



Derby City Council

Equality Impact Assessment

Older People and Enablement
- Maintenance of Stairlifts, Steplifts and
through Floorlifts

<January 2012 >

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: **Maintenance of stairlifts, steplifts and through floorlifts**

Assessment team leader name: Yvonne Davies

Date of assessment: 12th December 2011

Department responsible: Adults, Health & Housing Service Area: Older People & Enablement

Other members of assessment team:

| Name | Position | Area of expertise | Comments |
|---------------------------|--------------------|--|--|
| Phil McNelis | Derby City Council | Enablement and Resources Manager | |
| Ann Webster | Derby City Council | Lead on Equality & Diversity | Apologies given for meeting |
| Henry Cipcer | Derby City Council | Manage Disabled Facilities Grants | |
| Martin Austin | Disability Direct | Disability Direct and representative for Disabled People's Diversity Forum | Not present at the meeting but information to be included |
| Katy Pugh / Ray Gumbley | Age UK | Older People and representative for 50+ Forum | Apologies given for meeting |
| Tracey Stevenson | Derby City Council | Administration Manager responsible for service users current maintenance | Apologies given for meeting – but information to be included |
| Sam Narroya / Kate Ingram | Derby City Council | OT – Assess and recommend aids and adaptations | |
| Service Users | | | 10 consultation letters sent out and results included |
| Tan Yung | Derbyshire Carers | Carers and customer views | |
| Gill Withers | Carer | Carers and customers views | Apologies for meeting – but comments received |

| 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>The Council provides stairlifts, steplifts and thru floor lifts through the Disabled Facilities Grants and they come with a standard warranty (two years for stairlifts and 1 year for steplifts and thru floor lifts). After this time the Council Enablement team has historically paid annually for the maintenance of the item on the understanding that it would become the property of the Council when no longer required. It is proposed to change this policy so that the stairlift, steplifts and thru floor lifts maintenance remains with the customer after the warranty period and no responsibility is passed to the Council.</p> <p>The annual maintenance cost to each individual paying privately would be approximately straight stairlift £254, curved stairlift £309, thru floor lift £480. 75% of items provided are straight stairlifts. These costs would have to be met in the future by the customer.</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>Disabled Facilities Grants are delivered by the Council through the Strategic Housing team, as a mandatory duty for the Council. The maintenance, servicing and repairs for stairlifts, steplifts and thru floor lifts is contracted through Abbacus Consultants. The Mobility Equipment Company, an external organisation removes stairlifts that are no longer required and store those that are still fit for resiting. Removal and re-siting is a charged for service.</p> |
| <p>3 Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?</p> | <p>Customers who have a new stairlift, steplift or thru floor lift fitted would be affected by the proposed changes. New customers whose items are coming out of warranty this year is estimated at 113.</p> <p>At a meeting on the 15th December a decision was made that this would cover all new customers and those currently within the guarantee period. We currently provide maintenance for 1,022 customers with 973 stairlifts, 10 steplifts and 39 through floorlifts so this would decrease in the future.</p> <p>The majority of recipients are older adults aged 65+ (66%) and younger disabled people aged below 64 (33%), this includes a number of children.</p> |

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| | <p>If the item is fitted in a housing association property, then a discussion would need to take place concerning the maintenance and ownership of the item.</p> |
| <p>4 What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well, what changes or improvements, and what should the benefits be for customers, groups or communities?</p> | <p>The proposal is that the customer would have a choice whether or not to pay for the future maintenance of the item. The item would remain the property of the customer. The cost of the Council paying for the maintenance on the stairlifts so they can be re-used now exceeds the lifecycle costs and is felt not to be a cost effective way of spending council budgets, hence the proposed changes.</p> <p>The enablement service has been reviewed in line with the One Derby One Council vision detailed below and this proposal helps to meet these objectives: .</p> <p>One Derby One Council Transformation Programme</p> <ul style="list-style-type: none"> • Deliver high quality services at reduced costs • Accurately anticipate demand • More efficient and effective and be able to redirect existing support effort into frontline services • Able to meet the mounting pressure from government financial constraints • Able to manage increasing demand associated with an aging population • Focuses on outcomes and not just measures • Co-operate and integrate with all partners to improve what Derby has to offer citizens, customers and communities. |
| <p>5 What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice. What did they tell you?</p> | <p>There have been no inspections of the maintenance element of this service. Other Councils have also reviewed their maintenance responsibilities and changes include the service users being responsible for the future maintenance after warranty or the introduction of rent increases to tenants to pay for the warranty that could be paid for through housing benefit, authorities include Derbyshire County Council, Durham County Council and Oxfordshire County Council.</p> |

