

Section Three: Equality Impact Assessment Templates

Template 1


Function	Sub-Function (Function, Policy, Procedure, Project, Initiative, Service)	Relevance to Equality & Diversity (High, Medium, Low)	Evidence of relevance (legislation, anecdotal/statistical evidence etc)	Priority (high = 1, Low = 3)	Timescale (Date for completion)
Is there any evidence – formal or otherwise – that religious groups are affected by these developments	Extra Care Programme Delivery	Low	Anecdotal – the current facilities in extra care housing schemes do not proactively encourage applicants from ethnic religious groups	3	Jan 2011
Is there any evidence – formal or otherwise – that people with learning/physical, sensory impairment or disabilities are affected by these developments	Extra Care Programme Delivery	High	Anecdotal – through the mapping exercise a need has been identified for accommodation and support for people with physical and learning disabilities. Current eligibility criteria disadvantage these groups where people are under 55.	1	Jan 2011
Is there any evidence – formal or otherwise – that people’s sexual orientation is affected by these developments	Extra Care Programme Delivery	Med	The current information available i.e. leaflet and DVD does not actively encourage applicants from gay or lesbian couples.	2	Jan 2011

<p>Is there any evidence – formal or otherwise – that people with accommodation and care needs are affected by these developments?</p>	<p>Extra Care Programme Delivery</p>	<p>High</p>	<p>Evidence in the mapping exercise identifies that there are not enough extra care housing units countywide and these are required because people's opportunities are enhanced by the delivery of extra care housing. As peoples care needs develop – assessment teams are responsible for reviewing care packages and arranging higher support as required. ECH in theory, can support high dependency levels.</p>	<p>1</p>	<p>Jan 2011</p>
<p>Is there any evidence – formal or otherwise – that people's financial status is adversely affected by these developments?</p>	<p>Extra Care Programme Delivery</p>	<p>High</p>	<p>North Yorkshire County Council has identified there is insufficient opportunities for self funders to access advice and information on housing care and support services. The opportunity to purchase extra care housing units has diminished due to the current economic downturn as people are unable to sell their properties to purchase extra care housing accommodation. However, once in extra care housing, there is</p>	<p>1</p>	<p>Jan 2011</p>

<p>Is there any evidence of public concern that this programme of delivery is causing discrimination?</p>	<p>Extra Care Programme Delivery</p>	<p>Med</p>	<p>evidence to say that people's financial status is enhanced as they are not required to utilise as much of their savings as they would have done by purchasing a residential place as well as their care.</p>	<p>2</p>	<p>Jan 2011</p>
			<p>Anecdotal – through the referral and allocations process. It has been identified that younger people with physical and learning disabilities are not able to apply for extra care housing due to the limitations of most of the eligibility criteria which currently specify 55+. Evidence to support the need for younger people being able to access ECH is based on experience of applications in the past as well as one direct communication from a lady of 40 yrs with cerebral palsy who felt she is discriminated against because of her age.</p>		

Template 2

Name of the Directorate and Service Area	Adult And Community Services		
Name of the service being assessed	Delivery of Extra Care Housing in North Yorkshire		
Is this the area being impact assessed a	Policy & its implementation?	Service?	√
	Function	Initiative?	
	Project?	Procedure & its implementation?	
Is this an Equality Impact Assessment for a	Existing service or a policy and its implementation?		
(Note: the Equality Impact Assessment (EIA) is concerned with the policy itself, the procedures or guidelines which control its implementation and the impact on the users)	Proposed service or a policy and its implementation?		
	Change to an existing service or a policy and its implementation?		
	Service or Policy carried out by an organisation on behalf of NYCC?		
How will you undertake the EIA?	EIA to be completed by individual officers, discussions with project team in team meetings,		
Eg team meetings, working party, project team, individual Officer			
Names and roles of people carrying out the Impact Assessment	Rebecca Dukes – Project Officer ECH Marion Dennis – Project Support Officer ECH		
Other officers involved in the assessment	Quality Assurance Group.		
Eg taking part in peer review, challenge, quality assurance			
Lead Officer and contact details	Rebecca Dukes – Project Officer ECH – 01609 535173 Marion Dennis – Project Support Officer ECH – 01609 532600		
Date EIA started	Jan 2010		
Date EIA Completed	19.5.10		

Sign off by Service Head/ Business Unit Head	 Seamus Breen, Assistant Director - Commissioning and Partnerships
Date:	21 st October 2010
Presented at Directorate Equality and Diversity Working Group	July 2010
Date and place of Publication of EIA	
Monitoring and review process for EIA	ECH Team – ongoing review process.

