

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

YOUR FUNCTION OR POLICY AREA...Supporting People- services for physical / sensory disability.....
OFFICER COMPLETING THE ASSESSMENT.....Shelley Brown and Claire Truscott.....TEL.....01803 208729.....
BUSINESS UNITCommunities.....DATE.....22 December 2008.....

1	<p>Please provide a brief description of the main function and/or r policy(ies) including its aims and objectives</p> <p>Supporting People programme develops, commissions and monitors housing and support services.</p> <p>The aim of this function is to develop a commissioning framework for housing and support services for people with physical disability, sensory disability, acquired brain injury or long term condition.</p> <p>A strategy has been written. The objectives of the strategy are to:</p> <ol style="list-style-type: none"> 1. Find out what the government and local policy is saying about housing and support for people with physical disability, sensory disability, acquired brain injury and/or long term conditions. 2. Find out what type of housing and support people want. 3. Identify the number of people who require housing and support that will enable them to live independently, including an identification of how much of each type and the range of housing and support needed to meet different needs and expectations. 4. Identify the social and environmental context of barriers for independent living. 5. Identify the barriers to accessing housing and support and suggest ways in which these can be overcome, including increasing and improving information and choice in housing and support. 6. Identify what the different service options are for housing and support and how effective they are at supporting independent living and what the gaps are. 7. Identify the type of housing and support that will be commissioned and when, and opportunities for joint commissioning. 8. Identify a process for monitoring the quality of services commissioned to deliver housing and support, and identify how service users will be involved in the development and monitoring of their services.

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2	<p>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>
	<ul style="list-style-type: none"> • People aged 16-64 with a physical disability, sensory disability, acquired brain injury, long term condition • Families of the above • Carers • Professionals who work with people aged 16-64 with a physical disability, sensory disability, acquired brain injury, long term condition
3	<p>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>
	<p>Services are contracted to Torbay Council to provide housing support services. Organisations are:</p> <ul style="list-style-type: none"> • Housing Associations • Voluntary sector • Care Trust • Private service providers
4	<p>Do you have any research data, about traditionally excluded groups? Does this research highlight any disparities or adverse impact?</p>
	<p>The Supporting People programme collects data on the people entering services. In 2007/08:</p> <ul style="list-style-type: none"> • 56 new clients with a physical disability, sensory disability, acquired brain injury or long term condition accessed Supporting People services in Torbay • Out of these 56 clients there were 28 males and 28 females accessing services • Two of the 56 clients had a black and minority ethnic (BME) origin- 3.6%. This is equal to the BME population in Torbay which equalled 3.2% of the total population in 2007. Research has been done on ethnicity and disability as shown below • Monitoring of age shows that more clients are aged 35+ than the lower age ranges • Religion and sexuality is not monitored currently- the above data is collected on Government returns so not in our control but we will suggest to Communities and Local Government that they include this data on forms from 2010/11 in line with the new Equalities Bill <p>The Supporting People programme collects data on the outcomes achieved by service users with a physical and/or</p>

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sensory disability leaving services: In the first half of 2008/09:

- 17 clients with a physical disability, sensory disability, acquired brain injury or long term condition left short term services
- The outcomes least achieved by these 17 clients were managing better their substance misuse issues and managing better their self harm issues
- Clients who left services were aged between 25 and 64 years. The clients who proportionally achieved the least of outcomes were aged 35-44 years although numbers are small
- The 17 clients were 12 males and 5 females. Proportionally the women achieved more outcomes although numbers are small
- All 17 clients are White British in ethnic origin. The Strategy Sub Group (described in Q7) are working to reach out to more of the BME community
- 2 of the 17 clients had a Christian religion and the rest were not known/ none/ did not disclose
- Sexuality is not monitored currently- the above data is collected on Government returns so not in our control but we will suggest to Communities and Local Government that they include this data on forms from 2010/11 as part of the new Equalities Bill

Services are monitored on equalities through the contract monitoring process and they are required to complete equality impact assessments as part of this.

This sector has not been funded well in the past- it has been disproportionately funded compared to other sectors. Therefore, the strategy aims to find out the need for services.

Improving the Life Chances of Disabled People, joint report with Department of Work and Pensions, Department of Health, Department for Education and Skills, Office of the Deputy Prime Minister, 2005

This key document set the ambitious target that “By 2025, disabled people in Britain should have full opportunities and choices to improve their quality of life, and will be respected and included as equal members of society”

The centrepiece of the strategy was the promotion of independent living and highlighted that Independent Living is all about providing disabled people with choice, empowerment and freedom. The report notes that ‘disabled people are doing less well than non disabled people in a wide range of indicators and opportunities’. People in a BME community are more likely to experience poor outcomes if they are disabled. The report noted that traditionally disabled people had been expected to fit into services, rather than services being personalised to respond to individual need.

