

Equality Impact Assessment (EIA)

Affordable Warmth Strategy
August 2007

Equality impact, needs and requirements 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: Affordable Warmth Strategy

Assessment team leader name: Martin Gadsby

Date of assessment: 29 June 2007

Department responsible: Derby Home Energy Advice Service

Service Area: Affordable Warmth

Other members of assessment team:

Name	Position	Area of expertise
Martin Gadsby	Private Sector Housing Manager	Head of Renewals and Grants Unit which is responsible for the Affordable Warmth Strategy
Richard Murrell	Home Energy Advice Manager	Responsible for the co-ordination of affordable warmth work and is lead person in Council on affordable warmth
Trisha Gadsby	New Communities Advisor	Lead Council advisor on issues concerning new communities
John Sheil	Housing Strategy Officer	Strategic lead on Older Person's Housing Strategy and Black and Minority Ethnic Housing Strategy

Affordable Warmth – Equality impact, needs and requirements assessments	
Question 1	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 Affordable Warmth Unit has been established specifically to meet the needs of vulnerable people, including older people, people with disabilities and people living in poorly insulated dwellings of which people from Black and Minority Ethnic Groups are over-represented. To address this the Council worked in partnership to produce Derby's Affordable Warmth Strategy in 2002¹. The key objectives of the Strategy are:</p> <p>Objective 1 Improving the energy efficiency of all homes in Derby</p> <p>Key aims are to:</p> <ol style="list-style-type: none"> 1. raise the profile of fuel poverty and affordable warmth among the Council's employees and other organisations throughout the city 2. develop monitoring capabilities and build up detailed data on the energy efficiency of properties in Derby 3. identify fuel-poor households in order to improve the energy efficiency of their properties 4. target assistance towards fuel-poor households to improve the energy efficiency of their properties 5. provide energy efficiency advice and information to all households to improve the energy efficiency of their properties 6. provide information on the most energy-efficient appliances <p>Objective 2 Reducing fuel bills</p> <p>Key aims are to:</p>
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¹ The Strategy has been updated annually since 2002

	<ul style="list-style-type: none"> 7. provide advice and support to enable householders to reduce their fuel bills and achieve affordable warmth 8. investigate the possibilities of combined heat and power and other renewable energy, such as solar energy <p>Objective 3 Maximising household income</p> <p>Key aim is to:</p> <ul style="list-style-type: none"> 9. make sure that householders receive the assistance/ benefits to which they are entitled by close working with other advice services.
<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>The Affordable Warmth Strategy is managed and co-ordinated by the Home Energy Advice Manager, Derby Home Energy Advice Service (DHEAS), Renewal and Grants Section, Housing and Advice Services Division, Corporate and Adult Services Directorate.</p> <p>The DHEAS team consist of three members of staff. The team works closely with internal and external partners to deliver the strategy.</p>

Question 2	Response/ findings
<p>1. 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>Primarily residents of Derby but also internal and external partners that access the service on behalf of their clients / users.</p>

<p>2. 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>	<ol style="list-style-type: none"> 1. Improved access to DHEAS by all so that no one is excluded from the service offered. 2. Improved engagement with service users so that they can find out what information and help is available to make their homes warmer and cost less to heat.
<p>Question 3</p>	<p>Response/ findings</p>
<ol style="list-style-type: none"> 1. 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. 2. What did they tell you? 	<p>An Annual Report is distributed widely for consultation both to internal and external partners before being published.</p> <p>The Affordable Warmth function was considered in depth by the Council's Overview and Scrutiny Commission in 2003. Key findings included that "the funding of two dedicated full time staff shows the corporate commitment of Derby City Council to home energy conservation and that the volume and range of activity provided by the in house team is excellent".</p> <p>Annual customer satisfaction surveys and Derby Pointer Panel reports in 2001 and 2004 show levels of access and awareness of the services. Awareness of the service increased from 48.4 per cent of respondents in 2001 to 52.9 per cent in 2004.</p> <p>The service is recognised as an exemplar of good practice. Comments from recent inspections of the service include:</p> <p>"During the inspection we were provided with substantial information and conclude that the Council has a well developed strategy and measures designed to ensure people live in warm homes" (Audit Commission 2001 –Best Value Review of Private Sector Housing)</p>

Identifying potential equality issues and factors	
Question 4	Response/ findings
<p>1. What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<p>Annual customer satisfaction surveys and Derby Pointer reports in 2001 and 2004 show improving customer access to the service.</p> <p>The service undertakes significant research to assess the effectiveness of the service. For instance, in order to assess views in relation to the Warm Homes for Normanton Project, a survey was distributed 250 residents and 180 organisations in Normanton to gather their views. The need for focusing on BME groups, older residents and people with disabilities has been identified at various levels: at the national level it is acknowledged that these groups are more likely to be in fuel poverty (UK Fuel Poverty Strategy, 2005); and at the local level our research and consultation (Derby Pointer, Customer Satisfaction Surveys, Housing Needs Study and Fuel Poverty in Derby research paper 2003) shows that these groups are more likely to be on a low income and/or living in poorly insulated and/or poorly heated properties.</p> <p>The 2001 Audit Commission Best Value Report on the Council's Private Sector Housing Service which included DHEAS commented that the "inclusive consideration of all sections of the community is at the centre of policy and strategic direction and is a key element in ensuring that equal access is provided for all"</p>
Question 5	Response/ findings

1. 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?

