

# **Equality Impact Assessment (EIA)**

Supporting People Strategy

**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: Supporting People Strategy

Assessment team leader name: Andrew Humberstone

Date of assessment: 8<sup>th</sup> February 2011

Department responsible: Adults Health and Housing

Service Area: Supporting People

Other members of assessment team:

<b>Name</b>	<b>Position</b>	<b>Area of expertise</b>	<b>Comments</b>
Andy Humberstone	PSH & SP Manager		
Linda McCay	C & R Manager		
Ryan Esson	Monitoring Officer		
Pam Thompson	Equalities Officer		
Marta Hancock		Disability issues/Peer Review	
Sarah Fletcher			
Hazel Simpson		Disability issues	
Judi Bateman			

<b>Question</b>	<b>Response/ findings</b>
What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?	To set out the future of Housing Support for vulnerable people for the period of 2011 – 2014.  “To provide housing related support services that meets the needs and aspirations of people in Derby”
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	Supporting People Team , Providers and Partners e.g. and Peer Review Group.
<b>Question</b>	<b>Response/ findings</b>
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?	Client Groups, Providers, partners and voluntary groups.
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?	To maintain and achieve independence for the older, long-term sector, have a positive planned move-on. Have a good range of other outcomes such as economic, wellbeing, being safe, enjoyment, achievement and personalised services with person-centred support plans.
<b>Question</b>	<b>Response/ findings</b>
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?	Audit Commission of 2005. The inspection showed as fair with good prospects of improvement. Better provider and service user engagements were needed (which has been done). Also an action plan has been developed and recently implemented

<b>Identifying potential equality issues and factors</b>	
<b>Question</b>	<b>Response/ findings</b>
<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<p>It shows that the percentage of female service users compared to male is very low – although this may be due to them receiving better outcomes and reusing services less than males. That there is a large gender disparity for short term services. LGBT are not measured (lesbian gay bisexual and transgender)</p> <p>PSD (physical and or sensory disability) need to be benchmarked in Derby. (We need to find out the general population figures for this group).</p>
<b>Question</b>	<b>Response/ findings</b>
<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>There is an under representation of Asian groups – similar to national categories. However, there are specialist services such as: Refuge, Hadhari Nari, Refugee, Rethink, Rawdon Street</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>There is an emergence of Eastern European minorities, although absolute numbers have reduced recently. Increasing in the ageing population, living longer, and higher impact on older services.</p> <p>Polish have an established infrastructure. Refugee provides advice and help for above</p> <p>Anecdotal evidence reports not enough supported accommodation for younger persons with disabilities.</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>Sheltered Housing operates a flexible system, allows younger people with disabilities to obtain services. There are exclusion policies in place. There is no provision for male DV or for males with children fleeing DV.</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>Information is monitored via the government national framework</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>All providers are required to have EIA, this is validated by the SP team and Peer Reviewers annually and with contract management meetings</p>
<p>Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p>	<p>Outcomes by client groups produced by monitoring officer</p>

**NOTE**

**Put reference to WIKI in strategy and provide link.....**

## 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	Business as Usual	Service Users Providers Partners	Since 2003 only one complaint was raised re: an equality issue	
Consultation and community involvement	Peer Review Validation Visits Stake holder Feedback Provider forum	PR's Partners Forums Sub Groups	No identifiable actions	Mystery shopping regarding advice given to customers during telephone enquiry stage
Performance information including Best Value	ongoing	Providers via framework QPI's, QAF, CMM		
Take up and usage data	Ongoing data required by RE	providers		

Comparative information or data where no local information	Regional benchmarking data	Other local authorities	We spend a greater proportion of our SP funding and have proportionally more units of provision for people with mental health problems and single homeless people than our comparators.	
Census, national or regional statistics		Government 2001 census		
Access audits or assessments such as DDA assessments	Some providers have done bespoke audits completed 2010	Providers		Only have partial information PR's could do Mystery Shopping (review) with Derby Access Group leading to compilation of list of SP disabled friendly buildings.
Workforce profile	Ongoing	HR	No issues	
Where service delivered under procurement arrangements – workforce profile for deliverers	Providers required to collate information	Providers	No clear picture as yet	Many providers used to fail to comply with collection requirement – though this has been addressed
Monitoring and scrutiny outcomes	See above			



## Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

<b>Service or function</b>	<b>Policy or practice</b>	<b>Findings</b>	<b>Which groups are affected and how</b>	<b>Whose needs are not being met and how?</b>
Supporting People	Access criteria	There is a lack of place of safety accommodation in the City for men and for families with older male children	Families fleeing domestic violence	Men and families with older male children – who are fleeing domestic violence – no provision within the City
Supporting People	Accessibility of offices and accommodations	There is a lack of information about accessibility for housing support services	People with physical disabilities	People with physical disabilities - Lack of suitable information available

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

Please give your proposed objectives/ targets in this table

<b>Objective/Target:</b>	
Specific	<b>Equality based mystery shopping exercise</b>
Measurable	To be completed by peer reviewers
Achievable	
Relevant	
Timed	By end September 2011

<b>Objective/Target:</b>	
Specific	<b>Begin to collect equalities monitoring information that includes GLBT</b>
Measurable	Issue worksheet to commence collection of data from 1 April 2011
Achievable	
Relevant	
Timed	By end March 2011

<b>Objective/Target:</b>	
Specific	<b>Develop a process to ensure providers workforce profiles are looked at in line with EIA</b>
Measurable	Issue worksheet to commence collection of data from 1 April 2011
Achievable	
Relevant	
Timed	By end March 2011

<b>Objective/Target:</b>	
Specific	<b>Accessibility audit of provider offices and accommodations</b>
Measurable	Carry out audit of priority top ¼ of providers
Achievable	
Relevant	
Timed	By end December 2011

## 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
		2011/2012	2012/2013	2013/14		
Equality Targets	CB to agree		CB agree	Monitor	AH	Quarterly
Mystery Shopping	Peer reviewers to partake	Devise script and start June 2011			KW	Annually
Providers to collate GBLT information	Write to providers, take to provider forum amend Contract Management (CM) agenda	June 2011			SPO's	Annually
Workforce profiles	Write to providers amend CM agenda	June 2011			SPO's	Annually