



## Equality Impact Assessment questionnaire

*(covering race, gender, disability, sexual orientation, religion or belief and age)*

This Equality Impact Assessment (EqIA) seeks to assess the impacts of your service, function, policy or strategy on people who are legally protected from discrimination (this is people belonging to one or more of these groups: race, religion, disability, sexual orientation, religion or belief and age).

Conducting this EqIA will ensure that any positive or negative impacts on people legally protected from discrimination are highlighted and the necessary action is taken to ensure equality in our services.

**This impact assessment must be reviewed at least every three years.**

**Build the next review of this service/policy into your departments' Management Plan.**

<b>Service or Policy Area:</b>	Disability Facility Grants
<b>Service Unit:</b>	Democratic Services
<b>Officer Completing Assessment:</b>	Karen Jarman
<b>Telephone:</b>	01684 862273
<b>Date:</b>	Wednesday 29 <sup>th</sup> April 2009

General	
Q.1	Please provide a brief description of this service/policy including its aims and objectives
	Aids and adaptations to property, service available to all residents in the District who have a disability and who would benefit from the service in order to enable them to remain in their own homes.
Q. 2	Please list the main stakeholders/beneficiaries/ recipients of this service/policy
	Residents within the District affected by Disability Health service providers for example, Occupational Therapists, whose participation is essential to the DFG process. Organisations with an interest in the welfare of vulnerable persons within the District such as Citizens Advice Bureau, Community First and Age Concern, Social Services.
Q. 3	If this service/policy is provided by another organisation behalf of the Council, please give the names of these organisations
	South Worcestershire Home Improvement Agency - anticipated to commence 1 <sup>st</sup> October 2009

Consultation	
Q. 4	Please list any consultation activity with internal or external customers carried out over the last year: e.g. satisfaction surveys, focus groups or citizens panel exercises etc.
	DFG Customer Satisfaction Surveys undertaken by Housing Services on an ongoing basis  Consultation Letters issued to Occupational Therapists, Citizens Advice Bureau, Age Concern etc advising that the Council was conducting a Review of the way it administers DFGs and providing them the opportunity to submit any relevant contribution/comment, from their perspective of how the Council administers the Grant scheme, that you may wish be taken into consideration as part of this Review.
Q. 5	Please list any arrangements you have made, or are planning for consulting with groups protected from legal discrimination on your service/policy

	<p>Housing Services, in conjunction with the redesign of the Customer Satisfaction Survey are to widen the consultation, with regard satisfaction of service, to those with an interest in this Service Area, i.e. Occupational Therapists. Housing Services Manager to liaise with Performance and Policy Officer about raising the issue of appropriate additional consultees at Meeting Your Needs Forum.</p>
Q. 6	<p>Please list groups protected from legal discrimination you have consulted with</p>
	<p>None.</p>
Q. 7	<p>Please state how you consult with members of your staff about your service/policy</p>
	<p>Housing Services in the process of consulting with staff on redesign of Customer Satisfaction Survey (and wider as above).</p> <p>The Council has powers to scrutinise and review any of its functions especially where performance is cause for concern. This function falls within the remit of Overview and Scrutiny Committee. Meetings of the Committee are open to the public. Agendas and minutes are available publicly as is the Committee's Work Programme. All are accessible on the Council's website.</p> <p>The Committee is receptive to suggested areas for investigation, including from residents of the District, Councillors and officers. Heads of Service are regularly involved/consultees to the Council's Overview and Scrutiny function.</p>
Q. 8	<p>Please list any changes to your service/policy that you have made, or you plan to make as a result of consultation with groups protected from legal discrimination</p>
	<p>Consultation responses were considered by the Overview and Scrutiny DFG Task and Finish Group and fed into the findings of the Review.</p> <p>As a result of this Review, and in line with Government guidance, MHDC to implement a previous decision from 2006 (which had not been enacted) to join South Worcestershire Home Improvement Agency, who will assume responsibility for the administration of DFGs, on behalf of the Council, who will continue to be the authorising Authority.</p>

	<p>As a result of this Review, Council's contribution of £120,000 towards the £300,000 fund available for this Grant maintained. The proposal as highlighted in Medium Term Financial Plan 2009/10 was not to continue to match fund the Council's previously mandatory 40% (£120,000) contribution, which meant the Grant available would have been supported by Government DCLG Funding only and reduced to £180,000.</p> <p>This Review discovered that the Council's £120,000 contribution to DFGs had been made up of another source of Government funding (DCLG Regional Housing Pot Monies); Resulting from this Review, Head of Planning and Housing together with Portfolio Holder for Planning and Housing to develop a funding plan for 2010/11 and 2011/12 to address the impact on Regional Housing Pot (the purpose of which includes providing funding to facilitate improvements in the overall condition of existing housing stock across all sectors).</p>
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Discrimination	
Q. 9	Please list any evidence you have of this service/policy having an adverse impact on any groups (internal or external) protected from legal discrimination
	An issue has arisen in relation to how an RSL interprets legislation re DFGs , resulting in Disabled Persons being disadvantaged in the process, despite MHDC having approved their supported DFG application in order to carry out adaptations to their homes. This is currently being looked into by Housing Services Manager and the Council's Equalities Champion.
Q. 10	If the function or policy is discriminatory, is positive action justifiable to overcome the discrimination?
Q. 11	Could the function or policy have an adverse impact on relations <b>between</b> groups protected from legal discrimination? If so, please describe

