

## Equalities Impact Assessment Completion Form

**1. What is the name of the service, policy, procedure or project to be assessed?**

Older Person's Housing and Support Strategy – My Home, My Future, My Choice

**2. Briefly describe the aim of the service, policy, procedure or project. What needs or duties' is it designed to meet?**

The strategy sets out the proposed provision of housing and support for Older People within Redditch over the next sixteen years.

The strategy is directed towards achieving for older people the principal objectives of:

- Ensuring they are socially included, and have a good quality of life
- Enabling them to live independently for as long as possible
- Preventing adverse health conditions that limit their independence
- Providing good quality homes that are appropriate to their needs
- Providing good quality housing support that is appropriate to their needs
- Focusing housing and support on those in most need, and on unmet needs

**3. List your customers/ stakeholders**

The strategy focuses upon Older People who are defined as being those aged 65 or over but as the Strategy goes up to 2026, all residents over 45 years old have been considered within the consultation groups. Stakeholders represent all equalities groups.

**4. How do you know who they are?**

Information taken from population profiling

Consultation Questionnaires

Consultation Events

Supporting People Returns

Saffron Housing Data Base

Special Needs Records

Information recorded via the Abrisas System regarding:

- Housing advice / assistance
- Waiting List Statistics

**5. Do any of your customers/ stakeholders come from the following Equality Groups?**

Equality Group	Yes	No	Further Evidence Needed
Race / Minority Ethnic Groups	Yes		
Disability	Yes		
Gender ( Male/ Female )	Yes		
Gender Re-assignment (Trans-sexual)	Yes		

Marital Status	Yes		
Sexual Orientation	Yes		
Religion/ Belief	Yes		
Age	Yes		
Income group	Yes		
Rural/Urban mix	Yes		
None of these			

**6. What activities have you undertaken to establish the information to answer questions 4 and 5?**

**Who have you consulted and what methods have you used?**

Whilst developing the Older Persons' Housing Strategy extensive consultation was undertaken with local residents, tenants, support service users, staff and Councillors. A summary of the consultation undertaken is included below:

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Staff conference, Town Hall	07.09.09	To provide an update on the Strategy, its Action Plan, to launch consultation and collect feedback.	39 staff and 9 facilitators – including the Housing Management team and Older Persons Housing Strategy Project Group
Public conference, Town Hall	25.09.09	To provide an update on the Strategy, its Action Plan, to launch consultation and collect feedback.	41 members of public, 17 staff – including the Housing Management Team and the Older Persons Housing Strategy Project Group, 5 councillors, 3 external agencies
We are Redditch, Market area	27.09.09	To raise awareness of the Strategy and consultation and to collect feedback	General public
Money Matters Kingfisher Centre	29.09.09	To raise awareness of the Strategy and consultation and to collect feedback	General public
Borough Tenants Panel	29.09.09	Project Group to provide an update	11 members of the Borough Tenants Panel, Sharon Powell and Emma Cartwright (from Older Persons Housing Strategy project group).

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Neighbourhood groups	Sep/Oct 2009	Briefing note provided with an update for circulation to members across all neighbourhood groups	Residents and officers
Scheme visits	01.10.09-14.10.09	<p>To provide updates and to discuss in detail:</p> <ul style="list-style-type: none"> <li>• The Strategy</li> <li>• The priorities in the Action Plan</li> <li>• The 15 standards</li> <li>• Alternative options</li> <li>• Introductory tenancies</li> <li>• Local lettings plans</li> <li>• Decision making process</li> </ul> <p>There was also an opportunity for questions and to complete a feedback form</p>	<p>18 events were held by the Project Group and supported by the Home Support Supervisors and Officers (24 members of staff in total). Overall, 197 residents including 9 councillors attended the sessions. The majority were held in schemes. A morning, afternoon and an evening session were also held at the Town Hall.</p> <p>(minutes are available)</p>
Customer Service Week Kingfisher Centre	7.10.09	To raise awareness of the Strategy and consultation and to collect feedback	General public
Community Forum	14.10.09	To provide a Presentation delivering an update on the Strategy and the consultation. There was also an opportunity for questions.	26 members of the Community Forum. Presentation delivered and questions answered by Sharon Powell (Older Persons Housing Strategy Project Group)