Identifying potential equality issues and factors

| Question | Response/ findings |
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| <p>6 What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p> | <p>As the majority of customers who have stairlifts, steplifts and through floor lifts are aged 65+ older people they will be mostly affected by this proposal. Since 2009, 79% of customers who had items fitted were aged 65+ and 21% under 65 years.</p> <p>Since 2009, 33% of customers were male, 4% were joint applicants and 63% were women.</p> <p>75% of customers since 2009 are White British, with 4% White Other, 20% black and minority ethnic communities and 1% unknown, this is in line with the Census information for the city.</p> <p>No data is available on customers about their religion, sexuality or gender re-assignment.</p> |
| <p>7 Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?</p> | <p>Older people use the service more and 66% of existing customers are aged 65+, who currently receive maintenance from the Council for stairlifts, steplifts and through floorlifts.</p> <p>There is no evidence of unequal take up for minority and ethnic communities, as the take up is in line with the Census data (although this is from 2001 and the breakdown will have changed. Also this breakdown has been considered across the city rather than at local levels)</p> <p>Gender split is less for men (33%) than women (66%) for this service, but this is in line with city breakdown and also women live longer than men.</p> <p>It is important that when needs arise that the DFGs can be progressed to put in place the item as quickly as possible, as usually it is an emergency situation.</p> |
| <p>8 Have there been any important demographic changes or trends locally? For example is the</p> | <p>The mid year estimate for Derby population is 240,100 (ONS 2009). The city population is predicted to increase by 17% by 2030.</p> |

population changing, and if so, how and what might that mean for the service or function?

Older People - Derby's overall population of older people is predicted to rise steadily but the increase will be most marked in the over 85 population which is expected to increase by up to 40% by 2020. In line with national trends, some of the most significant population increases are in the post 65 population. In 2010, the 65 plus population in Derby is identified as 38,400 increasing to 41,900 in 2015 and 44,500 in 2020. This results in a 16% increase in this population

Younger People - The city has an ageing population like the rest of the UK although it does have a slightly younger age profile than the national average.

Disabled People - The number of disabled people in Derby moving into the 65+ age group is above the national average. In 2010, it was estimated there were 11,344 adults aged 18 – 64 with a moderate impairment and 3,243 with a serious disability. It is expected that this will increase by 2030 to 12,828 with a moderate disability and 3,730 with a serious disability (Source: Projecting Adult Needs and Service Information System – PANSI).

Race - The 2001 Census showed nearly 16% minority ethnic people live in Derby, including 8.4% Asian people, of which 4% are Pakistani and 3.8% Indian, 1.8% Black or Black British people, of which 1.4% are African Caribbean. Irish people make up 1.4% of the community. The community profile has changed since 2001 Census as new communities have settled in the city, for example people from Poland, Bosnia, Africa, Kosovo, Iraq and Turkey. There are around 180 nationalities represented throughout the city.

Gender - Of the population of 240,100, 121,500 (51%) are men and 118,600 (49%) are women. This reduces to 43% for men aged 65+ and 57% women aged 65+.

Religion & Belief - Main religion and beliefs in Derby include Christian 67.4%, Muslim 4.5%, Sikh 3.2% and people with no religion at 15.9%.

Sexuality - There are an estimated 15,846 lesbians, gay men and bi-sexual people living in Derby, according to the National Audit Office suggestion of 6.6% representation of the population.

