

# **Equality Impact Assessment (EIA)**

Older Person's Housing Strategy 2007 - 2010

## 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: Older Person's Housing Strategy 2007 - 2010

Assessment team leader name: Ian Fullagar

Date of assessment: December 2008

Department responsible: Housing and Advice Services

Service Area: Housing Strategy and Development Unit

Other members of assessment team:

Name	Position	Area of expertise
Ian Fullagar	Housing Strategy and Performance Manager	Head of Service, Housing Strategy and Development Unit
Maggie Fennell	Housing Strategy Development Officer	Member of the Corporate and Adult Services Equality Group; Housing and Equality Group and Chair of the Disabled Employees network and will have a significant role in the implementation of the Strategy
John Sheil	Housing Strategy Officer	Member of the Housing and Equalities Group; lead author of the Housing Strategy and will have a significant role in the implementation of the Strategy

	<b>Question</b>	<b>Response/ findings</b>
1.	What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?	The strategy focuses on the housing needs of people over 50 including those with physical and sensory impairments and mental health needs. The aim is to improve and increase the quality of and access to a full range of housing and housing related services for people over 50 who reside or wish to reside in Derby.
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	The strategy fall under an overarching document 'The Housing Strategy'. Therefore the Housing Strategy and Development Unit in partnership with a wide range of partner organisations including Statutory bodies such as the Police and Fire and Rescue Services, Registered Social and Private Landlords, PCT Greater Derby and Derbyshire, Private Developers, other Local Authority departments (including Adult Social Services and the Community Safety Partnership for instance) and Third Sector Organisations such as Charities and Voluntary Organisations. Work together to deliver actions against the Strategic aims and objectives.

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?	Men and Women aged 50 and older, residing in Derby City. Families and carers who may be in or outside the city. This of course includes the cross-cutting agenda of the further 5 strands of equality.
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4.	<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>The strategy has been developed in order ensure that housing services that:</p> <ul style="list-style-type: none"> <li>• Offer quality and choice of housing across all housing tenures and appropriate housing support to the older people of Derby to enable independent living where appropriate</li> <li>• Take account of the health and social care agenda of the Primary Care Trust and Adult Social Services.</li> <li>• Demonstrate our commitment to making sure older people receive fair, accessible and appropriate services</li> <li>• Respond to local need and aspirations</li> <li>• Take account of recent work at a local, regional and national level</li> </ul>
4.		<p>The following key actions have been identified as requiring additional research – in the action plan which is an addendum to the strategy.</p> <ul style="list-style-type: none"> <li>• Specific consideration should be given to older homeless people</li> <li>• Migrant workers – who may be older or have older members of extended families resident (property size implications)</li> <li>• Roma families which are currently</li> </ul>

		subsumed within the existing resident population – traditionally comprise of vastly extended households
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5.	<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>Housing Needs and Market Study 2007, Older People's Housing study 2003. Best Value Review Shelter Housing (Denise Brophy 2006). Indicated an over supply of unpopular housing and lack of Extra Care provision. Demographic models show and increasing and ageing population. Aspirations increasing amongst this age-group. Bedsit style accommodation is not popular. Apparent lack of attractive downsizing options both within the public and private sector and for homeowners, which could be addressed through home 'test drives' for instance.</p> <p>The following key actions have been identified as requiring additional research – in the action plan which is an addendum to the strategy.</p> <ul style="list-style-type: none"> <li>• Further research needs to be targeted at specific communities</li> <li>• The impact of overcrowding on older people should be considered</li> </ul>
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	<b>Identifying potential equality issues and factors</b>	
	<b>Question</b>	<b>Response/ findings</b>