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Scheme bulletins	Monthly from October 2009	To provide a monthly update on the progress of consultation as requested. Ongoing feedback was encouraged.	Displayed on all scheme notice boards.
Newsletter	December 2009	Update on consultation undertaken so far <ul style="list-style-type: none"> <li>• Addressed main concerns</li> <li>• Provided contact details</li> <li>• Consultation statistics</li> <li>• Advised what happens next</li> </ul>	2000 distributed to: scheme residents and over 50's on sheltered housing waiting list.
My Home, My Future, My Choice Residents Group	Monthly from January 2010	To discuss all the key issues raised during consultation and examine ways forward. The group adhere to terms of reference which ensure everyone is heard and represents all residents interests.	Regularly attended by members of the project group, councillors and members of the public including scheme residents, other council tenants and owner occupiers with an interest in the outcomes.
Scheme visits with councillors	22.02.10 – 26.02.10	To allow councillors involved in decision making an opportunity to take a tour of the schemes. Residents and members of the 'My Home, My Future, My Choice Residents Group were invited along and given the opportunity to point out relevant issues to councillors.	Officers, councillors and residents

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Property Inspections	March 2010	Capital Operations Manager's physical inspection of schemes	Inspections conducted by Ian Ranford (Capital Operations Manager) and Carol Cockette (Special Needs Team Leader) Some scheme residents and members of 'Residents Group' also attended some of the inspections.
Feedback conference	31 <sup>st</sup> March, 2010	To provide outcomes of the consultation events. This event was held as requested by residents following the public conference in September, 2009. The Council was asked to hold another conference to let everyone know how much consultation had been carried out and the results.	2000 invitations sent to: scheme residents, waiting list for sheltered accommodation, those who expressed an interest in being involved, residents group, staff and relevant organisations.  Attended by 56 members of public, 14 staff – including the Housing Management Team and the Older Persons Housing Strategy Project Group, 3 councillors, 2 external agencies
End of consultation questionnaire	April 2010	To update and identify awareness and understanding of consultation among vulnerable residents. This was produced further to feedback from the conference in March where a concern was raised that some tenants may not have had a chance to comment.	Approximately 800 questionnaires taken to homes by Home Support Officers to discuss. Over 300 responses received and actioned appropriately (i.e. Post/telephone or visit as requested by residents)

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Briefing note	May	A brief summary of the strategy and consultation to those who requested more information following the end of consultation questionnaires	Approximately 80 have been posted or hand delivered on request.
Community Forum	1 <sup>st</sup> June, 2010	An update was taken to the Community Forum with an opportunity for questions. An invitation was extended to members to join the 'My Home, My Future, My Choice Residents Group'.	
Other	Ongoing	To provide quality information, assurance and clarification when requested.	Project group meetings, resident group meetings, telephone calls, general correspondence

The My Home, My Future, My Choice Residents Group was actively involved in considering the proposals and have contributed to the final development of the Strategy.

The draft strategy and action plan was circulated to the Residents Group, Partner Organisations in the Voluntary Sector, Supporting People and the Housing Advisory Panel. The comments from all of these have contributed to the final Strategy.

Officers have taken note of relevant legislation, case law and best practice and consulted with advisers from Communities and Local Government and other Local Authorities during the development the Older Persons' Housing Strategy.



**7. Is there evidence that any groups are being treated unfairly, directly or indirectly?**

Equality Group	Yes	No	Further Evidence Needed
Race / Minority Ethnic Groups	<p>Yes</p> <p>The numbers of ethnic groups supported via the Home Support Service is not representative of the numbers in the population.</p> <p>Translation of leaflets regarding housing and support services are only provided in the 5 most common languages. We have a wider range of language options on the translation software featured on the website. Translation can also be provided via Ethnic Access Link. There does remain potential for some applicants to be adversely affected or not be aware of all the translation services available to them. Applicants who don't speak English as a first language would have to seek additional assistance to be able to access the service and to enable active participation in the Choice Based Lettings system to access sheltered accommodation.</p>		

**APPENDIX 10**

Equality Group	Yes	No	Further Evidence Needed
Disability	<p>Yes</p> <p>Analysis regarding the allocation of properties to those with disabilities demonstrates that on average those over 50 years old with disabilities are allocated accommodation twenty nine days quicker than single people under the age of 50 years old.</p> <p>The strategy gives scope for sheltered accommodation to be allocated to younger people with disabilities and reduce the time they are required to wait. This is unlikely to have a detrimental effect on older people with disabilities as over 38% of those in sheltered accommodation currently have no support needs.</p>		
Gender ( Male/ Female )		<b>No</b>	