The paper also takes forward the social model of disability and as such there is a need to ensure that disabled people

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are included in mainstream policy and services. This means that there is a need to address the barriers disabled people experience in accessing housing, transport and other services. The policy implications from all of these strands are that “Investment in public services should be switched from services that create dependency, towards services that enable disabled people to fulfil their roles and responsibilities as citizens”.

White Paper: Our health, our care, our say: a new direction for community services, 2006

This White Paper has the aim of “enabling and supporting health, independence and well being”. Independent living is at the heart of the document and there is a clear focus on enabling people to retain their independence at home and in the community. However going further it also notes that “for those in residential care, the principles of retaining independence and opportunities for interaction and involvement with the wider community will remain fundamental”.

Direct payments and individual budgets are seen as agents for change as they will put far more control in the hands of people who use social care as such the White Paper states: “direct payments should be discussed as a first option with everyone, at each assessment and each review”.

Housing Needs and Aspirations of Ethnic Minority Communities, Housing Corporation and Chartered Institute of Housing, 2008

This outlines that certain BME groups are particularly vulnerable, and one of these groups is disabled people. The report states: ‘While their needs are largely similar to those of similar white Britons, they may also have special needs that arise from their ethnic background or history as migrants e.g. for culturally sensitive or bilingual services. Some people may have their difficulties compounded by low incomes, low levels of educational attainment or illiteracy’.

5	Have you compared your policy/function with similar local authorities, if so with what results?
	The prevalence of similar strategies is very limited locally as other local authorities were carrying out needs analysis and had not written strategies. Torbay is taking a proactive approach to meet need whilst finding out need.
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

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Part Two	CONSULTATION
7	<p>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?</p>
	<p>As part of the creation of the strategy for housing and support services:</p> <ul style="list-style-type: none"> • A visioning day was held where staff, clients, agencies who refer people to services and all those with an interest in services for this group of people were invited for a day of consultation and planning services • Visits were made by Supporting People Officers to specialist teams in the Torbay Care Trust zones • A meeting was held with people who currently use services • Supporting People Officers visited the Torbay Deaf Club • The Physical Disability, Sensory Disability, Acquired Brain Injury and Long Term Conditions Strategy Sub Group was formed to develop, monitor and review the strategy. This is a group made up of Torbay Council, Torbay Care Trust, agencies who refer to services, service providers and people who use services. This was the first such group for this type of need in Torbay
8	<p>Please list any alternative arrangements you have made or are planning for consulting with hard-to-reach groups within the community</p>
	<ul style="list-style-type: none"> • A Westcountry Housing Association worker is funded to work with the deaf community to find out need and break down barriers to accessing services • A Partnership Board is in the process of being set up to link in to all types of physical disability • The Strategy Sub Group (see Q7) is linking in with the BME inclusion worker to increase access to the BME community • Supporting People services publicise their services and can reach those not in touch with statutory services • Funding has been obtained for an advocacy service to help people who use services to speak out at strategic meetings
9	<p>Please state how you consult with members of your staff about your function/policy</p>
	<ul style="list-style-type: none"> • The Physical Disability, Sensory Disability, Acquired Brain Injury and Long Term Conditions Strategy Sub Group was formed to develop, monitor and review the strategy. This is a group made up of Torbay Council, Torbay Care Trust, agencies who refer to services, service providers and people who use services. This was the first such group for this type of need in Torbay

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	<ul style="list-style-type: none"> • Team meetings – continue to visit team consult and raise awareness
10	<p>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)</p>
	<ul style="list-style-type: none"> • Torbay Care Trust is funding Supporting People to work in residential care to move people on to independent living • A Westcountry Housing Association worker is funded to work with the deaf community to find out need and break down barriers to accessing services • A Housing Link Worker is being employed to link health and social care workers to housing and independent living solutions • A long term (provided support to a client for over 2 years) accommodation service- Dragons Tail- has been changed to a short term (provides support to a client for up to 2 years) service • A specialist service is being jointly commissioned with the Care Trust to provide housing support to people with an acquired brain injury • A Bespoke Housing Group has been set up. This group will look at individual cases to provide housing solutions for people with physical access requirements • Funding is being provided for a handy persons scheme which can be used by people with a disability
	DISCRIMINATION
11	<p>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</p>
	<ul style="list-style-type: none"> • There will potentially be more competition for housing as awareness is raised and the traditionally excluded groups could struggle with this • The work of the Bespoke Housing Group (see Q10) could mean slightly less non adapted housing available as they identify adaptations needed to social housing which is then used by disabled people • People who not using statutory services and not known to statutory services are harder to reach – the Strategy Sub Group aims to reach these • The change of Dragon’s Tail from a long term to a short term service (see Q10) could have an impact because it can no longer be used as a home for life- but the positive impact will be greater as more people can use this service and then be moved on to adapted housing which could be identified by the Bespoke Housing Group • The changes to services have a potentially positive impact on diverse groups as support services are being