Template 3

1. Operating Context

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence

1.1 Describe the service/policy

What does the service/policy do and how? What are its intended outcomes? Who is affected by the policy? Who is intended to benefit from it and how? Who are the stakeholders? How would you describe the policy to someone who knows very little about Council Services?

Does the policy, plan or service reflect relevant legal frameworks (including equality legislation) and national and local performance targets? Does the service/policy adhere to the principles of the [social model of disability](#)?

Are there any other policies or services which might be linked to this one? Are they being impact assessed?

How will the policy be put into practice? Who is responsible for it?

The national drivers for developing Extra Care Housing are

- Our Health Our Care Our Say
- Putting People First
- Our Future Lives
- Strategic Commissioning Strategy for independence, wellbeing and choice
- Dignity in care agenda
- Lifetime Homes Lifetime Neighbourhoods

North Yorkshire County Councils strategy for developing ECH dates back to 1999. The development of ECH provides opportunities for all adults in need of care and support to live an independent lifestyle in a non institutionalised setting.

ECH offers people who need accommodation with support and/or care options to meet their changing needs by promoting personalisation, independence and choice
ECH is a housing solution to a care need which includes:

- Private apartments for rent or sale for people aged 55 and over
- Each apartment has its own front door with letterbox and doorbell and residents have security of tenure
- Each extra care housing scheme will have a range of facilities on site such as shop, hair/beauty salon, café/restaurant, lounge, hobbies room, library etc
- The building will be staffed 24 hrs/7 days by housing management, care and support staff
- Care and support will be delivered to individual residents according to assessed needs and in line with a written and

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<p>agreed care and support plan</p> <ul style="list-style-type: none">• Enables independent living <p>The delivery of extra care housing in North Yorkshire is linked to the replacement of Elderly Persons Homes. (EPH)</p> <p>Existing residents of North Yorkshire's EPH's are directly affected due to the replacement of their current accommodation with extra care housing. When an existing EPH is earmarked for closure, residents are either given the option of transferring over to ECH or to be placed in another residential establishment.</p> <p>The Extra Care Housing Team within Adult and Community Services works in partnership to deliver accommodation and services to a variety of partners. The team will be able to influence the inclusion of equality and diversity issues, but we cannot direct policy or procedure, as the schemes will be managed by other outside agencies. However, these agencies have the same responsibilities under equalities legislation as the North Yorkshire County Council's (NYCC) and service level agreements are currently being drawn up which include equality and diversity issues.</p> <p>The service will be developed by the Extra Care Housing team working alongside selected partners to expand the extra care provision, where there is an identified need. The overall responsibility for developing the service and delivering future schemes lies with the Strategic Development Manager, Accommodation with Care.</p> <p>Although current residents in EPH's are directly affected they also benefit in terms of having the opportunity to move into more appropriate accommodation with facilities and support to suit their</p>	
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<p>needs as well as giving security of tenure and the opportunity to maximise their financial status. Extra care housing is able to support people with changing care and support needs, in partnership with health and housing partners. Due to the design layout of the schemes and the use of telecare technology, people with very high support needs are able to stay in their accommodation for longer.</p> <p>People living in the local community benefit from being given the opportunity of an alternative housing option with care support rather than institutional type residential care. Extra care housing enables couples (including same sex couples) where one has a care need, to stay together rather than being separated under current practices.</p> <p>The local community benefits by the provision of the facilities within the scheme with the opportunity to utilise the communal space for social events and activities. This also benefits the people living in the scheme and enables them to continue to feel part of their local community.</p> <p>The service will be proposing to introduce a training solutions document to support training within extra care housing facilities. The document highlights the necessity to reflect the Directorate's strategies relating to equality and diversity.</p> <p>Historically extra care housing schemes have been built where an opportunity has arisen rather than where there is an identified need.</p> <p>The schemes are designed to comply with the Habinteg 2nd Edition 2006 Wheelchair Design Guide and to full wheelchair accessibility standards.</p> <p>Consideration is given to appropriate signage and colour schemes to support orientation of the people living in and visiting ECH schemes.</p>	
<p>1.2 Is the policy/service you are impact assessing physically accessible?</p> <p>Is the policy/service delivered in the right locations? Are locations welcoming and appropriate for its function and customer needs? Are the opening times accessible? Have you carried out an access audit? Do you provide specialist equipment to help people access your services if it is needed? Do you consider customer needs when arranging the timing and venues of meetings or events?</p>	

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Consideration is given to the location of the scheme and being able to access local facilities or to provide local facilities where these don't exist.