As the Affordable Warmth Strategy is directly targeted at vulnerable groups and those living in the most poorly insulated accommodation, the usage profile of clients of this service is closely monitored.

Based on evidence taken from the Access to service 2004 – 2007 Customer Satisfaction Survey averages, client breakdown includes:

per cent clients from BME communities	17.06 per cent
per cent female	52.35 per cent
per cent with disability	28.07 per cent
per cent over 60	61.54 per cent

This compares favourably with the 2001 census figures for the City which are as follows:

per cent BME communities	12.55 per cent
per cent female	51.2 per cent
per cent with limiting long-term illness	8.76 per cent
per cent over 65	16.2 per cent

However, there is currently no data collated on sexuality or on religious belief. This is something we would wish to consider and have included in actions.

2. Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?

Particular examples of the important demographic trends affecting the service are the growth in numbers of people from Eastern Europe living in the city and the rising older population.

The increasing numbers of people from Eastern Europe means a greater need for future translation of documents in to wider range of languages. There is also a likely need for improved interpretation services. This need is particularly pertinent as there is a tendency for this population to initially move into properties with the poorest thermal insulation and are therefore often particularly in need of energy advice.

Derby is also experiencing a significantly ageing population, particularly in the older (85+ year old) age groups. This will result in additional pressures in regards to the proportions of vulnerable people living in the City. Both of these factors will place additional demands on the service in the future.

<p>3. 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>We constantly review the service in order to ensure it is reaching the needs of the most vulnerable. Where we are found to be not fully reaching particular vulnerable people, we take action to address this. One example is the recruitment of an officer to assist Black and Minority Ethnic communities in the Normanton area to access the Affordable Warmth service. In the past we have undertaken similar projects to address issues in other deprived areas of the City.</p> <p>One key issue that has been highlighted is that because of the changing make-up of the community we serve, resulting in part from the influx in recent years of refugees and migrant workers, we need to develop even more of a local focus. We also need to provide information in a wider variety of languages to ensure that new communities are able to access our service. In partial response to this, through the Council led DASH project, migrant worker leaflets, translated into Polish, Latvian, Lithuanian and Russian, have been produced providing useful information on many aspects of life in the UK.</p>
<p>4. What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?</p>	<p>Annual customer satisfaction surveys and Derby Pointer reports in 2001 and 2004 show levels of access to the service. In addition, as discussed earlier, we are active in seeking customer feedback on our service. Methods used to gain feedback includes questionnaires and roadshows as well as the Derby Pointer function which is a representative sample of around 1,000 people in Derby who have volunteered to act as a ‘Sounding Board’ on the Council’s services. This information is held and analysed by DHEAS.</p>
<p>Question 6</p>	<p>Response/ findings</p>

<p>1. Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?</p>	<p>There is a general statement that states: to provide energy efficiency advice and information to all households so as to improve the energy efficiency of their properties.</p> <p>The 2002 Strategy included an aim to target vulnerable households and we have subsequently developed 'Warm Homes' projects in the Derwent and Normanton areas. The Derwent project, which ran from 2005 to 2006, was funded from the Government's New Deal for Communities programme and helped over 180 households to improve the energy efficiency of their homes. The Normanton project, which is funded through the European Commission's European Regional Development Fund URBANII and the Government's Single Regeneration Budget programme, aims to make sure that Normanton residents live in warm efficient homes.</p> <p>The delivery of 'Warm Homes' is also closely linked to our initiatives to achieve the Government's aim of ensuring that by 2010 at least 70% of vulnerable householders in the private sector are living in decent homes against a baseline in 2006 of 59%.</p>
<p>2. Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p>	<p>As stated in the response to question 5, vulnerable groups are over-represented as clients of this service. For example, over the past 3 years we have given energy advice to over 5,500 people aged over 60 (5,766) and helped over 1,300 people with disabilities to get loft insulation.</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
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Customer feedback and complaints	Annual mail-out	<p>Mail-out to residents that had previously contacted DHEAS.</p> <p>Feedback and complaints are collated and our Affordable Warmth newsletter reports back to customers where we have improved the service as a result of their comments.</p>	<p>Good engagement on ethnicity, gender, disability and age.</p> <p>For instance, our Customer Satisfaction Survey 2006 highlighted that we could do more to link in with other services and we now work more closely with the Council's welfare rights service to refer people for benefit checks.</p>	<p>Unable to analyse feedback and complaints broken down by religious belief and sexuality. Lack of feedback from new communities.</p>
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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
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<p>Consultation and community involvement</p>	<p>Consultation with internal and external partners is undertaken before the annual review of the Strategy is published.</p> <p>Consultation is undertaken through various means such as through the Derby Pointer Panel.</p> <p>Community involvement is limited but more is planned, especially for key target areas such as Normanton. This will help to engage with new communities</p>	<p>Derby City Council departments, external organisations such as the Primary Care Trust, Disability Direct, Age Concern and housing providers.</p>	<p>There is good and improving engagement with a wide variety of partners about their users. In addition, knowledge of the service is increasing.</p>	<p>Lack breakdown of customers by religious belief and sexuality.</p> <p>Currently gaps in ability to engage with new communities.</p>
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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
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Performance information including Best Value	Performance information collected annually Best Value Review of Housing Overview and Scrutiny review carried out in 2003	Sources including the Audit commission and the Pointer Panel	As previously stated, both customer feedback and external inspections of the service are very positive	n/a
Take up and usage data	Monitored annually. Consultation through the Derby Pointer. Over 12,700 households estimated to have been taken out of fuel poverty since 2001	Customer records.	Generally good engagement on ethnicity, gender, disability and age.	Religious belief and sexuality. New communities.
Comparative information or data where no local information	Extensive local information is available			
Census, national or regional statistics	Through Neighbourhood Statistics Website periodically	www.neighbourhood.statistics.gov.uk	Derby population broken down by ethnicity; age; disability and gender	Religious belief and sexuality. New communities.
Access audits or assessments such as DDA assessments	NA.			