1.	<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<p>We need to increase delivery of tailored services for Older People e.g. Extra Care. Independence, Isolation and sustainability key issues. There is limited access to appropriate information in order to allow informed choices. The provision of facilities and amenities when designing new developments and estates should include consideration for the ageing populations' needs and aspirations. The Lifetime Homes standard must be implemented in new build schemes and where possible and appropriate for refurbishments and adaptations.</p> <p>For older individuals within the LGBT communities Anti-Social Behaviour is an issue, there is a perception of a lack of support. For these communities kinship and care is important. There is a significant ageing Irish population and a lack of information available for this distinct cultural group. The needs of older gypsies and travellers have not been met.</p>
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2.	<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>Increasing areas of under occupation (where the household size is disproportionately smaller than that of the property capacity). Higher uptake of Carelink and Telecare services. The demographic information indicates a higher proportion of population living longer.</p> <p>Need to consider conditions associated with ageing such as dementia. Housing need will be required to acknowledge this for future design, build etc.</p> <p>As the general population ages the incidence of ill-health and acquired impairment and disability rises significantly. Some data is available however, which would indicate areas of best practice in addressing pro-active, reactive and preventative agendas. Action plan should make reference to this.</p> <p>A lack of data about the real picture of faith means that many services may overlook this important dynamic.</p>
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3.	<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>* Design and build must take this into account e.g. Older Person's accommodation should be able to allow carers to operate safely. Which bedrooms, beds etc.</p>	<p>Based on Office for National Statistics projections, the number of older people in Derby is set to increase by almost 30% in the next 20 years. This growth is the projected to be particularly marked amongst the older groups (65+), whose total population is projected to increase from 37,400 in 2005 to 51,300 in 2025.</p> <p>Additionally, the number of older people who have physical and/ or mental frailty is increasing; the number of older people who are owner occupiers is increasing and the expectations and aspirations of older people are increasing.</p> <p>The reduction of residential care beds and lack of appropriate Extra Care sheltered housing for frail and vulnerable people is exacerbating the situation of delayed transfers from hospitals to more appropriate settings.</p> <p>These changes will have significant implications. The Strategy should encourage lobbying of private household builders, planning policy and developers to build to lifetime homes standard as a minimum.</p>
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		<p>The way in which development is funded does impact on the quality and quantity of accommodation available for older people. The current (2008/09) economic downturn means that pensioners living on fixed incomes and the interest of any savings are experiencing financial hardships – compounded by real time increases in the costs of basic commodities. For some this means that more suitable accommodation is not affordable.</p> <p>Consideration should be given to allowing a bed space for a carer at independent and support accommodation schemes.</p>
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	<b>Question</b>	<b>Response/ findings</b>
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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>BME communities – Cultural needs Older Person's Housing Strategy was written specifically to encompass: ethnicity, gender, separation / dignity, sexual orientation and expression. There is a further requirement to ensure that all groups are recognised appropriately. Additionally, the issues relating to extended family living have not been specifically considered.</p> <p>The drive to increase lifetime homes in new build and the adaptation agenda may actually encourage and enable individuals to under-occupy in the future. Specific under occupation policies and protocols will try to redress the balance.</p>
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5.	<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>Information in respect of older people exists in a variety of formats, sometimes tailored for the needs of specific service delivery. This information can be used to validate and verify research findings or indicate areas of concern.</p> <ul style="list-style-type: none"> <li>• Carelink data ( a service promoted to and primarily taken up by older people)</li> <li>• Home Improvement Agency data a service promoted to and primarily taken up by older people)</li> <li>• Older person’s research (Housing led and specific to strategy development)</li> <li>• Housing Needs and Market Study research (includes older people input)</li> <li>• Fuel poverty research (those older people on low or fixed incomes are more likely to be fuel poor)</li> <li>• Seniors Forum ( a specific group of Derby citizens who lobby for inclusion and change)</li> </ul>
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		<ul style="list-style-type: none"> <li>• Audit Commission inspection report (Derby Homes 2006 – findings include recommendations for the provision of housing and housing related support service for older people)</li> <li>• Shelter publications in respect of Homeless People</li> </ul> <p>The Data Warehouse offers access to timely and accurate information. Customer Service Monitoring of housing related support services can be used as an early indicator and is readily available.</p>
	<b>Question</b>	<b>Response/ findings</b>