The physical design and the environment within the building is designed to support a range of needs ie mobility, sensory, cognitive impairment etc.

Access to services and facilities is a key priority, when considering the development of ECH schemes. Design options and inclusion of technology to support accessing facilities, for all groups of people, are included in the early planning of the scheme.

The extra care housing team is in the process of developing a Design and Ethos Guide which focuses on the physical environment to ensure that the schemes meets the needs of the people hoping to live there.

In addition the ECH team is developing a process for reviewing extra care housing schemes, which includes a physical walk round with the housing partner to ensure that the environment is designed and built to NYCC's recommended Design and Ethos Guide.

A diverse range of events are organised within the schemes throughout the week, which includes evening and weekends to allow opportunity for people to access social events. Previous ECH developments have identified and fed back some concerns regarding access and participation in social events. Residents ultimately have the choice in what social events they participate in, however some people are reliant on staff to support them to do this and staffing levels do impact on residents being able to participate in some activities. There is also concern amongst some residents who feel they are being charged to "use the lift" because if they can't attend a social event without escort from their apartment to the activity space, it is

Does the policy/service promote or further enable access to services?

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included as a need in their care plan and they are charged for it (subject to the Fairer Charging Policy). The move to personalisation and indicative budgets will potentially help to solve some of these issues. The issue of isolation has been raised up on several occasions, particularly where people do not want to participate in group type social activities: again personalisation and indicative budgets could resolve some of these issues, by enabling staff to carry out one to one activities more suited to the individual.

Most ECH schemes operate resident committees, who are involved in arranging and deciding on the type of activities provided; however there are examples where the more vocal residents have played a bigger part in making decisions. This requires careful monitoring by all partners involved, to ensure that decisions about social events include all residents' opinions and suggestions.

Recent scheme reviews undertaken, indicated that extra care housing schemes do not have diverse religious services, although they do provide a non-denominational type service. If this was identified as a need for specific individuals, arrangements could be put in place to support access to faith-based activities e.g. via community liaison. For some individuals, this might form part of their support plan.

People and groups from local communities are actively encouraged to utilise the facilities and to participate in events or social activities organised in the scheme. There are many examples where community social groups utilise the facilities for events, clubs or other activities, which the residents can then join in with, supporting the ethos of enabling residents to feel like active members of their local community.

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Extra care housing facilities support applications from people, regardless of their disability, faith, sexual orientation, race or gender. NYCC is an equal opportunity organisation and has a Fair Access to Care Policy. The current eligibility criterion is usually 55 and over which is often linked to agreed planning applications. Any decisions to change the eligibility criteria for a particular scheme would be on an individual basis and would be included in the planning stages. Any changes to exiting eligibility agreements would have to be discussed and agreed with the housing providers and district/borough Council partners.

Partner organisations will have their own equality and diversity policies and procedures in place, which are monitored through the Quality Assessment Framework documentation (QAF) managed by Supporting People.

Standard C1.4.1 of the Quality Assessment Framework states “Fair access, fair exit, diversity and inclusion are embedded within the culture of the service and there is demonstrable promotion and implementation of the policies.” The evidence listed in this section is detailed by breaking it down into Level A/B/C requirements. Level A/B meaning indicative evidence and Level C meaning an essential requirement. These requirements includes the collection of equalities data on successful and unsuccessful applicants, reviews the equalities data, sets targets to address gaps or weaknesses and monitors performance against these.

Equality and Diversity procedures are covered in staff induction programmes and integrated into staff management practices. And are reviewed on a regular basis. The evidence in this documentation also highlights whether equality access targets are set for under represented groups and how these targets will be monitored and