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	tailored to meet individual needs.
12	Have you received any complaints about your function/policy in respect of equality issues? If so, please give a brief description
	No
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)
	<ul style="list-style-type: none"> • A Westcountry Housing Association worker is funded to work with the deaf community to find out need and break down barriers to accessing services • A Housing Link Worker is being employed to link health and social care workers to housing and independent living solutions • Funding has been obtained for an advocacy service to help people who use services to speak out at strategic meetings • The Strategy Sub Group (see Q&) feeds knowledge to the referral agencies and raises awareness • Torbay Care Trust is funding Supporting People to work in residential care to move people on to independent living • A Bespoke Housing Group has been set up. This group will look at individual cases to provide housing solutions for people with physical access requirements • The Strategy Sub Group is linking in with the BME inclusion worker to increase access to the BME community • A Sensory conference is being run to raise awareness of services
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)
	<ul style="list-style-type: none"> • A Housing Link Worker is being employed to link health and social care workers to housing and independent living solutions • Publicity can be made available in alternative formats and languages • There is access to signers and interpreters within the Council which are used when needed – A Westcountry Housing Association worker is funded to work with the deaf community to find out need and break down barriers to accessing services. The worker is British Sign Language qualified and will develop capacity and understanding within the deaf community of housing related support available and how to access services.

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	<ul style="list-style-type: none"> • The strategy document is available in different versions – CD, easy read document etc • Supporting People Officers have attended Torbay Deaf Club to raise awareness • Services are going out into the community to reach disabled people • A Sensory conference is being run to raise awareness of services
	MONITORING
15	Please describe how you carry out monitoring of take up of your function/policy by equality group?
	<ul style="list-style-type: none"> • Monitoring is carried out of people accessing services – by ethnicity, age, gender and disability. • Outcomes of people who have left services are monitored by available equality groupings which are age, gender, ethnicity, religion and disability • The Westcountry Housing Association SPLASH service which provides support to people with a physical disability provides regular feedback on the take up of their service to the Strategy Sub Group.
16	How are the results of any monitoring analysed, reported and publicised?
	6 monthly performance reports are written and presented at the Strategy Sub Group. The group analyse these reports and take proactive action. Reports are put on the web site and actions are published in the minutes. The strategy document contains monitoring information.
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? --
	<ul style="list-style-type: none"> • The creation of a new service (SPLASH) has enabled people who are not receiving services to benefit • Currently people with complex acquired brain injury are not being reached but a new service will address this • Needs analysis is currently being undertaken by services which will give a greater picture of need and allow this need to be addressed. This is a new area for development with very little work carried out in previous years • Physical access needs to housing are not being met currently, especially for family housing. The Bespoke Housing Group (see Q10) is working to address this
18	Please list any changes to your function or policy that you have made or plan to make as a result of monitoring
	<ul style="list-style-type: none"> • The change of Dragon's Tail from a long term to a short term service (see Q10) • The creation of the Bespoke Housing Group (see Q10) was due to monitoring of the housing waiting list

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	<ul style="list-style-type: none"> Monitoring of Westcountry Housing Association's support service- SPLASH- has led to an increased number of units of support The monitoring of usage of residential care by disabled people led to the Care Trust funding Supporting People to work in residential care to help people move on to more independent living
	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
	All services are contracted to Torbay Council. They go through a procurement process which features equality as a standard. Contract management and monitoring ensures services keep to standards in equality
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
	The Care Trust is giving £25k to Living Options to set up the Partnership Board for physical disability (see Q8). This is not Supporting People funding. This task will be monitored to ensure that equality groupings are represented.

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
(Q10) Acquired Brain Injury service	Jointly commissioning a housing support service for people with an acquired brain injury	Chair of Strategy Sub Group	April 2009	£35k until 2011	
(Q10) Handypersons Scheme	Jointly commissioning a handypersons scheme	Care Trust Older People's Commissioning Team	April 2009	Up to £25k until 2011	
(Q8) Advocacy service	Funding an advocacy service to help clients speak out at strategic meetings and be fully representative on groups	Chair of Strategy Sub Group	January 2009	No cost to Council	
(Q13) Sensory conference	Funding and being involved in a sensory conference	Sensory Team Manager	August 2009	£1000	

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(Q10) Housing Link Workers	Employing Link Worker to link health and social care workers to housing and independent living solutions	Supporting People Manager	January 2009	£15k	
Data analysis	Analyse and act upon all data including new types of data	Strategy Sub Group	Ongoing		
(Q4) Data on religion & sexuality	Ask Government department to include monitoring of sexuality and religion on data collection forms	Information and Communication Officer	September 2009		