



Your Homes  
Newcastle

## Equality Impact and Needs Assessments (EINA) Form

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### Form One

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#### Stage One - Basic Equalities Impact and Needs Assessment

**General Information**

**Directorate:**

Business Development

**Business Service:**

Investment Delivery

**Lead Officers Name:**

Investment Delivery Manager

**Members of the Equality Impact Assessment Team:**

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- Head of Investment Delivery
- Adaptations Project Officer
- Adaptations Project Officer
- Assistant Performance Management and Policy Officer

**Name of Policy, Procedure or Function being assessed:**

Adaptations Service Review

**Is this a New or Existing Policy, Procedure or Function?**

- New Policy, Procedure or Function**
- Existing Policy, Procedure or Function**
- Don't Know**

**What is the main aim of the policy, procedure or function? (include any priorities that may be applicable)**

The purpose of this policy is to:

- Set out the criteria by which requests for adaptations will be assessed
- Set out a clear policy of what types of adaptations can be undertaken
- Balance the resources available and the demand for housing with the expectations of service users
- Outline service standards and implement a clear framework to measure performance
- Develop a range of other packages to help assist service users in having their housing needs met.

**What are the main policies, legislation or procedures that this policy, procedure or function complies with?**

- Newcastle City Council's Everyone's Tomorrow: The strategy for older people and the ageing population in Newcastle Upon Tyne
- Homes for a Sustainable Future - Newcastle's Housing Strategy 2006-21
- Housing Act 1985
- Chronically Sick and Disabled Persons Act 1970
- Disability Discrimination Act 2005

**Who is / would be affected by the policy or function, or by the way it is / will be carried out? who are the internal and external customers, group communities or any other stakeholders?**

- All tenants requesting adaptations
- Housing management staff
- Investment Delivery Staff
- NCC Adult Services staff
- NCC Paediatric Therapy Services staff

**What outcomes do you want to achieve, why and for whom? i.e. what are the changes, improvements or benefits for customers groups or communities?**

- Enable our tenants to live within their own homes as comfortably and as independently as possible.
- Provide a first class adaptations service for all elderly and disabled customers.
- Provide written policy around waiting times, prioritisation, assessments, value for money.
- Provide written policy to ensure a consistent service is provided in regards to refusing adaptations, re-charging and re-housing.

**Has the policy, procedure, or function been explained to those it might be affecting or currently affect, either directly or indirectly? if so, to whom?**

- The policy is available on the YHN internet/intranet.
- All tenants currently on the waiting list have been advised of the key changes introduced by the policy.

**Have you consulted anyone on the policy, procedure or function? if so, with whom?**

- Newcastle City Council Legal Services
- Newcastle City Council Physical Therapy Services
- Strategic Independent Advisory Group (SIAG)
- Newcastle Tenants Federation
- The Elders Council
- North East Adaptations Group
- Newcastle Carers Centre
- Newcastle Disability Forum
- Quality of Life Partnership
- West End Refrienders
- Newcastle Chinese Healthy Living Centre
- Shine Project and Persepolis Young Group
- Workfinder
- Kiran Group
- Newcastle Muungano Community Association
- Newcastle Interpreting Service
- BECON
- Muslim Welfare House
- Age Concern Newcastle
- Families First
- Panah Ltd
- The North of England Refugee Service
- Newcastle Council and Faiths
- The JET Project
- West End Health Resource Centre
- Iranlan Centre North East
- Chinese Arts Association
- West End Refugee Service
- The Comfry Project
- Newcastle Upon Tyne CAB
- Newcastle New Deal for Communities
- Chinese Centre (North of England)
- Gurdwara Siri Guru Singh Sabha
- JET
- Millin Centre
- Newcastle African Association

**What information and data have you been able to use for Stage One? Have you identified any gaps? if so, what are these**

**gaps?**

- Investing for Lifetimes - Housing Corporation (2008)
- Lifetime Homes Lifetime Neighbourhoods: A national strategy for housing in an ageing society - Communities and Local Government (2008)
- Your Homes Newcastle Audit Report Commission Inspection Report (2008)
- Tribal review (2008)
- Adaptations Service customer satisfaction survey
- YHN Demographic profile
- Newcastle Census 2001
- Newcastle City Councils Everyone's Tomorrow: The strategy for older people and an ageing population in Newcastle Upon Tyne (2007)
- Homes for a Sustainable Future - Newcastle's Housing Strategy 2006-2021

**AGE**

<b>Impact Against...</b>	<b>Impact Type</b>	<b>Detail of Impact Identified</b>
<u>All Age Groups</u>	<u>Positive</u>	The adaptations service refer customers to either adult or child services depending on their age, this ensures the customer receives the specialised service and support require
<u>Younger People</u>	<u>Negative</u>	The fast track system is not fully accessible to children - children cannot be directly referred to Pediatric Therapy Services if the child has not previously accessed the services. Children must be referred by a specialist, which may result in a delay and therefore the child may not progress through the fast track system at the same speed as an adult.
<u>All Age Groups</u>	<u>Negative</u>	The policy does not clearly outline that all services are provide according to medical need and accessible to all regardless of age.
<u>All Age Groups</u>	<u>Positive</u>	The re-housing process is dealt with on case by case basis. The flexible process ensures that age is considered and influential when re-housing a tenant.
<u>All Age Groups</u>	<u>Negative</u>	The re-housing process must follow YHN's Allocations Policy - pre-adapted property may suit the needs of a customer, however if this property is within a age restricted housing scheme, it may not be accessible to the customer.
<u>All Age Groups</u>	<u>Positive</u>	Adapted properties are now advertised via Your Choice Homes this ensures that all customers can bid for a pre-adapted property.