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	<p>actioned. Section C1.4.2 of the QAF investigates the procedures and processes that monitor the allocation and eligibility criteria for access ECH schemes and how the information and decisions are communicated to applicants, and whether under represented groups are identified and relevant information is actively distributed to these groups.</p>
<p>1.3 Is the information and communication provided accessible to everyone?</p> <p>Is information and correspondence accessible and does it use appropriate language? Do your documents include an Accessibility Statement (link to Accessibility Statement) and will you provide information in other formats on request (or prepared in advance where necessary)? Remember to think about the needs of people who are disabled or people whose first language is not English. Can customers contact your service easily and accessibly in a range of different ways? Do people know how to contact you?</p> <p>Does information avoid the use of stereotypical language, or negative images of different groups of people? Does the information adhere to the principles of the social model of disability?</p>	<p>NYCC Information related to ECH is provided in several formats inc leaflets (large print copy available), DVD, information cards. We are in the process of developing a web page on the NYCC website.</p> <p>The team has discussed providing easy read versions of our written information – this work is ongoing. Usually alternative formats would be available on request, however we do have a small amount of large print copies of our information available if required.</p> <p>All literature contains reference to contact NYCC Customer Service Centre, by either telephone or online. Literature available in other languages such as Braille, Large print or audio on request. – tel number and email address contact details on reverse of leaflet.</p> <p>Literature pictures do focus on images of older people which does tend to suggest that extra care housing is a service predominantly for older people. However we are in the process of developing an updated version our leaflet which will include images which are not specifically focussed on older people. The team’s vision is to open up ECH to all vulnerable people; therefore the literature would require updating to incorporate images of other groups of people, to raise awareness to all vulnerable people, that ECH is available to them.</p>
<p>1.4 How is your service/policy delivered?</p> <p>Do you charge for your services? Do these changes affect everyone equally? Do some customers incur greater costs or get 'less for their</p>	<p>The Council delivers the service in partnership with housing associations and district/borough councils. Housing associations allocate the extra care housing units under eligibility criteria which is</p>

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money"? Are there eligibility criteria for the service/policy?

Does the Council deliver this policy in partnership or through contracts with other organisations? How do you ensure that external bodies comply with the Council's equality requirements?

Is the policy delivered with volunteers? Does this raise any implications e.g. training needs? Are volunteer opportunities available to all?

agreed by steering groups who manage the projects.

All people are assessed with a Needs Assessment Questionnaire – under Fair Access to Care – and their contributions for services are calculated through a financial assessment which is stipulated by government legislation.

The charges relate to the accommodation and care services. The rent, service charge and lease, if purchased, relate to the property and not the person living in that property. The charges for individual properties are set by the housing providers based on affordable housing guidelines. The ratio of rental and purchase units is dependent on the size of the scheme to be built, typically there would be 5-15 to purchase units in a 40-50 unit scheme, giving people the option of the type of tenure they require. Often there is an expression of interest register with people waiting to move into properties with all the tenure types. The ECH team has recently identified an organisation that supports people with physical and learning disabilities that are reliant on state benefits, to purchase properties, and have now extended this service to older people looking to purchase ECH units. This would enable people, regardless of their financial circumstances, to either purchase or rent an ECH unit, depending on their preference

The care costs are dependent upon financial assessments. People who are more financially secure may end up paying higher rates for care services. People's financial circumstances, may impact on participation in activities, as some organised events may involve payment. The Partners involved in the scheme ensure there is a variety of social events and activities to suit everyone's needs. This may involve liaising with voluntary and community groups to support unpaid activities within the scheme. The ECH team and its partners

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are very keen to ensure there is a programme of activities set up, from the opening of the scheme. Community engagement work is already underway regarding activity provision for a scheme due to be opened spring 2011.

2. Data, Monitoring, Consultation and User Involvement

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence

2.1 What data do we use now? Is it broken down by equality and diversity categories?

How current is the data? Where is it from? Is it relevant? Are the equality and diversity categories consistent across all the data used?

Strategic Commissioning for Independence, Wellbeing and Choice Databook 2007 – 2022 shows the breakdown in population of BME communities as a whole for North Yorkshire and also for the 7 individual District/Boroughs within North Yorkshire. It is also broken down into age, gender and disability profiles. The data is available relating to BME communities however there are no statistics relating to sexual orientation.

The mapping exercise highlights the need for additional extra care housing schemes across the county. There is a need to cross reference identified accommodation needs with the data relating to BME communities to establish if there is a need to actively market this type of accommodation to minority groups in specific areas.

Between June and September 2009 reviews of existing Extra Care Housing schemes were carried out. Information regarding ethnicity was captured and highlighted that there are no tenants from BME groups living in extra care housing schemes at present.

There are a large number of different groups across the County which cater for specific client group's ie older people, physical and sensory etc. These can be difficult to access at the right time to discuss the relevant issues for each scheme. Currently schemes are designed taking into account best practice guidelines and national experiences of what works and doesn't work in ECH. The Housing Learning Improvement Network (Housing LIN) provides information collated from all council/housing and other organisation regarding best practice in ECH, including fact sheets on specific issues. However we acknowledge that consultation and service user involvement needs improvement and we will address these issues in the future. Surveys and questionnaires are carried out with current residents regarding all

