

Equality impact assessment form

Please use this form to record your findings, proposed actions, equality objectives and targets. Use the guidance notes to help you do the assessment or contact the Equality Standard Project Manager if you need some advice

About the policy, practice, service or function you are assessing

Name of policy, practice, service or function: Housing Related Support – Refugees

Assessment team leader name:Christine Collingwood

Date of assessment: 24th July 2012

Department responsible: Adults Health and Housing

Service Area: Integrated Commissioning Younger Adults and Housing

Other members of assessment team:

Name	Position	Area of expertise	Comments
Cherry Henry*	Metropolitan	Service Provider	

- EIA completed remotely via email

Question	Response/ findings
<p>1. What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?</p>	<p>Supporting People (SP) is a programme of housing related support services funded by Government as a named unringfenced grant within Area Based Grant. The programme in Derby has historically received about £10m per year and has operated as a partnership with voting input at Board level from Derby NHS, Derbyshire Probation Service, and Derby City Council.</p> <p>The Supporting People programme plays an important role in promoting links between health, housing, probation, social care, the police and other stakeholders for the planning and delivery of services for vulnerable people.</p> <p>In Derby, the original Supporting People grant allocation was approx £10m per year. In the run up to 1st April 2003, the Council established contracts with all of the legacy services that had received income from one of the previously separate funding streams. Since 2003 the Council has produced two Supporting People strategies and a housing support needs analysis, undertaken to help define commissioning priorities.</p> <p>It has now been agreed, as part of the Council's overall budget strategy that the funding available for housing related support is reduced by £6.144m over 2 years (2012-2014). The remaining budget would be £3.323m.</p>
<p>2. Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements</p>	<p>Supporting People Team monitors performance, quality and contractual obligations, together with the involvement of the Peer Review group.</p> <p>Strategic Partners including our Core Strategy Group and Commissioning Board are responsible for decision-making processes about Supporting People policies and practice, service provision.</p> <p>Providers have contractual obligation under the terms of their contracts and the quality assessment framework to ensure that all policies and procedures are in place and reviewed at least every three years</p>

Identifying potential equality issues and factors

Question	Response/ findings
<p>3. What do you already know about the equality impact or need?</p> <p>For example, from research, feedback, consultation or any performance monitoring</p>	<p>Analysis of the HRS administrative data shows:</p> <ul style="list-style-type: none"> • 20% are aged 18-24, 40% 25-31 and 27% 32-38. No service users are over 40. • the ethnic profile of users are as follows, 7% Pakistani, 40% African, 33% Chinese and 14% 'Other' • 80% are female • 7% regard themselves as having a disability • most are not actively seeking work (73%) with 20% actively job seeking
<p>4. Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?</p>	<p>The potential decommissioning of HRS programmes working with refugee groups are outlined in this section. The most vulnerable service users would lose the vital support that is needed especially at the initial transitional period when they move from N.A.S.S support to independent life.</p> <p>Lack of this type of services could result in the service user not accessing all the relevant services to meet their needs such as welfare and housing benefits, registering with a GP, maintaining and managing health issues, registering children for school, keeping vital appointments, many have issues around processing information (there is a high level of illiteracy within the refugee communities) due to not being able to read and understand their letters and complete forms, this results in service users falling into debt through lack of understanding of how to financially sustain themselves.</p> <p>Without a project such as the refugee Tenancy Support there is high risk of many Refugee's becoming destitute. The transition between being supported by N.A.S.S and moving to independent living is a dramatic change and many service users find it to be one of the most challenging and stressful times of their lives. When refugees make a claim for welfare benefits, it is processed in a different way to ordinary claims, it is often lengthy and complex and service users are often left without any money at all for a long period of time until their claim has been processed.</p>

