partners=Police, PCT, NEDDC, DCC,  User surveys-Repairs, Aids/Adaptations  Community Groups and Tenant Groups who are active within North East Derbyshire</p>
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> <p>RH Staff within each service area as set out in the Business Plan and Policy to Support Vulnerable People  North East Derbyshire District Council - ConnectNE  Partners working within the community of North East Derbyshire</p>
5	<p>Is the policy, practice, service or function affected by external drivers for change? e.g. new legislation, national policy, external inspection etc. Yes</p> <p>See Business Plan-our operating Environment para 6  Government policies  In the future - TSA framework for regulatory standards  Audit commission (KLOE's)</p>
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> <p>Pre Inspection Service Assessment Nov. 08</p> <p>What did they tell you?</p> <p>Recommendation 2 – Improve the focus on customers ,by:</p> <ul style="list-style-type: none"> <li>• More effectively promoting services to vulnerable service users and those not accessing the services, through effective targeting of resources.</li> </ul>

## Questions

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| 7 | <p>How is information about the policy, practice, service or function publicised?</p> <ul style="list-style-type: none"><li>RH Ltd communications plan</li><li>Involvement Monitoring group involvement in development of policy and matrix</li><li>Web internet</li><li>Partner meetings – NEDDC Disability Group and Equality and Diversity monitoring group</li><li>Tenant Open Days and promotion of Tenant Profile</li><li>Staff Equality and Diversity Training – RHL and NEDDC</li><li>Homing In – the tenant newsletter</li><li>Vulnerability Policy Working Group</li></ul> |
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## 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 any adverse impacts/barriers of the policy or procedure on people who may be disadvantaged because of their race</p> <p style="color: red;">Individual service area Strategy/Policy/Service Standards and subsequent EIAs deal with barriers to access and how these are addressed These can be viewed on the Rykneld Homes website in the documents section.</p> <p style="color: red;">Tenant Profile identifies 98.27% white British, white 0.5% Irish.</p> <p style="color: red;">No identified adverse impact.</p>	
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"> <li>• Asian or Asian British</li> </ul>	
	<ul style="list-style-type: none"> <li>• Black or Black British</li> </ul>	
	<ul style="list-style-type: none"> <li>• Chinese</li> </ul>	

	<ul style="list-style-type: none"> <li>• Dual Heritage</li> </ul>	
	<ul style="list-style-type: none"> <li>• White</li> </ul>	
	<ul style="list-style-type: none"> <li>• Any other people</li> </ul>	Ethnic Minorities are covered in the Vulnerable Persons Referral Form as a low risk if identified
	<ul style="list-style-type: none"> <li>• Gypsies and Travellers</li> </ul>	
	<ul style="list-style-type: none"> <li>• Asylum Seekers and Refugees</li> </ul>	Covered in the Vulnerable Persons Referral Form as a low risk if identified.
10	<p>Where do you think improvements could be made for people of different racial groups?</p> <p>No identified adverse impact.</p>	

## 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	<p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their gender.</p> <p>Individual service area Strategy/Policy/Service Standards and subsequent EIAs deal with barriers to access and how these are addressed These can be viewed on the Rykneld Homes website in the documents section.</p>	
	Women	No gender specific adverse impact identified
	Men	No gender specific adverse impact identified
	Transgender	91 people identified themselves in the tenant profile as other when responding to a question defining their sexuality. This will get reviewed as part of the Tenancy Audit/management visits.
12	<p>Where do you think improvements could be made for people experiencing disadvantage because of their gender?</p> <p>Greater knowledge of local transgender profile and issue. No identified adverse impact.</p>	

## 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	<p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their disability.</p> <p>Individual service area Strategy/Policy/Service Standards and subsequent EIAs deal with barriers to access and how these are addressed These can be viewed on the Rykneld Homes website in the documents section.</p>	
	People with physical or mobility impairments	Covered in the Vulnerable Persons Referral Form as a medium risk if identified. Identified in the Tenant Profile.
	People with sensory impairments (hearing, visual and speech)	Covered in the Vulnerable Persons Referral Form as a medium risk if identified. Identified in the Tenant Profile.
	People who use mental health services	Covered in the Vulnerable Persons Referral Form as a medium risk if identified. Tenant profile identifies people who have access to mental health services.
	People with learning disabilities	Covered in the Vulnerable Persons Referral Form as a medium risk if identified. Tenant profile identifies people who have access to mental health services.
	People who have a non-visible condition such as epilepsy or diabetes	Covered in the Vulnerable Persons Referral Form as a medium risk if identified. Identified in the Tenant Profile.