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	<p>the services and facilities available to them and the ECH will be introducing an evaluation process with schemes, 6-8 months after they have opened. This evaluation process will include residents, their relatives, staff and management as well as other partners involved in the scheme i.e. health professionals. It will also include the design layout and the facilities available. This evaluation process is being piloted in April 2010 for a scheme that opened in October 2009.</p> <p>The ECH Team acknowledges that there is a statutory requirement to consult with all groups of people and this will be imbedded in the decision-making process and a robust Consultation Procedure is currently being researched and written.</p>
<p>2.2 Are there areas where we need more information? How could we get this information?</p> <p>What data is available? Do other directorates, partners or other organisations hold relevant information? Is there relevant information held corporately eg compliments and complaints? Are there national datasets that would be useful? Is there relevant census data? Do you need to collect more data? How could you do this?</p>	<p>At present the extra care housing team does not have information relating to the sexual orientation of the population of North Yorkshire.</p> <p>The assumption is that it will be between 5-7% of the county's population, in line with national / Stonewall estimates: for more info – www.stonewall.org.uk</p>
<p>2.3 What analysis have you carried out on the data?</p> <p>Does analysis include general demographic and local specific trends such as ageing, migration and the nature of minority ethnic communities and other diverse groups? Does it include trends about specific sectors as appropriate eg education, transport, housing, retail and business opportunities?</p>	<p>Census information shows that just under 98% of the population of North Yorkshire is white British with only 1.1% of people in BME groups which is considerably lower than the national average of 9.1%. Within the County the proportion of the population within BME groups is lowest in Ryedale and highest in Richmondshire. The individual District/Borough profiles indicate that the percentage of BME groups compared to the overall population is very low which may therefore make it difficult for extra care housing to target specific groups or</p>

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provide specific facilities for BME groups. However more emphasis on marketing to BME groups may result in them applying for ECH.

All ECH units - except some specialist dementia apartments - are now built with 2 bedrooms, to allow for family or visitors to stay with their relative, they also provide guest suites for hire at a nominal charge. The option to extend the size of the properties further would create higher rental and service charges for the residents as well as additional build costs for the organisations involved, the sustainability of the scheme is very much dependent on the amount of units being built, which is dependent on the land available. Larger apartments would usually mean fewer units available, which in turn might question the sustainability of the scheme and the affordability of the properties, to keep them in line with affordable housing guidelines.

In terms of extended family members, any persons applying to live in the scheme would have to meet the agreed eligibility criteria, most eligibility criteria for ECH suggest the applicant has some care/support needs; this may cause issues where extended family members live with their relatives. When the original applicant dies, the family member may not be eligible to remain in the property and they would not be issued with a tenancy agreement for that property. Currently partners are able to remain in the properties as long as they meet the age criteria.

Demographic data indicates that the population of people aged 65+ is expected to increase in all Districts/Boroughs across North Yorkshire. The largest percentage increases are expected to increase in Hambleton, Richmondshire and Selby. The mapping exercise has identified further need for accommodation, with support for all vulnerable adults in these specific areas as well as generally across North Yorkshire.

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Does it identify the level of take-up of services by different groups of people? Does it identify how potential changes in demand for services will be tracked over time, and the process for service change?
 Is it free of generalisations or stereotypical notions about people of different groups? Does it reflect the diversity of North Yorkshire? Does it identify the equality profiles of users/beneficiaries and staff?

The mapping exercise has indicated the need to review and redirect the way in which services are delivered.

The Extra Care Housing Team's Programme Delivery Register captures and predicts current and future need for accommodation, facilities and services within a locality. Once a scheme has been in management for at least 6 months the proposed evaluation tool will help to capture data relating to the residents' disability, age, faith, race and gender and sexual orientation. This will help us to evaluate which groups of people are applying for the schemes and where and how we might need to provide additional services or facilities or support people to access out in the wider community to ensure all their needs are being met.

2.4 What does the analysis of the data show?

Does the data show any differences in outcome for different groups? Eg differences in take up rates or satisfaction levels across groups. Is it what you expected? Does it change earlier assumptions?

Please include data and analysis as an appendix

The mapping exercise shows evidence that there is a need for future extra care housing to meet a range of needs and ages rather than concentrating on supporting one particular client group. Evidence from current. ECH allocation groups across North Yorkshire, suggests there is a need to expand the eligibility criteria to include other groups of people. Often people below the age criteria apply, and although applicants are discussed on an individual basis, there are concerns about placing younger adults in predominantly older people's facilities, particularly where the type of social activities are generally decided by the residents, who would be, at this moment, an older age group and with probably a different type of social life to a younger adult.

There are schemes in other parts of the country that are for younger adults with learning and physical disabilities. The ECH team's vision is to provide our ECH services to a mixed group of people. Anecdotal evidence also shows that North Yorkshire County Council's own assessments teams often refer younger applicants for ECH, unaware of the full eligibility criteria, which support the suggestion that there is a need for this type of accommodation for younger adults.

