

Equality Impact Assessment Template – Stage Two

Please complete this template if completion of the Stage 1 template has identified that a full Equality Impact Assessment is required.

Before proceeding with the Stage 2 Equality Impact Assessment, you should discuss the scope of the analysis with service managers in your area. You will also need to refer to the equality impact assessment guidance.

Name of item being assessed:	Housing Related Outreach Support
Version and release date of item (if applicable):	
Owner of item being assessed:	June Graves
Name of assessor:	June Graves
Date of assessment:	8.1.16
Date Stage 1 EIA completed:	9.10.15

STEP 1 – Scoping the Equality Impact Assessment

1. What data, research and other evidence or information is available which will be relevant to this Equality Analysis? Please tick all that apply.

Service Targets		Performance Targets	
User Satisfaction		Service Take-up	
Workforce Monitoring		Press Coverage	
Complaints & Comments		Census Data	
Information from Trade Union		Community Intelligence	
Previous Equality Impact Analysis		Staff Survey	
Other (please specify) Savings consultation feedback via on line survey and face to face meeting with users of the service.			x

2. Please provide details on how you have used the available evidence, information you have selected as part of your Impact Assessment?

We have reviewed and analysed the feedback information from the consultation which has specifically asked the following questions:

1. Are you, or anyone you care for, a user of this service?
2. What do you think we should be aware of in terms of how this proposal might impact people?
3. Do you feel that this proposal will affect particular individuals more than others, and if so, how do you think we might help with this?
4. Do you have any suggestions as to how this service might be delivered in a different way?

5. Do you have any suggestions on how we can ensure people are aware of other sources of support available?
6. Is there any way that you, or your organisation, can contribute in helping to alleviate the impact of this proposal?

This information has been collated into a summary set of documentation which has allowed us to identify any previously unidentified issues arising in relation to the proposal and any alternative options not previously considered.

55 responses were received in total

These came from either completing the feedback for on line or via email, individuals working with a support worker to complete in hard copy, or as part of a telephone feedback survey carried out by council officers.

36 responses were directly from people who are using the service.

Many of the responses were quite lengthy and detailed in their response.

Organisations that provided feedback include:

- Two Saints
- Southern Housing group
- WBC Adult Social Care – social worker feedback
- WBC – Housing service staff
- Salvation Army
- Loose ends
- UNISON
- Tilehurst Parish Council
- Berkshire Healthcare Foundation Trust
- Pangbourne Parish Council

The feedback provided a clear overview of the value that the service provided, risks in relation to the impact of service cuts in terms of additional pressures being placed on other statutory services such as Housing.

3. If you have identified any gaps in relation to the above question, please detail what additional research or data is required to fill these gaps? Have you considered commissioning new data or research? If 'No' please proceed to Step 2.

No new gaps identified.

STEP 2 – Involvement and Consultation

1. Please use the table below to outline any previous involvement or consultation with the appropriate target groups of people who are most likely to be affected or interested in this policy, strategy, function or service

Target Groups	Describe what you did, with a brief summary of the responses gained and links to relevant documents, as well as any actions
Age – relates to all ages	The service is provided to adults 18+, but age alone is not a distinguishing factor in how the service is accessed and there should be no greater impact on

	this group than on any other.
<p>Disability - applies to a range of people that have a condition (physical or mental) which has a significant and long-term adverse effect on their ability to carry out 'normal' day-to-day activities. This protection also applies to people that have been diagnosed with a progressive illness such as HIV or cancer.</p>	<p>This service provides housing related support to people with a range of needs who are experiencing difficulty maintaining a tenancy.</p> <p>Typical users of the service would find face to face meetings challenging and the support provider advised they would be more comfortable using the telephone for contact with council officers. Over the course of morning 15 telephone calls made and facilitated by the support provider with users and two council officers. The officers talked through the consultation questions and recorded feedback including direct quotes to emphasis specific points made.</p> <p>In addition the support provider worked with individuals to complete hard copy feedback forms or the online questionnaire.</p> <p>Overall there was significant concern that the withdrawal of the service will have significant impact on some of the most vulnerable in our society and that in the long run will create demand and budget pressures elsewhere in the system.</p> <ul style="list-style-type: none"> • Respondents in many instances highlighted the role the service has in assisting people to make and attend health appointments, provide support for court appearances, apply for benefits and do their correspondence particularly in relation to managing any debt. Capacity and cost issues they believed would inevitably occurred within statutory services and agencies picking up support needs as without this service people will go into crisis - most particularly housing, ASC, CMHT, DAT services, Children and Family Services may see a rise in demand. • A significant number of respondents identified that the service has a role in preventing homelessness by maintaining tenancies, thereby avoiding evictions and reducing the numbers of rough sleepers and single homeless. • The financial benefits of the service were highlighted noting that 66% of those in receipt of the service who were at risk of eviction were able to stay in their homes. The average cost of taking a homelessness application in WBC is in the region of £1500 with the cost of temporary accommodation at an average of £300 per week. • Research was provided by one respondent on the significant savings that comes from prevention and early intervention. Specifically the cost saving from avoiding evictions for families where is has not been possible to find temporary accommodation and fostering arrangements are