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
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Workforce profile	The Affordable Warmth team consists of 3 members of staff. Therefore, ethnicity, age, gender and disability information is recorded and maintained by the DHEAS manager	Personnel details	The team consists of 3 members of staff. Currently there is one man and two women in the team. One member of the team has been recruited to target advice at the culturally diverse area of Normanton. This member of staff is Asian and speaks a number of community languages	Religious belief and sexuality information is not collated
Where service delivered under procurement arrangements – workforce profile for deliverers	N/A			
Monitoring and scrutiny outcomes	Overview and Scrutiny report undertaken internally Numerous external inspections have been undertaken			

Analysing the information you have 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?
Affordable Warmth	Advice on achieving affordable warmth	Good uptake from prominent BME communities as per response to question 5	Main BME groups receiving good service but New Communities groups may be missing out.	New Communities – Language barrier for non-English speakers.
	Advice on achieving affordable warmth	Good uptake from over 60s, disabled, main ethnic groups and equal male/female as per response to question 5	Main groups receiving good service but no monitoring of Sexuality and Religious belief.	No monitoring of Sexuality and Religious belief

Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

Objective/Target:	Monitor to see if any gaps in service provision for New Communities
Specific	Liaise with community groups and consult with community / carry out a survey to see if any gaps
Measurable	Number of new groups accessing the service
Achievable	Survey based on previous work
Relevant	Best method to reach New Communities groups
Timed	31 March 2008

Objective/Target:	Investigate opportunities to monitor service uptake based on Sexuality and Religious belief
Specific	Assess if there is a need to monitor uptake
Measurable	Extent of need
Achievable	Need identified
Relevant	Best method to assess whether service is adequate for the needs of particular communities
Timed	By 31 March 2008

Objective/Target:	More local outreach sessions to improve access to service
Specific	Providing opportunity for residents to access the service locally at libraries
Measurable	Number of residents getting advice at local libraries
Achievable	Have run local library sessions in the past
Relevant	Many residents use their local library as a place to get information
Timed	31 March 2008

Objective/Target:	Arrange two community consultation events to make sure the service provided is adequate
Specific	Providing opportunity for residents to tell us if the service is adequate
Measurable	Gather feedback from residents
Achievable	Good contacts within various communities to enable good consultation
Relevant	Best method to assess whether service is adequate for the needs of particular communities
Timed	31 March 2008

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
		2005/6	2006/7	2007/8		
Monitor to see if any gaps in service provision for New Communities	Liaise with community groups and consult with community / carry out a survey to see if any gaps	NA	NA	1 consultation event and 1 survey by 31 March 2008	Home Energy Advice manager	Annual
Investigate opportunities to monitor service uptake based on Sexuality and Religious belief	Assess if there is a need to monitor uptake	NA	NA	Liaise with key Sexuality and Religious belief contacts by 31 March 2008	Home Energy Advice manager	Annual
More local outreach sessions to improve access to service	Providing opportunity for residents to access the service locally at libraries	NA	NA	50 – (number of residents getting advice at local libraries) by 31 March 2008	Home Energy Advice manager	Annual
Arrange two community consultation events to make sure the service provided is adequate	Providing opportunity for residents to tell us if the service is adequate	NA	NA	100 by 31 March 2008	Home Energy Advice manager	Annual