2. Data, Monitoring, Consultation and User Involvement

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<p>2.5 What are the mechanisms for the ongoing monitoring of your progress on your policy/service, or monitoring take-up of your service?</p> <p>Given the information above do monitoring mechanisms need to be altered to make sure that all the required data is captured? What monitoring techniques would be most effective?</p> <p>What performance indicators or targets would be used to monitor the effectiveness of the policy/service?</p> <p>How often does the policy/service need to be reviewed? Who would be responsible for this?</p>	<p>The market has recognised the need to provide extra care housing for other vulnerable people within the last 2-3 years and this has been considered in the design guide for the future.</p> <p>The Extra Care Housing Team's Programme Delivery Register captures and predicts current and future need for accommodation facilities and services within a locality.</p> <p>The proposed evaluation tool will support NYCC and our housing providers to identify issues with the service. The tool includes consultation with residents, relatives and other people involved in the services provided within the scheme. The piloting of the evaluation tool is due to take place at a scheme which opened September 2009. The outcome of this evaluation will influence the final documentation for this process.</p>
<p>2.6 Does your service meet the needs of all customers?</p> <p>How do you know? How do you check?</p> <p>Do some needs/priorities 'miss out' because they are a minority not the majority? Is there a better way to provide the service to all sections of the community?</p>	<p>At present extra care housing is primarily focussed on accommodation for older people usually 55 plus.</p> <p>The need for accommodation with care for people with learning and physical disabilities has also been identified through the mapping and nomination and allocation process. The current nomination and allocation process is based on the panel members considering whether the applicant's physical, emotional and social wellbeing would be met by moving into the scheme. It is sometimes deemed not appropriate for a younger person to move into a scheme which is fully occupied by older people even though the physical layout of the building is appropriate to their needs.</p> <p>Our future vision is to give all vulnerable adults the opportunity to access extra care housing where it is their wish to do so. It is</p>

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<p>2.7 What consultation have you already done that you can use to inform this impact assessment? Please summarise the main findings from the consultation</p> <p>Can you analyse the results of this consultation by social identity eg race, gender, age, disability, faith, Sexual orientation. Who did you consult and how? What are the main findings? Are there differences in response between different groups? Are more findings to come?</p> <p>If this is an update please say when this information has been added. Did you find that some groups felt that they were adversely affected by the policy/service? Did you feedback the findings of the consultation to those who were involved?</p>	<p>acknowledged that a range of housing options needs to be available to people. It is intended that the extra care housing programme be delivered without Homes & Communities Agency grant, thereby enabling any available grant to be used to fund other housing types. A need has been identified through the mapping process for accommodation for other groups and consideration will need to be given to consultation with these people.</p> <p>Some reviews of current schemes were carried out in mid 2009. The questionnaire identified people's race, gender, ethnicity and the level of support they required, however it did not identify people's sexual orientation. The questionnaire was designed for people already living in an extra care schemes, it was not broken down into different social identities and was not distributed to a wider community.</p> <p>In Jan 2008 a report called "A Measure of Success" was produced by the Care Services Improvement Partnership in conjunction with The Housing Learning and Improvement Network. The report entailed an evaluation of housing for people with learning disabilities. The report focuses on the lessons learnt from 10 projects to provide extra care housing specifically for people with a learning disability and was linked to measures stipulated in the "Valuing people, Independence Well-being and Choice, and Our health Our Care, Our Say" papers. The main points of these strategic papers state that local authorities should extend the range of housing choices to people with learning and physical disabilities and highlighted the key issues as being:</p> <ul style="list-style-type: none"> • Housing was important – the aim is for a choice of where and how you live • The Government wants people living with their families to be able to plan for a home of their own
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2. Data, Monitoring, Consultation and User Involvement

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- People with learning disabilities can live successfully in many types of housing from individual self-contained properties, housing networks, group homes and shared accommodation schemes, through to village and other forms of intentional community. They can cope with the full range of tenures, including ownership.
- Local authorities should expand the range and choice of housing, care and support services, and
- Draw up a housing strategy by 2003 addressing the aims of Valuing People.

