

# **Equality Impact Assessment (EIA)**

Disabled Facilities Grant

## xxEquality 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: Disabled Facilities Grant

Assessment team leader name: Andrew Humberstone

Date of assessment: 25.2.09

Department responsible: Housing

Service Area: Private Sector Housing

Other members of assessment team:

Name	Position	Area of expertise	Comments
Fiona Brown	DCC Officer	Private Sector Housing	
Marta Hancock	Community representative	Customer	
Carole Hartland	Occupational therapist	Adult Social Services	
Cliff Hunter	DFG Manager	DFG's	
Safia Iqbal	DCC Officer	Private Sector Housing	
Nancy Pountain	Disabled People's Diversity Forum member	Disability equality and age	
Judy Bateman	Disabled People's Diversity Forum - Vice Chair	Disability equality	

Ann Webster	Equality and Diversity Manager	Equality Issues	
Mick Watts	Access Officer	Access for Disabled People	

<b>Question</b>	<b>Response/ findings</b>
<p>What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?</p>	<p>A Disabled Facilities Grant (DFG) is a grant available to owner occupiers, private sector tenants and Housing Association tenants towards adapting their homes to make it more suitable for a disabled person to live in. DFGs also deal with larger works in excess of the maximum minor adaptations limit (available via Social Services). Of £1,000 and is subject to means testing and may require a charge to be registered on the property.</p>
<p>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>Housing and advice services administer the overall DFG system and are responsible for carrying out such as tests of financial resources and managing the budget. Other departments are involved as follows...</p> <p>Adult social services carry out an assessment of what is needed, Housing look at what is reasonable and practical to deal with, architects provide a feasibility study and act on the behalf of the client including getting tenders for works and supervising the delivery of works.</p>
<b>Question</b>	<b>Response/ findings</b>
<p>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>Disabled people including children, older people, families and carers, home help services, Primary Care Trust, National health service, General Practitioners.</p>

<p>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>Independence Accessible housing for all Safety Early discharge from hospital Prevent homelessness Allow people to stay in their own homes. Allow disabled parents to care for their children Allow disabled children to have more choices and to achieve better day to day well being To prevent social exclusion To keep families together and to provide help for carers</p>
<p><b>Question</b></p>	<p><b>Response/ findings</b></p>
<p>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.</p> <p>What did they tell you?</p>	<p>Overview and scrutiny review approx 2002</p> <p>Government review of DFGs – the Bristol report</p> <p>Customer satisfaction survey form given to each customer. These forms are analysed when returned to deal with any dissatisfaction that is highlighted Need to develop annual review process of these to identify any trends and any equalities issues arising from these.</p> <p>Any Problems with the works carried out are dealt with by Social Services, the architects or the grants section as appropriate.</p>
<p><b>Identifying potential equality issues and factors</b></p>	
<p><b>Question</b></p>	<p><b>Response/ findings</b></p>

<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<p>Equalities monitoring is collected for all completed DFGs.</p>
<p><b>Question</b></p>	<p><b>Response/ findings</b></p>
<p>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>Need to analyse equalities monitoring at least annually to see if any particular groups have higher or lower take up than would normally be expected.</p>
<p>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?</p>	<p>Longer term need to consider the impact of an ageing population on the service and also on new emerging communities.</p>
<p><b>Question</b></p>	<p><b>Response/ findings</b></p>
<p>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>Information about the service is on the DCC website, an advert is place within the Derby Access Guide which is updated annually. GPs and Occupational Therapists are considered to have a good awareness of the service.</p> <p>There are funding issues peculiar to tenants of Housing Associations properties which have sometimes caused significant delays in these individuals getting their DFG.</p> <p>Budget restraints mean that there is a waiting list for this mandatory grant. The current backlog would require a one off injection of about £2m. Currently some lower priority cases have to wait for up to 24 months.</p>

