



Your Homes  
Newcastle

**Equality Impact and Needs Assessment Form 2010**

**PART 1 – Initial Assessment**

**Step 1 – Preparation**

**Directorate:**

Tenancy Services

**Lead Officer: Alyson Bell**

**Director of Service: Neil Scott**

**Service:**

Community Care Alarm Service

**Members of EINA group:**

Alyson Bell

Siân Church

Lewis Kirkbride

Simone Doyle

**Name of policy, procedure or function:**

Review of CCAS Service

**Date of assessment: 10<sup>th</sup> August 2010**

**New or existing:**

Existing

## Step 2 - Aims & purpose

<p>What is the main aim of the policy, procedure or function?</p>	<p>We provide sheltered housing &amp; warden services in Newcastle City Council sheltered housing schemes and mobile warden services to:</p> <ul style="list-style-type: none"> <li>• Residents of city council sheltered housing schemes</li> <li>• Residents of registered social landlord sheltered housing schemes</li> <li>• Users of the hard-wired alarm systems</li> <li>• Mobile response service for vulnerable clients of all tenures</li> <li>• Monitoring only service for vulnerable clients of all tenures</li> </ul> <p>We also:</p> <ul style="list-style-type: none"> <li>• Complete individual support plans or data checks for clients</li> <li>• Operate Repaircall and Envirocall out of hours services and other 'out-of-hours' and call centre services for both internal and external clients</li> <li>• Operate a vulnerable persons service delivering emergency response to vulnerable clients in conjunction with Northumbria Police (e.g. domestic violence)</li> <li>• Provide Telecare to enable people to remain at home and promote independence</li> </ul>
<p>What are the outcomes and associated aims you are trying to achieve?</p>	<p>1. The needs and wishes of clients, including both individual clients and "business to business" clients such as social landlords and housing associations, have changed dramatically since CCAS was created</p> <p>People generally expect more choice in the services they receive, and often aspire to live as independently as possible in their own home for longer. Although CCAS has always supported these general aims, the changing population now requires more flexible services</p>

	<p>2. At present, CCAS' sheltered housing residents have access to some services which CCAS customers living elsewhere do not; however, sheltered housing residents have a narrower range of options and some are paying for and using services they don't always need</p> <p>CCAS wants to give all its customers equal access to services, and give everyone the same degree of choice</p> <p>3. The current Government is preparing to introduce changes to the way people choose and access their support and care services</p> <p>Collectively known as the Personalisation Agenda, these changes will enable each person to decide for themselves which services they want to use. CCAS needs to offer services which can be accessed by this new system, and to demonstrate to funding organisations such as Supporting People that the services will meet the proposals for flexible services</p> <p>4. CCAS has grown in size in the last few years, and now has a large team of experts and a wide range of services; CCAS now needs to work more efficiently to reduce the cost of providing these services, so that it can spend its budget and resources on continuing to improve services and develop new ideas</p>
<p>Which individuals, organisations or stakeholders are likely to have an interest in or likely to be affected by the policy or function?</p> <p>Who has been consulted?</p>	<p>Any individual who requires the services we provide. Adult Services and Supporting People who refer to and commission these services</p> <p>We will consult a broad range of customers and stakeholders, including customers from each area of service on an inclusive basis using random sampling to capture a representative data set</p>

Does the proposed policy or function have a shared responsibility with another party? (e.g. another department, authority or organisation.)	NCC Adult Services Supporting People
Does the development/review of the policy or function present us with an opportunity to promote equality of opportunity and good community relations?	Yes
What are the main policies, legislation or other documentation that relates to this policy or function?	<p>Newcastle's Strategy for Older People &amp; an Ageing Population "Everyone's Tomorrow"</p> <p>Telecare Services Association accreditation parts 1,2,3</p> <p>Newcastle Telecare Strategy</p> <p>Newcastle Integrated Falls Strategy</p> <p>Fire Service- Reduction in false calls &amp; safety strategy</p> <p>SLAs with city council &amp; R.S.Ls</p> <p>Community Care Alarm Service – Business Plan 2007-2010</p> <p>Supporting People- Quality Assessment Framework</p> <p>Dealing With Difficult Situations strategy</p> <p>Diversity Policy</p>

### Step 3 – Information and Data

What qualitative data has been considered?