**APPENDIX 10**

Equality Group	Yes	No	Further Evidence Needed
Gender Re-assignment (Trans-sexual)		<p><b>No</b> We have a very small number of applicants for who have declared this when registering with Redditch Home Choice but there are no obvious reasons why they would be disadvantaged in respects of the sheltered scheme.</p> <p>Based on population numbers and recent legislative and medical changes it is likely that we will see a greater number of people identifying themselves in monitoring surveys.</p>	

Marital Status		<b>No</b>	
Sexual Orientation		<p><b>No</b></p> <p>We have singles and same sex couples who have been successful in accessing housing via Redditch Home Choice although it is unclear how many of these access sheltered accommodation.</p> <p>We have a very small number of applicants who have declared when registering with Redditch Home Choice but there is no reasons why they would be disadvantaged.</p>	

**APPENDIX 10**

Religion/ Belief			There was very limited information on this captured as part of the consultation on Older Persons accommodation.
Age		<p><b>No</b></p> <p>The strategy seeks to meet the needs and aspirations of Older People over the next 16 years.</p> <p>It has been based on extensive consultation.</p>	
Income group	<p><b>Yes</b></p> <p>Older people are amongst the most disabled based on population profiling. National statistics also shows that the more disabled you are the more poor you are likely to be. The strategy will ensure that sufficient housing and support are provided to meet the needs of older people over the next 16 years.</p>		<p><b>We do not record information about income on our application forms which makes it difficult to monitor</b></p>

Rural/Urban mix	<p><b>Yes</b></p> <p>The strategy has identified that some sheltered schemes are surrounded by better transport links and services than others.</p>		
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**8. Please detail the information you have gathered to support the answers to question 7.**

Equality Group

Evidence gathered

Race / Minority  
Ethnic Groups

**Supporting people returns show that the Home Support Service does not support all ethnic groups. Further information regarding allocation into Sheltered Accommodation and consultation with all groups are required to establish the reasons for this discrepancy.**

Disability

**Abritas statistics regarding allocations to disabled groups.**

**Supporting people returns regarding the numbers of tenants with support needs.**

**In Redditch there are no specialist housing schemes for those with sensory impairments or younger disabled people. Further consultation is required to establish if some accommodation no longer required for Older People could be used for those groups.**

Gender ( Male/  
Female )

**Allocations statistics and Supporting People returns**

Gender Re-assignment (Trans-sexual)	<b>Waiting List information</b>
Marital Status	<b>Waiting List information</b>
Sexual Orientation	<b>Waiting List information – limited information available</b>
Religion/ Belief	<b>Further Evidence Required</b>
Age	<b>Waiting List Information Consultation questionnaires Supporting People Information</b>
Income group	<b>National Statistics Further Evidence Required</b>
Rural/Urban mix	<b>Scheme Inspections</b>

- 9. Is there any justification for any unfairness identified in question 7 - for example, disproportionate cost? Describe the supporting evidence.**

There is no justification for the unfairness identified in question 7.

- 10. If you have identified any area of unfairness that cannot be justified, how will you eliminate or minimize this?**

Please refer to Action Plan in Question 13.

- 11. The results of your research and any justifications must be easily available to the public. When, where and how will you publish this information?**

Redditch Borough Council will publish the Impact assessment on the Internet and also take it to the Community Forum for their comments.

- 12. In support of the Single Equalities Scheme, you are required to regularly monitor all policies and services for fairness. What plans do you have to monitor this particular service, policy, procedure or project?**

The Impact Assessment will be regularly reviewed in line with corporate guidelines.