6.	Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?	<p>Objectives include the reduction of the numbers of vulnerable people living in non-decent housing, the provision of quality options for older people across all tenures and an increase in independence.</p> <p>Against the Local Area Agreement, when measuring increases in independent living, performance is good. The number of non-decent households is decreasing, in part due to targeted interventions, for example some elderly person's accommodation has been decommissioned. Performance measurements made against the Older Person's Housing Strategy for benefits and pension uptake indicate fair to good levels. Fuel Poverty – uptake of grants and advice has been good, but significant increases in the baseline cost of utilities have eroded the differential, some inequalities exist between RSL providers, these should be highlighted and addressed (i.e., access to Warmfront grants and products). Worklessness is an issue as increasing numbers of older people find that their pension funds become depleted or under subscribed due to economic conditions oblige them to extend their working lives to meet basic needs. The strategic aim of providing a degree of Extra</p>
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		Care within the City is in sight. A joint target of reducing bed blocking with PCT partners has fair to good levels of performance.
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7.	Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?	<p>The Strategy has positive impacts on the lives and living conditions of older people, through the provision of:</p> <ul style="list-style-type: none"> <li>• Extra Care Housing</li> <li>• Fuel Poverty interventions</li> <li>• Aids and adaptations Services</li> <li>• Financial Advice Services</li> <li>• Information Signposting services</li> <li>• Asian Elders Services</li> </ul> <p>Negative – limited service for</p> <ul style="list-style-type: none"> <li>• Older Drinkers</li> <li>• Older Homeless People</li> <li>• Older people from abroad who are ineligible to access publicly funded services</li> <li>• LGBT older people</li> <li>• Older people with HIV</li> <li>• Incept of charges for Domestic Support services (Home Care)</li> <li>• Lack of link to CSP – distraction burglaries etc.,</li> </ul> <p>Other negative impacts may be present as there are information gaps or information gathered needs disaggregating to discern effects against the other 5 strands.</p>
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		Therefore, an action should be included to discern these where possible.
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## 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

<b>Data or information</b>	<b>When and how was it collected?</b>	<b>Where is it from?</b>	<b>What does it tell you? You need to consider all six equality strands where you can</b>	<b>Gaps in information</b>
Customer feedback and complaints	Contact from customers throughout the year	Various contacts from customers	None received as yet	Fewer complaints made may not indicate fewer problems – but a lack of knowledge of mechanisms or faith/trust in the system.

Consultation and community involvement	Significant consultation with a variety of groups during formulation of the strategy and during its implementation	Various consultation events	Isolation is a key issue across all diversity strands in older people; older people view independence as important; there is a lack of culturally specific sheltered housing	Those available do not engage effectively with minority groups or gain the trust these groups. The profile of groups is not known or misunderstood leading to lack of access and inequality of opportunity
Performance information including Best Value				Limited user involvement – could make better use of customer led mystery shopping.
Take up and usage data	Used to verify and validate others strategic aims	Used by other agencies and departments	Covers 6 strands	Limited data on take up re: LGBT/faith – must address monitoring mechanisms
Comparative information or data where no local information	Covers age but not data from other strands	Includes Census; agencies such as Age Concern; Erosh and the Housing Needs and Market Study	Ageing and ethnically diverse population Disability and dementia are increasing	Need to disaggregate data and address collation in respect of strategy.

Census, national or regional statistics	Census data; Poppi projections and other statistics used		Ageing and ethnically diverse population	Full detail available and worked into strategy.
Access audits or assessments such as DDA assessments	N/A			N/A – available in other formats
Workforce profile	N/A			N/A – could drill down to agency profiles?
Where service delivered under procurement arrangements – workforce profile for deliverers	N/A			All Council procured services have a requirement at Pre-Qualification Question for Equality and Diversity policies to be in place and for organisation profile information to be provided, this could be extended to cover sexual orientation and faith.

Monitoring and scrutiny outcomes	To report annually			
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### Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

<b>Objective/Target:</b>	<b>Set up annual review of strategy actions</b>
Specific	Distribute progress to Senior Management Team and at Strategic Liaison
Measurable	Yes
Achievable	Yes
Relevant	Yes
Timed	Yes

<b>Objective/Target:</b>	<b>Increase monitoring of appropriate data regarding Lesbian; Gay; Bisexual and Transgender population</b>
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Specific	Work with Derbyshire FRIEND to identify gaps in information
Measurable	Yes
Achievable	Yes
Relevant	Yes
Timed	Yes

<b>Objective/Target:</b>	<b>Use existing performance framework to develop concise performance measures</b>
Specific	Yes
Measurable	Yes
Achievable	Yes
Relevant	Yes
Timed	Yes

## 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
		2009/10	2010/11	2011/12		
Make sure that the strategy action plan is kept up to date	Set up annual review of strategy actions	Yes	Yes	Yes	John Sheil/ Maggie Fennell	Annual
Improve collation of data relating to LGBT issues	Increase monitoring of appropriate data regarding Lesbian; Gay; Bisexual and Transgender population	Yes			John Sheil/ Maggie Fennell	Annual
Improve performance monitoring	Use existing performance framework to develop concise performance measures	Yes			John Sheil/ Maggie Fennell	Annual