Feedback during process of developing the customer Compact, and subsequent discussion sessions

Quarterly Telephone Surveys

- Sheltered housing service
- Mobile warden service
- R.S.L. contracts with organisations and their client bases

Annual Newsletter to service users includes a return section for questions and comments

Customer comment & suggestions returns

Individual support plans & review plans

6 week review for new clients

Complaints, compliments & comments

Supporting People feedback

All feedback is used in service planning and improvements and in policy review

TSA KPI

What quantitative data has been considered?

Feedback from Newsletter survey about different aspects of service

Demographic and other data of current customers may be available on Northgate and Jontek databases

Quarterly Telephone Surveys

- Sheltered housing service
- Mobile warden service
- R.S.L. contracts with organisations and their client bases

Are there any gaps & how have these been addressed? Is any further research needed?

A commitment from Supporting People about what services they want to commission

Understanding of what customers want from our services in the context of the Service Review and its constraints

In-depth understanding of demographic and other data of current customers taken from Northgate and Jontek databases:

- Age
- Gender
- Ethnicity
- Disability
- Tenure
- Location
- Service levels
- Service usage trends, including length of service
- Payment types
- Funding types
- Referral sources, and conversion/refusal trends
- Reasons for terminating service, and associated trends

**Step 4 – Assessing the impact**

<b>All Strands</b>	<b>Impact</b>	<b>Details</b>
Service available to all	Positive	There are no real barriers to accessing the service for any client group
	Negative	There may be perceived barriers according to the gaps identified
	Negative	We acknowledge that greater flexibility in our services may remove some barriers to service take-up within different groups
Evidence to support this.		
<b>Age</b>	<b>Impact</b>	<b>Details</b>
Evidence to support this.		
<b>Disability</b>	<b>Impact</b>	<b>Details</b>
Evidence to support this.		
<b>Gender</b>	<b>Impact</b>	<b>Details</b>

Evidence to support this.		
<b>Race</b>	<b>Impact</b>	<b>Details</b>
Evidence to support this		
<b>Religion, Faith or Belief</b>	<b>Impact</b>	<b>Details</b>
Evidence to support this.		
<b>Sexual Orientation</b>	<b>Impact</b>	<b>Details</b>
Evidence to support this.		

**Need to link to full impact assessment**

**PART 2**

**Step 6 – Initial Improvement Plan**

<b>Recommendations &amp; actions for Review of CCAS Service</b>		
<b>All Equality Strands</b>	<b>Responsible Officer</b>	<b>Completion Date</b>
Consultation on service provision	Communications Officer	Dec 2010
Consultation on barriers to service take-up	Communications Officer	Dec 2010
We don't yet know enough about why some groups of potential clients are not accessing our services	Communications Officer	Dec 2010
<b>Age</b>	<b>Responsible Officer</b>	<b>Completion Date</b>
<b>Disability</b>	<b>Responsible Officer</b>	<b>Completion Date</b>
<b>Gender</b>	<b>Responsible Officer</b>	<b>Completion Date</b>

<b>Race</b>	<b>Responsible Officer</b>	<b>Completion Date</b>
<b>Religion, Faith or Belief</b>	<b>Responsible Officer</b>	<b>Completion Date</b>
<b>Sexual Orientation</b>	<b>Responsible Officer</b>	<b>Completion Date</b>