- 13. Your findings now need to be managed through your Departmental 3 Year Rolling Equality Action Plan. Please complete the final section of this form.**



Action Required	By Whom	By When	Signed when complete	Priority	How has this Promoted Equality?
Undertake further consultation with all ethnic groups to identify why there is an anomaly between the numbers seen accessing housing and support service.	Sharon Powell	December 2010			There will be actions identified as a result of the consultation which will ensure that inequality is reduced.
Undertake further consultation with all disability groups to ensure that their needs are being met and make recommendations regarding future allocations.	Sharon Powell	December 2010			
Review the schemes for Older People that do not have services or transport links which consultation shows will be required in the future.	Liz Tompkin	August 2010			

**Equality Impact Assessment undertaken by .....**  
**( Signed )**

**Full name (in capitals please) Elise Hopkins**

**Position in the council Housing Options Manager and Housing Diversity Champion**

**Date: 21 June 2010**

**When you have completed this form, please retain a copy and give a copy to Sarah Kelsey Strategy and Partnership Assistant and Claire Felton Equalities officer**

## Glossary

### Adverse impact

- Where one or more group of people is disadvantaged by a policy or procedure.

### Direct discrimination

- Treating someone less favourably than someone else in the same circumstances, e.g.:
  - Racist or sexist banter, derogatory comments and innuendo
  - Failure to treat grievances seriously
  - Failure to investigate grievances effectively
  - Inconsistent, irrational and subjective behaviour by employer
  - Failure to train staff and managers.

### Indirect discrimination

Where an unjustifiable condition, e.g. in the provision of a service or job specification, has the effect of excluding a particular group. Even if this is unintentional, it can still be unlawful, e.g.:

- Unnecessary height restrictions
- Refusing training for promotion to part-timers
- Fluency in language
- Not allowing wearing of religious clothing
- Word of mouth recruitment
- Qualification requirements being too demanding for the level of the job.

**Policy, Practices and Services**

- Refers to any activity of the Council, be that a service we provide, an initiative we run, a policy we write or a procedure we observe.
- It may refer to the way we do things which are customary
- It may refer to activities we undertake such as meetings, focus groups or publications we produce

## Equality Groups

- all equality groups referred to in the assessment can be broken down into further sub groups as follows
  - Race/ Minority Ethnic Groups - consider all the categories in the Census
  - Consider issues around race, colour, nationality, national or ethnic origin
  - Ethnic origin legally applies to Jews, Gypsies, Sikhs Irish and Scottish Travellers
  - White British
  - White Irish
  - Any other White Background
  - Black Caribbean
  - Black African
  - Any other Black background
  - Pakistani
  - Indian
  - Any other Asian Background
  - White & Black Caribbean
  - White & Black African
  - White & Asian
  - Any other Mixed Background
  - Chinese
  - Any other Ethnic Group
- Disability - consider all types of impairment, physical and mental, sensory, visible and hidden
  - People with learning disabilities
  - Disabled children
  - Young disabled people

- Parents of disabled children
- People with mobility impairments
- Wheelchair users
- Mental health system users/ survivors
- People with HIV/ Aids
- People with visual impairments
- Deaf or hearing impaired people
- People with hidden impairments
- People with cancer
  
- Gender ( Male/ Female ) - consider whether something has a different impact on men or women - particularly if it has more of an impact on women, consider the impact if they have carer responsibilities whether it is childcare or other types of care
  
- Gender Re-assignment ( Trans-sexual )
  - Consider all stages of re-assignment, before, during and after
  
- Marital status
  - Consider all marital statuses
  - Married, widowed, divorced, separated, co-habiting, civil partnership
  
- Sexual orientation
  - Consider orientations
  - Gay – usually refers to men with sexual orientation towards other men although sometime refers to women with sexual orientation towards other women
  - Lesbian – refers to women with sexual orientation towards other women

- Bisexual – refers to men and women with sexual orientation to either their own sex or the opposite sex
- Heterosexual refers to men and women with sexual orientation towards the opposite sex
- Religion/ Belief – for more detailed information refer to the Acas Booklet – Religion or Belief in the Workplace - consider the main and the minority religions
  - Christianity
  - Hinduism
  - Islam
  - Judaism
  - Sikhism
  - Baha'i
  - Buddhism
  - Jainism
  - Paganism
  - Parsi or Zoroastrianism
  - Rastafarianism
- Consider beliefs e.g.
  - Atheism
  - Agnosticism
  - Humanism
- Age - consider all age groups
  - Children pre school and school age
  - Teenagers
  - Young adults

- Middle aged adults
- The elderly
  
- Income group - consider all income groups
  
- Those in employment
- Those on high incomes
- Those on low incomes
- Those on benefits
  
- Rural/ urban mix
  
- Consider all types of location in the district
- Wholly rural areas
- Villages
- Towns
- Urban fringe areas
  
- None of these