

Notes of Equalities Impact Assessment
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Name of policy, practice, service or function: - **Housing Renewal Policy**

Assessment team leader name: - **Ian Fullagar**

Date of assessment: **13th July 2011**

Department responsible: **Adults Health and Housing** Service Area: **Strategic Housing**

Members of assessment team:

Name	Position	Area of expertise	Comments
Ian Fullagar	Head of Strategic Housing	Housing Strategy	
Henry Cipcer	Housing Projects Manager	Private sector housing	
Martin Brown	Housing Initiatives Manager	Private sector housing	
Jeremy Mason	Housing Strategy Officer	Housing Strategy	
Tony Briggs	Empty Homes Manager	Private sector housing	

Question	Response/ findings
What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?	<p>To set the strategic framework for the City Council's housing renewal policy, to include grants and assistance that are only available to residents who qualify – such as Disabled Facilities Grants, Minor Works Assistance etc.</p> <p>To raise standards of living in the private sector and to reduce the amount of unsuitable housing in the City.</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>The Housing Renewal Policy is delivered by Strategic Housing Division via the following:</p> <p>Home Improvement Agency (HIA) including Handy Person Scheme</p>

	<p>Disabled Facilities Grants (DFG) Minor Works Assistance Supporting People Empty Homes Service* Compulsory Purchase Programme Decent and Safe Homes (DASH) Project Community Energy Saving Programme (CESP) in partnership with Eon Local lettings Agency</p> <p>In partnership with several other council departments including Council Tax, Electoral Roll, Climate Change Team, Housing Standards Team and external organisations</p> <p>* The Empty Homes Service has its own strategy and equality impact assessment, therefore no further mention of this element will be made in this document</p>
<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>All equalities groups are included within the strategy</p> <p>CESP: residents in qualifying areas of the City living in hard to heat homes</p> <p>DASH: Private sector landlords and tenants</p> <p>Handyperson Service: Residents over 60 in receipt of benefits, or any resident over age 75</p> <p>DFG: Disabled residents requiring adaptations costing more than £1000</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>Positive outcomes in regard to facilitating independent living, allowing people to remain in their own homes, reducing burdens on the NHS and Social Care budgets</p> <p>Positive outcomes in relation to the provision of safe, warm and secure housing and contributing to sustainable communities.</p> <p>Improving suitability of the accommodation for groups referred to above.</p> <p>Contribution to the wider aim to reduce</p>

	fuel poverty
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>Processes were included in the Charter Mark process, 1995, 1998, 2001, 2005, 2008.</p> <p>In-house consultation and policy review.</p> <p>Adult Services and Health Commission (Overview and Scrutiny Commission) - DFG's (2004) and Handyperson scheme (2009). All recommendations implemented.</p> <p>Government Office for the North West Health Impact Assessment on Decent Homes (2009). Aspects of Derby's area based delivery methodology identified as good practice.</p> <p>Industry award for DASH team in 2009, commendation for Local Letting Agency at same awards in 2010.</p>

Identifying potential equality issues and factors

Question	Response/ findings
What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring	<p>In general, the worst housing tends to be in areas with higher BME population, level of deprivation and relatively greater level of need.</p> <p>The DCSP 2008 Population, Migration and Community Profile for Derby shows: 22% of people are not from White British background 49.3% of the total population of Derby are women.</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>Services are targeted at specific groups to the exclusion of others. Elderly, disabled and vulnerable people will use the service if they are eligible.</p> <p>27% of the recipients of Disabled Facilities Grants in 2010/11 were of BME origin and 78% were over the age of 60. 93% of recipients of Home Improvement Agency Services were over the age of 60 and 10% were of BME origin.</p>
Have there been any important demographic changes or trends locally?	Economic uncertainty, job losses etc have seen an increase in the number of people

<p>For example is the population changing, and if so, how and what might that mean for the service or function?</p>	<p>losing their homes and a general stagnation of the housing market. This has led to a larger number of properties being left empty for longer periods as they have not sold or are being left empty by a property owner until such time as the housing market recovers. Owners also do not want to risk property damage from tenants.</p> <p>Demography is changing through:</p> <p>More single households Aging population Cultural and ethnic diversity through migration Fuel prices and fuel poverty</p> <p>These factors all put pressure on available housing resources and demonstrating the need reoccupy existing properties that are currently not part of the beneficial housing stock, and increased need for adaptations and minor works that allow continued occupation.</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>Gender: 65% of recipients of Disabled Facilities Grants in 2010/11 were women. 73% of recipients of services from the Home Improvement Agency were women.</p> <p>Disability: There is an ongoing need for accessible homes.</p> <p>Age: Elderly people are more likely to access services due to infirmity</p> <p>Race: Poor housing conditions tend to be concentrated in central areas with higher BME populations</p> <p>Deprived areas: (See above for race)</p> <p>Sexual orientation: No issues identified</p> <p>Religion and Belief: No issues identified</p> <p>Advice will be sought on how to monitor issues that are not currently monitored</p>
<p>What information or data exists? For example, statistics, customer feedback,</p>	<p>PM11 - Number of vulnerable people helped to remain in their own homes</p>