Your Homes  
Newcastle

**PART 2 – Full Assessment**

**Step 1 – Preparation**

**Directorate:**

Tenancy Services

**Lead Officer: Alyson Bell**

**Service:**

Community Care Alarm Service

**Director of Service: Neil Scott**

**Name of policy, procedure or function:**

Review of CCAS Service

**Members of EINA group:**

Alyson Bell

Siân Church

Lewis Kirkbride

Tony Railton

Simone Doyle

**New or existing:**

Existing

**Date of assessment: 26<sup>th</sup> August 2010**

**Step 2 – Review the aims & purpose of the policy & function**

<p>What is the main aim of the policy, procedure or function?</p>	<p>We provide sheltered housing &amp; warden services in Newcastle City Council sheltered housing schemes and mobile warden services to:</p> <ul style="list-style-type: none"> <li>• Residents of city council sheltered housing schemes</li> <li>• Residents of registered social landlord sheltered housing schemes</li> <li>• Users of the hard-wired alarm systems</li> <li>• Mobile response service for vulnerable clients of all tenures</li> <li>• Monitoring only service for vulnerable clients of all tenures</li> </ul> <p>We also:</p> <ul style="list-style-type: none"> <li>• Complete individual support plans or data checks for clients</li> <li>• Operate Repaircall and Envirocall out of hours services and other 'out-of-hours' and call centre services for both internal and external clients</li> <li>• Operate a vulnerable persons service delivering emergency response to vulnerable clients in conjunction with Northumbria Police (e.g. domestic violence)</li> <li>• Provide Telecare to enable people to remain at home and promote independence</li> </ul>
<p>What are the outcomes and associated aims you are trying to achieve?</p>	<p>1. The needs and wishes of clients, including both individual clients and "business to business" clients such as social landlords and housing associations, have changed dramatically since CCAS was created</p> <p>People generally expect more choice in the services they receive, and often aspire to live as independently as possible in their own home for longer. Although CCAS has always supported these general aims, the changing population now requires more flexible services</p>

	<p>2. At present, CCAS' sheltered housing residents have access to some services which CCAS customers living elsewhere do not; however, sheltered housing residents have a narrower range of options and some are paying for and using services they don't always need</p> <p>CCAS wants to give all its customers equal access to services, and give everyone the same degree of choice</p> <p>3. The current Government is preparing to introduce changes to the way people choose and access their support and care services</p> <p>Collectively known as the Personalisation Agenda, these changes will enable each person to decide for themselves which services they want to use. CCAS needs to offer services which can be accessed by this new system, and to demonstrate to funding organisations such as Supporting People that the services will meet the proposals for flexible services</p> <p>4. CCAS has grown in size in the last few years, and now has a large team of experts and a wide range of services; CCAS now needs to work more efficiently to reduce the cost of providing these services, so that it can spend its budget and resources on continuing to improve services and develop new ideas</p>
<p>Which individuals, organisations or stakeholders are likely to have an interest in or likely to be affected by the policy or function?</p> <p>Who has been consulted?</p>	<p>Any individual who requires the services we provide. Adult Services and Supporting People who refer to and commission these services</p> <p>The following groups/communities have been consulted</p>

	<ul style="list-style-type: none"> <li>• Customers</li> <li>• Next of Kin</li> <li>• Staff members</li> <li>• Elders Council of Newcastle</li> <li>• Quality of Life Partnership</li> <li>• SIAG</li> <li>• NCC adult services</li> <li>• Health</li> <li>• Institute of Ageing &amp; Health at Newcastle University</li> <li>• Community groups including Asian Elders groups, South Mountain Chinese Community Group and others</li> </ul>
<p>Does the proposed policy or function have a shared responsibility with another party? (e.g. another department, authority or organisation.)</p>	<p>NCC Adult Services Supporting People</p>
<p>Does the development/review of the policy or function present us with an opportunity to promote equality of opportunity and good community relations?</p>	<p>Yes</p>
<p>What are the main policies, legislation or other documentation that relates to this policy or function?</p>	<p>Newcastle's Strategy for Older People &amp; an Ageing Population "Everyone's Tomorrow"</p> <p>Telecare Services Association accreditation parts 1,2,3</p> <p>Newcastle Telecare Strategy</p>

	<p>Newcastle Integrated Falls Strategy</p> <p>Fire Service- Reduction in false calls &amp; safety strategy</p> <p>SLAs with city council &amp; R.S.Ls Community Care Alarm Service – Business Plan 2007-2010</p> <p>Supporting People- Quality Assessment Framework</p> <p>Dealing With Difficult Situations strategy</p> <p>Diversity Policy</p>
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### Step 3 – Collect further information and data

What qualitative data has been considered?

Specific consultation for Service Review to determine what customers want from our services in the context of the review and its constraints, offering a variety of consultation methods to suit people with different priorities and communication needs:

- Postal surveys for customers and next-of-kin for customers
- Discussion sessions for customers
- Telephone surveys for customers
- Discussion session with non-customers in partnership with Quality of Life Partnership
- Focus group in partnership with and Institute for Ageing & Health at Newcastle University
- Meetings with SIAG, Quality Of Life Partnership, Adult Services, Age Concern and health and social care professionals

Feedback during process of developing the customer Compact, and subsequent discussion sessions

Quarterly Telephone Surveys:

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TSA KPI

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Demographic and other data of current customers taken from Northgate and Jontek databases:

