

EQUALITY AND DIVERSITY IMPACT ASSESSMENTS
On grounds of age, disability, gender, race, religion, sexual orientation

YOUR FUNCTION OR POLICY AREA: Policy on move-on of service users from Supporting People Services
BUSINESS UNIT : Housing Services

DATE: 4 June 2008

Part One	GENERAL
1	<p>Please provide a brief description of the main function and/or policy(ies) including its aims and objectives</p> <p>To ensure Supporting People service users move on to independent accommodation on completion of support plan. This frees up vacancies for those who need them.</p> <p>When people have successfully completed a programme of support in accommodation based services they are often ready to move on into more independent accommodation. Support providers will have planned for this, with clients. Support providers are expected to consider all options for finding new accommodation but often this proves difficult.</p> <p>Torbay has developed practical solutions to help people move on to more independent housing.</p> <ul style="list-style-type: none"> • Some housing in the private sector will be made available each year by landlords in receipt of grant funding • An enhanced floating support service (support provided without accommodation) for ex-offenders and people with substance misuse issues gives targeted support and advice to landlords and tenants. This service is helping to improve access to private tenancies. • Support providers can notify Homefinder Torbay when clients are ready to move-on into independent accommodation. Their application will then be gold banded (given higher priority) and backdated to the date they moved into supported accommodation. <p>In some cases the supported accommodation occupied by a client waiting to move may be required urgently by someone on the Supporting People Referral Hub waiting list for services. In these cases, the Hub can refer this client to the Homefinder Assessment Panel. This panel will check that the service provider has exhausted all potential avenues for moving the client on successfully and may award an “emergency card” to activate an urgent move-on for this client. This then frees the Supporting People accommodation unit for the person on the waiting list who urgently needs it. The client will only move on from their supported accommodation if there is suitable accommodation to move on to and if they are ready to move on. If the Homefinder Assessment Panel decide that not enough has been done by the service provider to find suitable accommodation then the service provider will be expected to arrange move on for the client in the normal way without an emergency card and will be contract monitored to achieve this</p>

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2	Please list the main stakeholders/beneficiaries in terms of the recipients of the function or the target group at whom the policy is aimed
	<p>Service users- these are vulnerable people who need help to live independently. The client groups of service users are: older people with support needs, mental health needs, frail elderly, learning disability, physical/sensory disability, single homeless, alcohol/drug problems, offenders, mentally disordered offenders, young people at risk, young people leaving care, domestic violence , people with HIV/AIDS, homeless families with support needs, refugees, teenage parents, rough sleepers, travellers, and generic</p> <p>Potential service users</p>
3	If the function is provided by another partner, organisation, contractor or agency on behalf of the Authority, please give the names of these organisations/agencies (see question 19)
	<p>Services are provided by Housing Associations such as Westcountry Housing Association and Devon and Cornwall Housing Association; private providers such as the Jatis Project and Burlington House; third sector organisations such as Rethink and the Parkview Society. They are contracted to Torbay Council. Their contracts oblige them to fulfil equalities duties required by the council.</p>
4	Do you have any research data, about traditionally excluded groups? Does this research highlight any disparities or adverse impact?
	<p>There is no data as yet as the move on policy is a new one.</p> <p>Below is data on service users who moved on before the policy came into operation. This covers the period June 2007 – March 2008. 105 left short term accommodation based services (excluding died) in this time. These are shown by equality groupings. We do not have equality information on current clients in services so have shown new service users in 2007/08 broken down by equality groupings. This gives some comparison of equality information between those in services and those moving on:</p>

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Ethnicity	Clients entering services	Moved on	
	%	Number	%
White British	96.2	102	97.1
BME	3.8	3	3
Total		105	

The proportion of those from a BME background who left services is similar to that of service users entering services.

Gender	Clients entering services	Moved on	
	%	Number	%
Male	51%	57	54%
Female	49%	48	46%
Total		105	

The gender split of service users entering services and leaving services is similar.

Age	Clients entering services	Moved on	
	%	Number	%
16-17	18.7	12	11.4
18-24	32.1	36	34.3
25-49	42.6	50	47.6
50-64	5.7	5	4.8
65+	0.5	2	1.9
Total		105	

The proportion of 16-17 year olds moving on from services is lower than the proportion of those entering services. The numbers of young people entering services has increased and is being investigated. Services are being developed to suit their needs. Finding and moving young people on to suitable independent accommodation is something that the new move on policy will help to progress.

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Disability	Clients entering service	Moved on	
	%	Number	%
Physical/sensory disability	1.9	0	0
Mental health	8.1	8	7.6
Learning disability	1	2	1.9
Mobility	Collection starts 2008/09	4	3.8
Visual	As above	1	1
Chronic	As above	3	2.9

The proportion of service users moving on with disabilities is similar to the proportion entering services.

Religion and belief, and sexuality are not monitored currently.

None of the above had moved on through using the policy for move-on as this was not in existence then.