14	<p>Where do you think improvements could be made for people experiencing disadvantage because of their disability?</p> <p>Corporate wide training for staff and board picks up equality/ diversity, service access ,child protection issues and the Blue Flag – vulnerability identification process. This is contained in the Training and Development plan and will be rolled out through the year, with annual refresher.</p> <p>The Community Involvement Team aim to be more pro-active in recruiting people with a disability to get involved. Follow up on the potential of creating a dedicated disabled involvement group.</p> <p>Target consultation using viewpoint panel contacts. This can then lead to issue based focus groups.</p>
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## Age

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

15	<p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their age.</p> <p>Individual service area Strategy/Policy/Service Standards and subsequent EIAs deal with barriers to access and how these are addressed. These can be viewed on the Rykneld Homes website in the documents section.</p>	
	0-9	<p>Young people leaving care and young homeless people leaving care are covered in the Vulnerable Persons Referral Form as a high risk if identified. Teenage Parents and Young people receiving support from social services are covered in the Vulnerable Persons Referral Form as a medium risk if identified. Tenant aged 18 – 25 are covered in the Vulnerable Persons Referral Form as a low risk if identified</p>
	10-15	
	16-19	
	20-29	
	30-44	
	45-59	
	60-64	<p>Older people over 60 with a support plan are covered in the Vulnerable Persons Referral Form as a low risk if identified</p>
	65-74	
	75-over	<p>Older people 80+ living on their own are covered in the Vulnerable Persons Referral Form as a medium risk if identified.</p>
16	<p>Where do you think improvements could be made for people experiencing disadvantage because of their age?</p>	

## Religion and Belief

17	<p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their religion or belief.</p> <p>Individual service area Strategy/Policy/Service Standards and subsequent EIAs deal with barriers to access and how these are addressed These can be viewed on the Rykneld Homes website in the documents section.</p>
Christian	78.96% - source tenant profile 22/10/09
Buddhist	0.26%
Hindu	0%
Jewish	0.02%
Muslim	0.13%
Sikh	0%
Other	3.51%
No religion or belief	17.11%
18	<p>Where do you think improvements could be made for people experiencing disadvantage because of their religion? No identified adverse impact.</p>

## Sexuality

19	<p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their sexuality.</p> <p>Individual service area Strategy/Policy/Service Standards and subsequent EIAs deal with barriers to access and how these are addressed These can be viewed on the Rykneld Homes website in the documents section.</p>	
	Lesbian, gay or bisexual people	Overarching anti-discrimination policy within the Single Equality Scheme.
20	<p>Where do you think improvements could be made for people experiencing disadvantage because of their sexuality?</p> <p>We are encouraging Tenants/staff to identify their profile, so that we can meet unmet needs. Tenant profile is not complete in this area.</p>	

## Other Categories

21	<p>Rural/Urban</p> <p>Individual service area Strategy/Policy/Service Standards and subsequent EIAs deal with barriers to access and how these are addressed These can be viewed on the Rykneld Homes website in the documents section.</p> <p>No identified adverse impact.</p>	
22	Any other	

## 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> <p>Individual service area Strategy/Policy/Service Standards and subsequent EIAs deal with barriers to access and how these are addressed These can be viewed on the Rykneld Homes website in the documents section.</p> <p>Web – email Letter Telephone Open Days Tenant meetings</p> <p>What improvements can be made? Access to the service beyond the first point of contact is referral. To ensure staff can identify vulnerability issues the Training and Development Plan contains different training sessions to raise awareness of issues.</p>
	<p>Are there any physical barriers to accessing the service? No</p> <p>How are they overcome? <i>As above</i></p>
	<p>What customer involvement in setting the customer service standards i.e. opening hours, response times, availability etc.</p> <p>HQN project, Involvement management group, Tenant drop ins, Editorial panel, Federation involvement in open days Make standards simple as up front promises, the who what when message, then set out detail.</p>

## 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	Community Involvement Team, monthly reporting.	Balance Scorecard	As above when considering strands	Robust complaints analysis in place and monitored on a monthly and comprehensively each quarter.
Performance information including Best Value	See above Audit commission Inspections	Tenant Profile - Northgate	As above	Gaps in all equality strands relating to the Tenant profile.
Take up and usage data	Good, information is available and has had an impact over the past 12 mths.	Northgate report on service access	As above	
% of responsive repairs undertaken as an emergency			Where repairs response times have been up graded as a result of vulnerable circumstances	

## 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> <p>Collection of Profile data for both staff and Tenants, analyse service data held and systematically relate back to the delivery of policies and service standards.</p> <p>Complaints process</p> <p>Performance indicator information -% of responsive repairs undertaken as an emergency</p>
	<p>If there is a lack of information, what research will be carried out, and for which groups?</p> <p>As above</p>
	<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> <p>Vulnerable Working Party.</p>

## 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> <p>Involvement Monitoring Group – Policy and matrix.</p> <p>NEDDC/RHL Equalities Steering Group.</p>
	<p>If you need to carry out further consultation, who will you be consulting with and by what methods?</p>

## STEP 7 Equality Action Plan

Problem/barrier identified

Actions to overcome problem/barrier

Resources required Responsibility Target date –

see **SIPS – Business Plan 2008/10**