- Age
- Gender
- Ethnicity
- Disability
- Tenure
- Location

- Service levels
- Service usage trends, including length of service
- Payment types
- Funding types
- Referral sources, and conversion/refusal trends
- Reasons for terminating service, and associated trends

Quarterly Telephone Surveys:

- Sheltered housing service
- Mobile warden service
- R.S.L. contracts with organisations and their client bases

Assessment of current levels of need within sheltered housing customer base

Ward-by-ward distribution and trends of households fitting social/housing categories across Newcastle, using "Mosaic" profiling from NCC

Are there any gaps & how have these been addressed? Is any further research needed?

We didn't have any knowledge of competing sheltered housing providers, so the Sheltered Housing team has researched locations, property types, void levels and general modernity of properties

We need to learn more about, ethnicity, religion and sexual orientation, and tackle the perception that services are only applicable to council tenants. Developing work with the discharge/assessment teams in Health will help to make the service more visible and accessible to all, and other marketing actions will be considered

We still need a commitment from Supporting People about what services they want to commission

#### Step 4 – Conduct Consultation

Who was consulted?	How many people were involved?	Time allocated for consultation	Main issues raised.
Community care alarm customers ('dispersed alarms')	580 invited 97 took part	Ongoing since July 2009	See: pages 14-47 <a href="http://www.yhn.org.uk/PDF/ConsultationFindings.pdf">http://www.yhn.org.uk/PDF/ConsultationFindings.pdf</a>
Sheltered housing residents	Approx. 1000 invited 41 took part		
Next-of-kin for dispersed alarm customers	250 invited 68 took part		
Next-of-kin for sheltered housing residents	250 invited 55 took part		
Elders Council of Newcastle	25 took part		
Non-customer focus group at Institute for Ageing & Health	10		

SIAG	6		
Adult Services, Age Concern, Quality of Life Partnership, health and social care professionals	ongoing		See: <a href="http://www.yhn.org.uk/PDF/ExternalStakeholders_July2010.pdf">http://www.yhn.org.uk/PDF/ExternalStakeholders_July2010.pdf</a>

### Step 5 – Identify negative impacts

All Strands	Impact	Details
Service available to all	Negative	We still feel that there is work to do in understanding why some groups of potential clients are not accessing our services
	Negative	We know that YHN branding may contribute to the reasons, so the marketing strategy will deal with branding and identity
	Negative	We know a lack of flexibility may put off some potential customers
Evidence to support this.		
Age	Impact	Details
Evidence to support this.		

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<b>Disability</b>	<b>Impact</b>	<b>Details</b>

Evidence to support this.

<b>Gender</b>	<b>Impact</b>	<b>Details</b>

Evidence to support this.

<b>Race</b>	<b>Impact</b>	<b>Details</b>

Evidence to support this

<b>Religion, Faith or Belief</b>	<b>Impact</b>	<b>Details</b>

Evidence to support this.

<b>Sexual Orientation</b>	<b>Impact</b>	<b>Details</b>
Evidence to support this.		

**Step 6 – Full Assessment Improvement Plan**

<b>Recommendations &amp; actions for Review of CCAS Service</b>		
<b>All Equality Strands</b>	<b>Responsible Officer</b>	<b>Completion Date</b>
Publish marketing strategy	Care Service Manager	September 2010
Pilot a model for flexible services	Sheltered Housing Manager	From April 2011
Work with strategic board to review eligibility criteria by 2012	Tenancy Services	April 2012
<b>Age</b>	<b>Responsible Officer</b>	<b>Completion Date</b>
<b>Disability</b>	<b>Responsible Officer</b>	<b>Completion Date</b>

<b>Gender</b>	<b>Responsible Officer</b>	<b>Completion Date</b>
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<b>Sexual Orientation</b>	<b>Responsible Officer</b>	<b>Completion Date</b>

**PART 3 – Publishing**

**Name of policy, strategy or service:**

**Community Care Alarm Service**

**Complete:**

Initial Assessment

Full Assessment

**Lead Officers signature:**

**Alyson Bell**

**Diversity Manager agreed & signed:**

**Director of Service agreed & signed:**

**Comments:**

This can be used to make any comments that you think may be relevant. This includes justifying any positive or negative impacts where no actions have been taken or why an EINA has been signed off.