<p>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>See previous answers to boxes above. Information from customer satisfaction and equalities monitoring is held on database by the housing department. Access to this information is through the DFG team.</p>
<p><b>Question</b></p>	<p><b>Response/ findings</b></p>
<p>Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?</p>	<p>Not at the moment, but we will be producing a Disabled People's Housing Strategy.</p>
<p>Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p>	<p>All customers are visited at home and are provided with support in their own homes to complete the necessary paperwork including the financial assessment. This has benefits for customers with difficulties in reading or writing, for example due to impaired vision and for others whose first language may not be English.</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
Customer feedback and complaints	Is collected via an ongoing survey of all customers who receive a DFG.	Held by Housing Department	There are no apparent trends that would indicate that any of the six equality strands are being disadvantaged however the information gathered is not as complete as it might be – see next box	Need to review and improve the equality form to include sexuality, religion and belief.  It is important that everyone involved in the whole delivery of DFGs from start to finish has disability equality training



<p>Consultation and community involvement</p>	<p>Community representatives involved in EIA review</p> <p>Overview and scrutiny review of 2002.</p>	<p>Customer</p> <p>Members</p>	<p>No issues were identified relating directly to the six strands, however it was identified that Housing Association Tenants have difficulties accessing services.</p>	<p>Community representative felt that DFGs might usefully be added to the diversity forum work plan.</p>
<p>Performance information including Best Value</p>	<p>Customer satisfaction levels are very high.</p> <p>The service is efficient and all available resources to carry out improvements are always deployed within the financial year.</p> <p>Some success at attracting additional funding from Regional Government in order to carry out additional works. History of successfully responding to ad hoc opportunities that arise.</p>			

Take up and usage data	Collected on an ongoing basis via Flare Database	Application data provided by the customer	This is not clear it has been identified that we need to improve the equalities information gathered to plug some gaps in our knowledge base and then to begin the process of undertaking regular periodic reviews of monitoring information.	See previous box.
Comparative information or data where no local information	Not applicable			
Census, national or regional statistics	Not applicable			
Access audits or assessments such as DDA assessments	Not applicable			
Workforce profile	Not applicable			
Where service delivered under procurement arrangements – workforce profile for deliverers	Not applicable			
Monitoring and scrutiny outcomes	Not applicable			

## 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?
DFG's	Ad hoc negotiations with Housing Associations to secure their commitment to carry out or contribute towards DFG	Housing Association Tenants have much more difficulty accessing this mandatory grant	All housing association tenants – delays in access to services.	All housing association tenants – delays in access to services


**Objectives - process, impact or outcome based**

Please give your proposed objectives/ targets in this table

<b>Objective/Target:</b>	
Specific	Develop protocol with Housing Associations to facilitate our timely provision of DFG's to their tenants
Measurable	All relevant HA to have signed overarching agreement
Achievable	Yes
Relevant	Yes
Timed	By end August 2009

<b>Objective/Target:</b>	
Specific	Change equalities box in customer feedback questionnaire
Measurable	To meet latest DCC requirements
Achievable	Yes
Relevant	Yes
Timed	By end May 2009

<b>Objective/Target:</b>	
Specific	Implement annual review of equalities information captured through above questionnaire
Measurable	Produce report identifying any trends or patterns
Achievable	Yes
Relevant	Yes
Timed	By end March 2010

<b>Objective/Target:</b>	
Specific	Amend and improve the languages box on all written DFG materials
Measurable	To meet latest DCC requirements as advised by Communications and Consultation Unit
Achievable	Yes
Relevant	Yes
Timed	By end May 2009.

<b>Objective/Target:</b>	
Specific	Approach Adult Social Services to provide clear simple contact details for ongoing maintenance issues
Measurable	Send formal written request
Achievable	Yes
Relevant	Yes
Timed	By end May 2009

<b>Objective/Target:</b>	
Specific	Diversity forum to include DFGs within their work plan
Measurable	To review and comment on DFG funding levels
Achievable	Yes
Relevant	Yes
Timed	By end March 2010.

<b>Objective/Target:</b>	
Specific	To Organise some disability equality training for people involved in DFG delivery
Measurable	Yes – by number of people attending training
Achievable	Yes
Relevant	Yes
Timed	By end March 2010.