The report suggests that *“Housing Needs surveys commissioned by local authorities could be stronger in their measurement of the housing requirements of disabled people and quite possibly other, numerically smaller, vulnerable needs groups.”*

Section 1.1 of the “Socially excluded adults Public Service Agreement (PSA 16) states that *“In October, as part of the Comprehensive Spending Review, the Government announced a new single set of 198 national indicators for English local authorities and local authority partnerships. These indicators, which flow from the priorities identified in Public Service Agreements (PSAs) and Departmental Strategic Objectives (DSOs), include eight indicators which underpin the socially excluded adults PSA (PSA 16).*

Section 3.1 states *“The socially excluded adults PSA aims to ensure that the most socially excluded adults are offered the chance to get back on a path to a more successful life, by increasing the proportion of*

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Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence

at-risk individuals in:

- *settled accommodation; and*
- *Employment, education or training.*

Settled accommodation: Refers to accommodation arrangements where the occupier has security of tenure/residence in their usual accommodation in the medium- to long-term, or is part of a household whose head holds such security of tenure/residence. The accommodation types that represent settled accommodation for the purpose of this indicator are:

- Owner Occupier / Shared ownership scheme (where tenant purchases
- percentage of home value from landlord)
- Tenant – Local Authority / Arms Length Management Organisation / Registered
- Social Landlord / Housing Association
- Tenant – Private Landlord
- Settled mainstream housing with family/friends (including flat-sharing)
- Supported accommodation / Supported lodgings / Supported group home
- (accommodation supported by staff or resident caretaker)
- Approved premises for offenders released from prison or under probation
- supervision (e.g., Probation Hostel)
- Sheltered Housing / Extra care sheltered housing / Other sheltered housing
- Mobile accommodation for Gypsy/Roma and Traveller community

2. Data, Monitoring, Consultation and User Involvement

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence

The 2001 Government White paper

'Valuing People' -

States that "each individual should have the support and opportunity to be the person he or she wants to be; " and they shall have:-

1. **EQUAL RIGHTS**
2. **INDEPENDENCE**
3. **CHOICE**
4. **THE RIGHT TO BE INCLUDED**

To make this happen, North Yorkshire and the City of York developed 4 Partnership boards. The Government said it is they who should agree any future plans which could affect people with a learning disability.

The 4 boards are:

Craven and Harrogate
Scarborough, Whitby and Ryedale
Hambleton and Richmondshire
York and Selby

One of the key points is to update the list of accommodation needs to identify future supported accommodation requirements in partnership with housing providers and Supporting People.

Based on the recommendations in these strategic papers, evidence suggests that extra care housing is suited to people with learning and physical disabilities and that although more consultation is required between local authorities and these groups of people, that extra care housing is a viable option for them. The Extra Care team will be pursuing this option through its service level agreements with housing providers and recommending the use of the Design and Ethos Guide when developing future schemes.

2. Data, Monitoring, Consultation and User Involvement

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence

2.8 What is the communication strategy to advertise and promote your plan, policy or service?

Due to the proposed changes in the delivery of this service the Extra Care Housing team has arranged for a stakeholder launch event to inform partners of our future vision for extra care housing, and our expectations and recommendations for providing services in schemes in the future. This will form the basis of our future communication strategy.

We have produced an Extra Care Design and Ethos Guide which focuses on the expected specification for future schemes; the design and ethos guide illustrates our minimum requirements and will be shared with potential partners. The design and ethos guide has been developed from good practice recommendations collated nationally. This is a living document that will evolve as schemes are developed and we will in future ensure that the focus group has involvement in the development of the Guide.

2.9 Is there any more consultation that you need to do to inform this impact assessment?

We acknowledge that we need to carry out further consultation with all vulnerable people, specifically minority groups, to understand why we do not receive applications for extra care housing from these people, and to consult with younger disabled people to establish the type of housing options available to them and if ECH is what they want.

Have you identified information in other sections of this EIA that you need to assess the impact on different groups of people?

At present we do not have sufficient information relating to the gay or lesbian community in North Yorkshire to understand why we do not receive applications from same sex couples. We are aware that there are some schemes specific to these groups of people in other areas and further investigation regarding the ethos and facilities provided in these schemes may help us to support our North Yorkshire gay and lesbian community to access extra care housing. The paperwork regarding the application process inc North Yorkshire's Needs Assessment Questionnaire (NAQ) and the housing providers'

2. Data, Monitoring, Consultation and User Involvement

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence

application forms, do not directly capture information regarding a person's sexuality therefore we are currently not aware of the percentage of applicants from this group. All we know is that currently there are no same sex couples living in our extra care housing schemes.

Due to the limited concentration of people with different faiths it is difficult for extra care housing in North Yorkshire to provide facilities specific to one faith however we do acknowledge the need for multi-faith facilities to be provided within the schemes to enable people to continue practising their own faith when moving into one of our extra care housing schemes. There would also be a need to provide training to the staff in the schemes, so that they can be informed and prepared to support people of different faiths to live in extra care housing.