5	Have you compared your policy/function with similar local authorities, if so with what results?
	This work has not been carried out by other local authorities. They have asked to use our policy and procedure.
6	Does this policy area have high medium or low potential impact on traditionally excluded groups?
	High
	IF THE POLICY OR FUNCTION HAS A HIGH OR MEDIUM POTENTIAL IMPACT ON RACIAL MINORITIES OR OTHER TRADITIONALLY EXCLUDED GROUPS PLEASE CONTINUE WITH Part 2 of the assessment
Part Two	CONSULTATION
7	Please list any consultation activity with internal or external customers carried out over the last year or two: e.g. satisfaction surveys, focus groups, Citizens Panel exercises etc and how the results are publicised?
	Supporting People strategy consultation on further development of services raised the issue of move on from services as a problem. The policy responds to these concerns. The policy has been consulted upon with the Supporting People

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	Strategy Sub Groups (these groups are made up of stakeholders, service providers and service users and have produced plans for the development of services for particular service areas such as mental health, learning disability etc). The policy has been consulted upon with the Torbay Voice Service User Group and the Providers' Independent Forum. The policy has been amended to include the changes made due to consultation results.
8	Please list any alternative arrangements you have made or are planning for consulting with hard-to-reach groups within the community
	Hard to reach groups were involved in the consultation through the Strategy Sub Groups and the Torbay Voice service user group. Members of Torbay Voice are training to undertake interviews with people who use services as part of contract managing these services. This process can be used to gain insight into how service users feel about their services and how they feel they are being helped to move on to further independence. An advocacy service will also be commissioned at the end of 2008 to support service users to get involved in the planning and development of services. Advocates can help reach the more hard to reach groups.
9	Please state how you consult with members of your staff about your function/policy
	Staff helped to develop and write the policy.
10	Please list any changes to your function or policy that you have made, or you plan to make as a result of consultation with different groups (Include future ones in your improvement plan summary attached)
	A number of drafts were produced to incorporate feedback and suggestions on, for example, using a matrix for assessments by the Choice Based Lettings panel, to be evaluated annually.
DISCRIMINATION	
11	Please list any evidence you have of the function or policy having an adverse impact on different groups or relations between groups – this can be internal or external
	Client records on new service users, outcomes information on those leaving services, information from the Choice Based Lettings panel, and records from the Housing Support Referral Hub (the access point to services) will be reviewed to judge the impact of this policy.

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12	Have you received any complaints about your function/policy in respect of equality issues? If so, please give a brief description
	No, but evaluation will take into account the views of all stakeholders and local service user advocates and groups
SERVICE DELIVERY	
13	Please list any alternative ways designed to improve access to or use of your service by different groups, (and include this in your improvement plan summary attached)
	The development of the Housing Support Referral Hub as a single access point to Supporting People services has widened access and increased the use of services. A funding contribution from the Supporting People Grant towards the rent deposit account scheme helps vulnerable service users access housing in the private sector. The new Move On policy was developed with all stakeholders and was officially launched at event for service providers.
14	Please list any alternative ways designed to improve access to information about your service by different groups (and include this in your improvement plan summary attached)
	The Referral Hub extends service accessibility – programme of publicity and information sharing with all stakeholders. The quarterly newsletter raises awareness and is sent to all stakeholders. Leaflets on services are available in public venues and information is provided in a variety of media and alternative formats if required. Housing Services have used the Council’s consultation caravan to advertise their services and talk to people in the street.
MONITORING	
15	Please describe how you carry out monitoring of take up of your function/policy by equality group?
	Client record forms are completed by services when people enter services. Outcomes forms are completed when people leave service. Lettings information is received from the Choice Based Lettings scheme. This data monitors by most of the equalities groupings

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16	How are the results of any monitoring analysed, reported and publicised?
	Performance reports are sent to central Government and the Supporting People Commissioning Body. Reports include sections on the equalities groupings where there is data available. Quarterly reports will be requested from the Housing Support Referral Hub on the use of the Move-On procedure, including monitoring by equalities groupings.
17	Does an analysis of your customer base against baseline population figures for the borough show that you are reaching all groups within your remit? If not, which groups are adversely affected? --
	As these new procedures to help people move on to more independent accommodation has only just started operating then it is not possible to tell if all groups are being reached.
18	Please list any changes to your function or policy that you have made or plan to make as a result of monitoring
	Not applicable at this stage.
MISCELLANEOUS	
19	If your function is provided by a private sector or voluntary sector organisation on a contract basis, (see q 3) please list any arrangements have you made or plan to make to ensure that these comply with equality
	Regular performance monitoring based on central Government requirements, contract management – equality and diversity is an important element of the quality assessment framework that services are monitored against. They are required to achieve a certain level in all areas of this framework.
20	Does your function or policy result in any financial support being given to community groups within the voluntary and community sector. If yes, please list organisations and amounts, including the equality monitoring on nature of the groups
	No

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IMPROVEMENT PLAN List any recommendations for action as a result of this impact assessment. **INCLUDE IN BUSINESS PLANS**

ISSUE	ACTION REQUIRED	LEAD	TIMESCALE	COSTS	COMMENTS
Evaluate Move On policy	Review use of the policy through regular performance reporting, including monitoring of the equalities strands	FM	May 2009	Staff time	
Analysis of stats	Compare client data by equality groupings with similar Local Authorities	CT	October 2008	Staff time	