Service Delivery
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Q. 12	Please list any alternative ways to improve <b>access to your service/policy</b> by groups protected from legal discrimination. <i>Include this in the Action Plan attached.</i>
	<p>Access via the Council's Website; Landlord Fairs promote information about this grant.</p> <p><i>There are limited DFG funds, so the more this service is advertised increases the risk for greater demand.</i></p> <p><i>However, South Worcestershire Home Improvement Agency who are anticipated to administer this service, on behalf of the Council from 1<sup>st</sup> October 2009 are able to identify other possible sources of funding and being able to offer alternative solutions other than DFGs, the potential to reduce those waiting for help within our District should be reduced by default.</i></p>
Q. 13	Please list any alternative ways to improve <b>understanding of your service/policy</b> by groups protected from legal discrimination. <i>Include this in the Action Plan attached.</i>
	Consulting with Meeting Your Needs Forum

Monitoring	
Q. 14	Please describe how monitor of take up of your service/policy
	<p>Quarterly Performance Reports to Head of Service &amp; Executive Portfolio Holder with responsibility for Housing on DFG Outturn, Local Performance Indicator Monitoring</p> <p>As a result of this Review DFG monitoring Reports also to be submitted to Executive Committee.</p>
Q. 15	How are the results of any monitoring analysed, reported and publicised?
	Reports to be included on Agendas and Minutes, publicly available on website, performance also recorded on TEN.
Q. 16	Does an analysis of your customer base against baseline population figures for the District show that you are

	reaching all groups in your area? If not, which groups are adversely affected?
	Housing Services Manager to liaise with Performance and Policy Officer with a view to establishing a baseline number of registered disabled persons within the District
Q. 17	Please list any performance targets relating to equality in your function
	Take up to be measured in light of above baseline figure, when established and to considered when redesigning customer satisfaction survey form.
Q. 18	Please list any plans you have to introduce new targets on equality in your service/policy <i>Include this in the Action Plan attached.</i>
	As above and to capture Local Area Agreement targets in relation to children.

Miscellaneous	
Q. 19	If your function is provided by a private sector or voluntary sector organisation on a contract basis, please list any arrangements <b>you have made or plan to make</b> to make sure that these organisations ensure equality.
	South Worcestershire Home Improvement Agency have an Equalities Policy in place.
Q. 20	Have you received any complaints about your service/policy in respect of equality issues? If so, please give a brief description
	No
Q. 21	Please list any staff training issues on equality arising from this assessment
	All Council Staff have attended the Corporate Equalities and Diversity Training
Q. 22	Does your service/policy result in any financial support being given to people protected from legal discrimination within the voluntary and community sector. If yes, please list organisations and amounts.

	£300,000 Disability Grant Fund available for 2009/10 made up of £180,000 DCLG Government contribution and £120,000 Council contribution. Grants available to those persons affected by disability to provided aids and adaptations to enable them to remain in their own homes. Additionally £80,000 setaside from Housing Repair Grant Budget for the installation of stairlifts
Q. 23	How do you plan to publicise the results of this assessment?
	MHDC website and Intranet site.

## ACTION PLAN

Please detail any action that you plan to take as a result of this impact assessment

Objective	Action/s	Lead Officer	Completed by
To improve understanding of positive action the Council takes to scrutinise its own performance and recommend changes to current policies and practices where applicable.	Overview and Scrutiny Committee to monitor and report progress on Recommendations in relation to the findings of the Review of Disabled Facilities Grants as administered within Malvern Hills' District.	Karen Jarman	On-Going
To join South Worcestershire Home Improvement Agency, who will administer DFGs on behalf of the Council.	Ratified by Council in February 2009 and anticipated to be effective from 1 <sup>st</sup> October 2009.	Rose Newbury	On-Going
Access to printed/electronic information	Council's Website to be updated to include details of HIA from 1 <sup>st</sup> October 2009	Rose Newbury	On-Going
Consulting with Customers on service design and delivery	Current customer satisfaction survey form to be adapted in light of feedback from Meeting Your Needs Forum and consultation with Staff	Rose Newbury/Fozia Yamin	On-Going
Ensuring Partners/contractors have Equalities and practices in place	Copy of Equalities Policy received by Housing Services	Rose Newbury	Complete
Informing colleagues of the issues and actions in the EqIA through Team Talk	Conducted within Housing Services as a matter of course	Rose Newbury	On-Going
Publish EqIA on website and elsewhere	Liaison between Democratic Services Officer, Housing Services Manager and Policy and Performance Officer	Karen Jarman, Rose Newbury & Fozia	On-Going

		Yamin	
Monitoring Take-Up of Service/Policy	Housing Services Manager to liaise with Performance and Policy Officer with a view to establishing a baseline number of registered disabled persons within the District. Take up to be measured in light of above baseline figure, when established and to considered when redesigning customer satisfaction survey form.	Rose Newbury, Fozia Yamin	On-Going