<p>complaints, research, monitoring – who keeps it and can you get hold of it?</p>	<p>through private sector housing initiatives</p> <p>Local 15 - Average time taken to deal with high priority adaptations</p> <p>Local 26 – Number of private sector adaptations delivered annually</p> <p>Local 27 - Number of Ofgem carbon points that have contributed to the delivery of improved energy efficiency and carbon savings to hard-to-heat houses Number of compulsory purchases delivered</p> <p>Number of empty properties returned to occupation or demolished</p>
<p>Do any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?</p>	<p>Equality and Diversity plan, national indicators</p> <p>Target group for handyman services and HIA is people aged 60+ who are in receipt of benefits, or all residents over 75.</p> <p>Targeted through area focus in the case of CESP. Such areas may well have a greater number of low income, white residents.</p> <p>Equalities a standing item on monthly departmental 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>Positive – helping people to remain in their own homes where this would otherwise not have been possible and/or improving the suitability of the accommodation to the occupant.</p> <p>Improving the community, providing additional housing, encouraging outside investment, reducing urban decline and blight, increasing housing choice.</p> <p>Industry award for DASH project in 2009, commendation for Local Letting Agency at same awards in 2010</p> <p>98% of respondents to the Customer Satisfaction Survey carried out in 2010/11 for Disabled Facilities Grants were either satisfied or very satisfied with the services</p>

	<p>received from the Council.</p> <p>98% of respondents to the Customer Satisfaction Survey carried out in 2010/11 for the Home Improvement Agency were satisfied with the services received from the Agency.</p>
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Collecting the information and data about how the policy, practice, service or function, impacts on communities

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	<p>Customer satisfaction surveys following completion of works</p> <p>Feedback forms</p>	Customers and service users	Generally high levels of satisfaction.	Limited data on sexuality, religion and belief
Consultation and community involvement	<p>Consolidation of wider housing strategy consulted on in 2010</p> <p>Scrutiny commission 2009</p>			
Performance information including Best Value	Generally reported on monthly or quarterly though relevant returns may be compiled on a daily	From staff recording outcomes in areas such as average time taken to deal with adaptations etc	Monitoring takes place on a number of performance indicators, including those required by government and those developed locally.	Very limited data on sexuality or religion/belief

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
	basis.			
Take up and usage data				
Comparative information or data where no local information	Local information collected on state of housing market, affordability of housing, supply of housing	Strategic Housing Market Assessment study 2007		
Census, national or regional statistics	2001 census 2007 population review by ONS/DWP has reflected impact of migration on Derby's population. Increased diversity in towns and cities nationally		Derby's population reflects national trends in migration, diversity and age profile	
Access audits or assessments such as DDA assessments	N/A			
Workforce profile			Underrepresentation of some ethnic groups	Lack of monitoring of sexuality and religion/belief
Where service delivered under	N/A			

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
procurement arrangements – workforce profile for deliverers				
Monitoring and scrutiny outcomes	Scrutiny carried out: 2004 – DFGs 2009 – Handyperson scheme	Adult Services and Health Commission (Overview and Scrutiny Commission)	DFG – identified waiting times too long. Revised targets were successfully introduced and budget increased. Handyperson - services highly valued. Eligibility amended to include people over 75 not in receipt of benefit.	None identified

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?
Strategic Housing	Housing Renewal Policy	Increased demand for DFG's	Elderly people, pressure on service can lead to longer waiting times	Action:
	Housing Renewal Policy	Not all equality strands being monitored currently	No monitoring for sexuality and religion and belief	Action: investigate options for adding these aspects to existing monitoring framework

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?
	Housing Renewal Policy	Not all documentation includes information regarding translation services	Groups whose first language is not English	Action: Comprehensively publicise the availability of translation service

Objectives - process, impact or outcome based

Objective/Target:	PM11 - Number of vulnerable people helped to remain in their own homes through private sector housing initiatives
Specific	√
Measurable	√
Achievable	√
Relevant	√
Timed	√

Objective/Target:	Local 15 - Average time taken (days) to deal with high priority adaptations
Specific	√
Measurable	√
Achievable	√
Relevant	√
Timed	√

Objective/Target:	Local 26 – Number of private sector adaptations delivered annually
Specific	√
Measurable	√
Achievable	√
Relevant	√
Timed	√

Objective/Target:	Local 27 - Number of Ofgem carbon points that have contributed to the delivery of improved energy efficiency and carbon savings to hard-to-heat houses
Specific	√
Measurable	√
Achievable	√
Relevant	√
Timed	√

Objective/Target:	Number of compulsory purchases delivered
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Specific	√
Measurable	√
Achievable	√
Relevant	√
Timed	√

Objective/Target:	Number of empty properties returned to occupation or demolished
Specific	√
Measurable	√
Achievable	√
Relevant	√
Timed	√

Monitoring and reviewing - incorporating into performance management

Objective	Planned action	Target performance			Responsible lead officer	Reporting cycle, for example, quarterly
		2011/12	2012/13	2013/14		
PM11 - Number of vulnerable people helped to remain in their own homes through private sector housing initiatives		1,200			H Cipcer	Monthly
Local 15 - Average time (days) taken to deal with high priority adaptations		300			H Cipcer	Monthly
Local 26 – Number of private sector adaptations delivered		260			H Cipcer	Monthly

annually						
Number of Ofgem carbon points that have contributed to the delivery of improved energy efficiency and carbon savings to hard-to-heat private sector homes in areas of deprivation.		12,500			H Cipcer	Monthly
Number of compulsory purchases delivered		8			M Brown	Monthly
Number of empty properties returned to occupation or demolished		125			T Briggs	Quarterly