	<p>Many fall into debt at this time as they do not have sufficient money to manage their bills.</p> <p>Refugees are usually threatened with eviction as housing benefit cannot be paid until welfare benefits are awarded.</p> <p>Many Refugees are isolated and have a very small support network. When they move into a new home, they don't have family and friends to help, many have little or no money as usually they are still waiting for benefits to be processed and they often have no bed to sleep on, no cooking facilities, very little money to pay for utility bills to keep the house warm and they need the help of a support worker to advocate on their behalf as they don't have the language skills or knowledge to know how to help themselves.</p> <p>The needs of Refugees are sensitive and complex, many suffer with depression and post traumatic stress disorders following the events that lead them to come and live in the U.K.</p> <p>Many families have been torn apart and separated through war and have lost contact with family members. Refugees often find it difficult to trust others, having a support worker enables them to build trust with someone who understands their complex needs and deals with them compassionately, enabling them to open up and discuss and share the problems they are facing now and have faced before coming to the U.K.</p>
<p>5. Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p>	<p>The families using the Refugee Support Project are extremely vulnerable; they often cannot speak fluent English and have no concept at all of how systems work, how to secure permanent housing and how to access welfare benefits.</p> <p>Some have only lived in England for a very short period of time; others are new to the city of Derby and some have only ever lived in one area of the city of Derby and never moved beyond their own ethnic group. Key outcomes from HRS projects working with Refugee groups are:</p> <ul style="list-style-type: none"> • Motivation, Personal Responsibility and Self-worth – establish ongoing engagement with support service/external agencies; improve confidence levels,

	<p>self motivation (resulting in improved choice involvement and control of personal lives and circumstances) .</p> <ul style="list-style-type: none"> • Social Circle – establish contact with external groups/services, maintain/make contact with family where applicable, identify, establish and sustain appropriate social networks to overcome/avoid isolation. • Manage Health – Access information/advice on health issues to include, mental health, HIV/aids, contraception/sexual health advice, exercise fitness and healthy eating, generally maintain engagement with health service for ongoing and new health matters. • Meaningful Use of Time/Employability - Access the following - language course, information/advice on employment/training, voluntary placements/work experience, paid employment, identify and sustain meaningful activities to overcome boredom and isolation. • Economic well-being – Access information/advice on benefits, access debt/financial advice, learn to budget, set up and maintain payment plans, maximise income, sustain financially. • Accommodation Management – Secure permanent independent accommodation, move in/resettlement to new home, sustain tenancy with support, keep a clear rent account to avoid the threat of eviction, learn to budget and maintain payment plans, establish safe living environment, maintain the home . • Parenting – Access advice on parenting skills, parent support, child’s welfare. • Community involvement – Access advice on immigration issues and legal rights /entitlements; engage with community groups and organisations, access service user involvement, access tenant involvement/participation with landlord. • Risk management – maintain personal safety and security of accommodation; identify and minimise all types of risk. • Living skills – Identify and address health and safety concerns at home, keep the home clean and maintained, report repair issues as they arise.
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Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

Issue	Which groups are affected and how	Potential impact	How can we overcome this?
Refugee groups not being able to benefit the full range of benefits and services available to them	Service users	Poverty and hardship for some individuals Potential ill health if GP services are not accessed	Ensure initiatives such as the Welcome Pack for new arrivals in Derby are well publicised.
Refugees become homeless	Service Users	Current service users cannot access support to remain in accommodation and become homeless.	Provision of support and emergency provision for vulnerable groups

Objectives for minimising negative impacts - process, impact or outcome based

Please give your proposed objectives/ targets in this table

Objective/Target:	Ensure refugees coming into city access services they need
Specific	To provide information and support for Refugees and promote initiatives such as the Welcome Pack
Measurable	Refugees accessing services
Achievable	A partnership approach will need to be developed to look at way forward given limited resources amongst all partners
Relevant	Reducing inequalities, increasing individual wellbeing and meeting Derby City Plan Targets
Timed	12 months

Objective/Target:	To prevent refugees becoming homeless
Specific	To provide information and support for Refugees and promote initiatives such as the Welcome Pack
Measurable	Refugees coming into Derby are less likely to be homeless
Achievable	A partnership approach will need to be developed to look at way forward given limited resources amongst all partners
Relevant	Reducing inequalities, increasing individual wellbeing and meeting Derby City Plan Targets
Timed	12 months