**DISABILITY**

<b>Impact Against...</b>	<b>Impact Type</b>	<b>Detail of Impact Identified</b>
<u>All</u>	<u>Positive</u>	Adapted properties are now advertised via Your Choice Home this ensures that all customers can bid for a pre-adapted property.
<u>All</u>	<u>Negative</u>	Adaptation installation time is not consistent across all adaptation types. In some cases this results in the most vulnerable waiting the longest for adaptations (i.e. level access)

showers).

## GENDER

Impact Against...	Impact Type	Detail of Impact Identified
<u>All Genders</u>	<u>Negative</u>	The policy does not clearly outline that all services are provided according to medical need and accessible to all regardless of gender.
<u>All Genders</u>	<u>Positive</u>	Adapted properties are now advertised via Your Choice Home this ensures that all customers can bid for a pre-adapted property.

## RACE / ETHNICITY

Impact Against...	Impact Type	Detail of Impact Identified
<u>All</u>	<u>Negative</u>	The policy does not clearly state that all services are provided according to medical need and accessible to all regardless of race/ethnicity.
<u>All</u>	<u>Positive</u>	The re-housing process is dealt with on case by case basis. This flexible process ensures that race/ethnicity is considered and influential when re-housing a tenant.
<u>All</u>	<u>Positive</u>	Adapted properties are now advertised via Your Choice Home this ensures that all customers can bid for a pre-adapted property.
<u>All</u>	<u>Negative</u>	The policy does not include the corporate strap lines to enable customers of all languages to access a translated copy of the document.

## RELIGION, FAITH OR BELIEF

Impact Against...	Impact Type	Detail of Impact Identified
<u>All</u>	<u>Negative</u>	The policy does not clearly state that all services are provided according to medical need and accessible to all regardless of religion, faith or belief.
<u>All</u>	<u>Positive</u>	The re-housing process is dealt with on case by case basis. This flexible process ensures that religion, faith and belief is considered and influential when re-housing a tenant.
<u>All</u>	<u>Positive</u>	Adapted properties are now advertised via Your Choice Homes - this ensures that all customers can bid for a pre-

adapted property.

## SEXUAL ORIENTATION

Impact Against...	Impact Type	Detail of Impact Identified
<u>All</u>	<u>Negative</u>	The policy does not clearly state that all services are provided according to medical need and accessible to all regardless of sexual orientation.
<u>All</u>	<u>Positive</u>	Adapted properties are now advertised via Your Choice Homes - this ensures that all customers can bid for a pre-adapted property.



**STEP ONE**

**Identify the members of the Equality Impact and Needs Assessment Team - include any external advisors (Name, Organisation, Service User).**

**STEP TWO**

**Review the Main aim or purpose of the policy, procedure or function?**

**STEP THREE**

**Conduct Stage Two Equality Impact and Needs Assessment**

**What previous consultation was conducted and with whom?**

<b>Topics of Consultation Conducted:</b>	<b>Consultation Conducted with:</b>
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**identify who will now be involved and why you have chosen these particular individuals or groups?**

<b>Who is now involved in the process?</b>	<b>Reasons why is this person involved?</b>
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**What previous information and data was used throughout the process in Stage One?**

**What additional information and data have you now collected through your use of Stage Two?**

**Please provide any other methods you have used for making your decisions on how to eliminate adverse or negative impacts.**



## Form Three - Improvement Plan

### AGE

Identified Actions	Impact Type	Equality Area	Lead Officer	Completion Date	Resource Implication
Investigate how improvements can be made to ensure that children have equal access to the fast track system.	Negative	Younger People		30/06/2010	Officer time.
Insert an Equality and Diversity section into policy to ensure that it is clearly outlined that all services are provided according to medical need and accessible to all regardless of age.	Negative	All Age Groups		Complete	None.
Investigate the possibility of making adapted properties within age restricted housing schemes accessible to all regardless of age.	Negative	All Age Groups		30/06/2010	Officer time.

### DISABILITY

Identified Actions	Impact Type	Equality Area	Lead Officer	Completion Date	Resource Implication
Ensure consistency across all adaptation installation times.	Negative	All		31/03/2010	Officer time. Possible financial resource implications - level unknown at this time.

### GENDER

Identified Actions	Impact Type	Equality Area	Lead Officer	Completion Date	Resource Implication
Insert an Equality and Diversity section into policy to ensure that it is clearly outlined that all services	Negative	All Genders		Complete	

are provided according to medical need and accessible to all regardless of gender.					
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**RACE / ETHNICITY**

Identified Actions	Impact Type	Equality Area	Lead Officer	Completion Date	Resource Implications
Insert an Equality and Diversity section into policy to ensure that it is clearly outlined that all services are provided according to medical need and accessible to all regardless of race/ethnicity.	Negative	All		Complete	
Insert the corporate strap lines.	Negative	All		Complete	

**RELIGION, FAITH OR BELIEF**

Identified Actions	Impact Type	Equality Area	Lead Officer	Completion Date	Resource Implications
Insert an Equality and Diversity section into policy to ensure that it is clearly outlined that all services are provided according to medical need and accessible to all regardless of religion, faith or belief.	Negative	All		Complete	

**SEXUAL ORIENTATION**

Identified Actions	Impact Type	Equality Area	Lead Officer	Completion Date	Resource Implications
Insert an Equality and Diversity section into policy to ensure that it is clearly outlined that all services are provided according to medical need and accessible to all regardless of sexual orientation.	Negative	All		Complete	

Date EINA Form Completed

1 December 2009

Proposed Date of Next Review

01 December 2012

Identified Person for the Next Review

Head of Investment Delivery

Signed and Agreed - Responsible Lead Officer

Signed and Agreed - Diversity Manager

Reviewed Signed and Agreed - Director

Date Agreed and Published

23 June 2010