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| 8 cont.. | <p>Gender re-assignment - The Gender Identity Research and Education Society (GIRES) estimate that 1 in 4,000 people are transgender. In the city of Derby, this could equate to approximately 65 people.</p> <p>Pregnancy & Maternity, Marriage & Civil Partnerships have no specific implications for this service.</p> |
| Question | Response/ findings |
| 9 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>The proposed changes would affect older people and disabled people more, as these are the groups of people that have a stairlift, steplift or through floor lift fitted. However, we recognise that the other equality strands will also sit within these groups and so we need to make sure that people whose first language is not English fully understand the new procedures. The items that are fitted through the DFG have a warranty period and it will be the decision of the customer if they choose to extend the warranty. There will be a financial implication for customers as they will have to pay the annual cost of maintenance for the item or to have the item repaired if it breaks down, this could cause them difficulties.</p> <p>If the warranty is not extended by the customer there could be future maintenance problems that they would need to rectify or could lead to unsafe lifts.</p> |
| 10 What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it? | <p>Stairlifts, steplifts and thru floor lifts are provided through Disabled Facilities Grants. Since 2009, 109 stairlifts, steplifts and vertical lifts have been fitted.</p> <p>Of these 75% were White British, 4% to White Other, 20% minority communities including Asian Pakistani, Asian Indian, Asian Bangladeshi and Black Caribbean and 1% unknown. This is in line with the Census breakdown of ethnicity for the city.</p> <p>Customer feedback on Disabled Facilities grants is that the majority receive a good service. There are a low number of complaints about the satisfaction of the service relating to relevant stairlifts, steplifts and thru floor lifts provided through the Disabled Facilities Grant.</p> |

11 Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?

Derby City Council's Equality and Diversity Policy November 2009. The Equality and Diversity Policy underpins all other policies, service plans, procedures and systems. The Chief Executive has lead responsibility for implementing and monitoring this policy, but all employees have a responsibility to work from it in all areas of their work.

All Local Authorities need to be aware of the Equality Act 2010 and make sure their services comply.

Equality and diversity are very important to us at the Council because it means we try to do our best to make sure people are treated fairly and given fair opportunities. We value the cultural diversity of all Derby people as this adds richness to our city, which we are very proud of. Everyone has different needs and equality is about meeting these different needs. We also realise that we need a diverse workforce so we can provide the best possible services to all.

We are very proud to have achieved Excellent in the Equality Framework for Local Government. The framework is based on three levels of achievement – '**developing**', '**achieving**' and '**excellent**' and there are five areas we worked on and these are:

- knowing your communities and equality mapping
- place shaping, leadership, partnership and organisational commitment
- community engagement and satisfaction
- responsive services and customer care
- a modern and diverse workforce

Corporate Equality and Diversity Plan 2009 - 2012. It covers the work we plan to do on equality for the next three years. Having an equality and diversity policy is not enough on its own and it is important that we have a plan to make our policy come to life. So, we have a three-year Equality and Diversity Plan, which all council departments have signed up to.

Staff Code of Conduct and Customer Care Strategy sets out how staff should act when dealing with service users.

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| | <p>All policies are printed in English, but on all documents there is a help message for people who need documents in other ways, style, language that will help people access it.</p> |
| <p>12 Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p> | <p>Older People are the highest users of stairlifts, steplifts and thru floor lifts and therefore the future maintenance will fall to them. This could have an annual financial impact for them which would be a negative effect. Welfare advice could be provided if applicable. The customer consultation highlighted that people were concerned about knowing the cost that this would be so that they could budget for it in the future. Some people felt that they would not be able to afford it and wanted it to be means tested.</p> <p>Disabled People will also be affected by these proposals, as they have these items fitted in their homes. The financial implication would be a negative effect but welfare advice could be provided if applicable.</p> <p>Enablement and Disabled Facilities Grants team will work together to ensure that relevant paperwork shows the future responsibility for warranty and maintenance, as well as providing relevant information and discussions with the service user and lift provider.</p> <p>Only 3% of DFG applicants, when means tested had to pay a contribution towards the stairlift, steplift or thru floor lift. All customers would have to pay for the maintenance themselves after the warranty, therefore this could lead to financial issues.</p> <p>Gender re-assignment, Sexuality, Religion & Belief – no information is available on the take up of services for these groups and therefore it is not possible to consider the effect, but we do our very best to meet the particular needs of all our customers</p> <p>Pregnancy & Maternity, Marriage & Civil Partnership – although no information is available on these groups, these proposals should not be impacted by these groups.</p> |

Collecting the information and data about how the policy, practice, service or function, impacts on communities

Please record your information and data in this table and think about:

- what information or data you will need
- using both quantitative and qualitative data
- making sure that where possible there is information that allows all perspectives to be considered
- identifying any gaps in the information/ data and what it can tell you

| Data or information | When and how was it collected? | Where is it from? | What does it tell you? You need to consider all six equality strands where you can | Gaps in information |
|--|---------------------------------------|--------------------------|--|----------------------------|
| 1 Customer feedback and complaints | | | Based on Disabled Facilities Grant, feedback. | |
| 2 Consultation and community involvement | | | Based on consultation feedback and discussions with EIA member organisations | |
| 3 Performance information including Best Value | | | | |
| 4 Take up and usage data | From DFG data/ SWIFT | | Reviewing customer usage annually Take up of services in line with breakdown from Census for Black & minority ethnic groups | |
| 5 Comparative information or data where no local information | | | | |

| Data or information | When and how was it collected? | Where is it from? | What does it tell you? You need to consider all six equality strands where you can | Gaps in information |
|---|---------------------------------------|----------------------------------|--|--|
| 6 Census, national or regional statistics | Census 2001 | Census 2001 & Mid year estimates | Derby's mid-year estimate is a population of 240,100. Census showed that 19% disabled people living in Derby & nearly 16% minority ethnic groups. Main religions are Christian 67.4%, 4.5% Muslim, 3.2% Sikh and nearly 16% no religion. Mid year estimates show that the elderly population will increase by 17% by 2030. | No accurate statistics on number of lesbian, gay men and bi-sexual people living in Derby, but approximate figures are 15,846. |
| 7 Access audits or assessments such as DDA assessments | | | | |
| 8 Workforce profile | | | The current workforce profile is available from Derby City Councils website www.derby.gov.uk/equality | |
| 9 Where service delivered under procurement arrangements – workforce profile for deliverers | | | Where the services are delivered under procurement and commissioning the profile of the workers involved is assessed as part of the Pre Qualification Questionnaire | |
| 10 Monitoring and scrutiny outcomes | | | | |

Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

| Service or function | Policy or practice | Findings | Which groups are affected and how | Whose needs are not being met and how? |
|---------------------------|--|--|--|--|
| Disabled Facilities Grant | Maintenance of stairlifts, step lifts and through floor lifts | | Mainly older people and physical impairments | |
| | Equality of DFGs for stairlifts, steplifts and through floor lifts | Information shows that gender and race are in line with Census data. | Minorities ethnic communities – who have items fitted are in line with Census data | |
| | | | | |
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Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

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|--------------------------|---|
| Objective/Target: | |
| Specific | Monitor any increase in customers who return to the DFG process due to breakdowns |
| Measurable | Disabled Facilities Grant to count |
| Achievable | Within existing data collected |
| Relevant | Ensure that this does not increase demand on DFG |
| Timed | Annual |

| | |
|--------------------------|--|
| Objective/Target: | |
| Specific | Monitor take-up of service provision to ensure equal access – monitor all the stands of equality |
| Measurable | Collection of customer data through DFG |
| Achievable | Mechanisms in place |
| Relevant | Informing take up |
| Timed | Quarterly and annual monitoring |

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|--------------------------|--|
| Objective/Target: | |
| Specific | |
| Measurable | |
| Achievable | |
| Relevant | |
| Timed | |

Monitoring and reviewing - incorporating into performance management

Please summarise your objectives and targets in this table with your proposed monitoring and reporting arrangements

| Objective | Planned action | Target performance | | | Responsible lead officer | Reporting cycle, for example, quarterly |
|--|--|--------------------|---------|---------|-------------------------------|---|
| | | 2011/12 | 2012/13 | 2013/14 | | |
| Monitor the take up of stairlift, step lifts and thru floor lifts | DFG to monitor take up through reporting | Annual | Annual | Annual | Henry Cipcer | Quarterly |
| Monitor the impact of not giving maintenance on items and if any re-apply for DFG | DFG to monitor impact and consider on an individual basis | Annual | Annual | Annual | Henry Cipcer | Quarterly |
| Information to be provided from Enablement and Disabled Facilities Grants on warranty and future maintenance options | Enablement and DFG to consider warranty, advice and future maintenance information for service users | | | | Henry Cipcer/ Phil McNelis | To be put in place for changes |
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Identify what impact the policy or project has on particular Communities of Interest

| | Impact positive or negative for the following groups | Actions to limit the negative impact or increase the positive impact? |
|---|---|---|
| Older People Younger people Minority ethnic people Disabled People Women and Men | <p>Older People are the highest users of stairlifts, steplifts and through floorlifts; therefore the future maintenance will fall to them. This could have an annual financial impact for them which would be a negative effect.</p> <p>Disabled People will also be affected by these proposals, as they have these items fitted to their homes. The financial implication could be a negative effect.</p> | Benefit advice would be available if appropriate to consider their finances |
| Gender reassignment Sexual orientation Transgender people Religion and Belief Groups Carers | No information is available on these groups | No information is available on these groups – but we will start to monitor this information |