	<p>needed, these are shown in the 2014 National Audit Office report as in the region of £30k per annum.</p> <ul style="list-style-type: none"> • Some respondents were clear that the Council should not rely on the CVS and Churches <i>'As a voluntary organisation we need Housing Support to work with us and to whom we can refer our clients for help.'</i> • The service provides support to the travelling community and there was concern that the 'active voice' it provides in managing their licences would be lost.
<p>Gender reassignment - definition has been expanded to include people who chose to live in the opposite gender to the gender assigned to them at birth by removing the previously legal requirement for them to undergo medical supervision.</p>	<p>Gender reassignment is not a distinguishing factor and there should be no greater impact on this group than on any other.</p>
<p>Marriage and Civil partnership – .protects employees who are married or in a civil partnership against discrimination. Single people are not protected.</p>	<p>Marriage and Civil partnership are not distinguishing factors and there should be no greater impact on this group than on any other.</p>
<p>Pregnancy and Maternity - protects against discrimination. With regard to employment, the woman is protected during the period of her pregnancy and any statutory maternity leave to which she is entitled. It is also unlawful to discriminate against women breastfeeding in a public place</p>	<p>Pregnancy and maternity are not distinguishing factors and there should be no greater impact on this group than on any other.</p>
<p>Race - includes colour, caste, ethnic / national origin or nationality.</p>	<p>Race is not a distinguishing factor and there should be no greater impact on this group than on any other.</p>
<p>Religion and Belief - covers any religion, religious or non-religious beliefs. Also includes philosophical belief or non-belief. To be protected, a belief must satisfy various criteria, including that it is a weighty and substantial aspect of human life and behaviour.</p>	<p>Religion and belief are not distinguishing factors and there should be no greater impact on this group than on any other.</p>
<p>Sex - applies to male or female.</p>	<p>Sex is not a distinguishing factor and there should be no greater impact on this group than on any other.</p>
<p>Sexual Orientation - protects lesbian,</p>	<p>Sexual orientation is not a distinguishing factor and</p>

gay, bi-sexual and heterosexual people.

there should be no greater impact on this group than on any other.

2. Who are the main stakeholders and what are their requirements?

Adults with a range of needs experiencing difficulty with maintaining a tenancy.

Staff providing support may be impacted by a decision to withdraw funding in terms of their ongoing employment.

3. Amongst the identified groups in the previous question, what does your information tell you about the potential take-up of resulting services?

There were no suggestions/proposals as to how organisations could help to alleviate the impact of this proposal. The only comments made reinforced that there were no other resources available to take on this type of intensive prevention work and that any other support is reliant on volunteers who can only do so much.

STEP 3 – Assessing Impact and Strengthening the Policy

What will be done to improve access to and take-up of, or understanding of the policy, strategy, function or service? (these are the measures you will take to mitigate against adverse impact)

Should the decision be to progress with the proposal then no further cases will be accepted onto the service and the appropriate contractual notice will be given to the provider. This will allow sufficient time to work with the current cohort to sign post onto other support networks such as local support networks such as CAB or national charities such as Shelter to provide information and advice.

STEP 4 – Procurement and Partnerships

Is this project due to be carried out wholly or partly by contractors? Yes/No (please delete)

If 'yes', have you done any work to include equality considerations into the contract already? Specifically you should set out how you will make sure that any partner you work with complies with equality legislation.

N/A

STEP 5 – Making a Decision

Summarise your findings and give an overview of whether the policy, strategy, function or service will meet the authority's responsibilities in relation to equality and support the Council's strategic outcomes?

The consultation outcome identified the value of the service in providing housing related support to people with a range of needs who are having difficulty in maintaining their tenancies.

Feedback has not uncovered any further issues which would prevent the council from proceeding with this proposal. Whilst it is understood a decision to withdraw funding will have

an impact on the users of the service, given the level of financial savings the Council is required to make to achieve a balanced budget position and maintain core statutory services, the recommendation is to proceed with the proposal as described with no changes.

STEP 6 – Monitoring, Evaluating and Reviewing

Before finalising your action plan, you must identify how you will monitor the policy/function or the proposals following the Equality Impact Assessment and include any changes of proposals you are making.

What structures are in place to monitor and review the impact and effectiveness of the new policy, strategy, function or service?

No plans to monitor as service will cease.

STEP 7 – Action Plan

Any actions identified as an outcome of going through Steps 1-6 should be mapped against the headings within the Action Plan. You should also summarise actions taken to mitigate against adverse impact.

	Actions	Target Date	Responsible post holder & directorate
Involvement & consultation	No further consultation on the planned proposals have been identified		
Data collection	The service will cease so no further data collection on the numbers of people who access the service will be possible. We will continue to monitor the referrals to housing services.		
Assessing impact	Work with existing provider to consider how current recipients of service can be signposted to alternative information and advice or referred back to the housing service if appropriate.		
Procurement & partnership	N/A		

Monitoring, evaluation and reviewing	No further evaluation or monitoring planned as service will cease.		
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STEP 8 – Sign Off

The policy, strategy or function has been fully assessed in relation to its potential effects on equality and all relevant concerns have been addressed.

Assessor		
Name: June Graves	Job Title: Head of Care, Commissioning and Housing	Date: 12.1 16

Service Director or Senior Officer (sign off)		
Name:	Job Title:	Date:

Please email a copy of the EIA to Rachel Craggs, Principal Policy Officer (Equality & Diversity): Rachel.craggs@westberks.gov.uk