Catering for different faiths in extra care housing is included in the specification for the catering providers The specification states that provision for all medical and cultural needs should be met, however this does not mean that the majority of schemes would build features such as two kitchens into the schemes, but that management processes would be put in place to facilitate different catering requirements, such as storage and preparation of food, unless a specialist scheme, particularly catering for a specific faith, was being developed.

Now that our future schemes will be needs led rather than opportunity led it will allow us to consult more robustly with the local communities prior to the schemes being developed. This will allow us to identify at an early stage if there are specific faith or gender issues within that locality which we will need to incorporate into our development.

North Yorkshire County Council need to develop the opportunity for people with dementia to be supported in ECH. Plans are already in

2. Data, Monitoring, Consultation and User Involvement

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence

<p>2.10 How and when you will consult service users about this policy/service in the future?</p> <p>What do you want to find out? Who will you consult with? What method will you use; what are the potential or known barriers of your chosen method? How will you overcome this? Have you considered the accessibility of your consultation? (see consultation toolkit)</p> <p>When will findings be available? Will the consultation/involvement be ongoing, regular or a one-off?</p>	<p>place for a 'flagship' development in North Craven which will include a specialist dementia unit. North Yorkshire County Council is working closely with partners and Dementia Voice to ensure that the facilities to be provided in this unit are fit for purpose and suitable to the needs of the people who will be supported there.</p> <p>We need to establish that the proposals for future schemes are suitably located and that the facilities incorporated in the schemes meet the needs of the local people. Some localities have identified the need for accommodation with care for other groups of vulnerable people other than older people. These needs have been identified through a mapping exercise carried out by the extra care housing, Strategic Development Manager (Accommodation with Care) in conjunction with management from all business units across North Yorkshire. The development of further units would give all vulnerable people wider choices about where they live when they are in need of support or care services to enable them to live independently. The extra care facilities would not become their only option, but would be another option open to them. Through recent research, the extra care housing team has identified an organisation that supports older people and people with physical disabilities, who are reliant on state benefits for their income to obtain mortgages to purchase their own properties, both in extra care housing facilities and out in the community, giving people even more choices about either renting or purchasing their accommodation.</p> <p>We carried out some reviews of our current extra housing schemes in 2009. The data from these reviews indicates that there is no-one from any BME groups currently living in extra care housing schemes in North Yorkshire. This highlights the need for further work/consultation to establish why people from BME groups are not applying for extra care housing or if there is a need to target specific areas for extra care housing which might be appropriate for specific BME groups.</p>
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2. Data, Monitoring, Consultation and User Involvement

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence

We are currently putting together protocols for reviewing extra care housing schemes once they are up and running – outcomes and recommendations from these reviews will feed into future extra care housing schemes and will feedback into the schemes being evaluated, to improve services or review any problems or issues. In the future we need to consult further with people living in the scheme, relatives or representatives, court managers, care providers, partner organisations and any other persons involved in the delivery of the service. Most of the schemes do have residents’ committees and forums that participate in making decisions related to the schemes. Regular committee meeting are held in each scheme, which gives the residents the opportunity to express any concerns or to make suggestions about the activity programmes. They are also consulted about any changes that may occur within the scheme. Some housing providers also have elected representatives from each scheme that attend area liaison meetings.

People with limited communication capacity could have difficulty participating in consultation exercises. Consideration should be given to how the review process is carried out and in what formats it would be provide

The review process will be ongoing as more extra care schemes are developed.

The extra care housing team has considered the option of developing a forum specifically related to the provision of extra care housing; however the logistics of this could be a challenge, given the size of the county, as we would want to include the views/opinions of people across the whole of the county. Further consideration is required to develop this option.

2.11 Will you use existing consultation mechanisms?
 Will consultation utilise existing NYCC communication, consultation and engagement mechanisms rather than setting up new mechanisms? Eg the [Citizens panel](#), disability reference groups, the employee equality forum?
 If not please explain why

2. Data, Monitoring, Consultation and User Involvement

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence

2.12 What do people from different groups want?

Have you asked people from different groups what they need or want?
What was the outcome of this? Is this reflected in your policy/service

At present extra care housing is primarily focussed on accommodation for older people. However our future vision is to give all vulnerable adults the opportunity to access extra care housing.
A need has been identified through the mapping process for accommodation for other groups and consideration will need to be given to consultation with these people. The decision to expand the extra care delivery programme has been agreed with the Adult And Community Services Management Board, however consultation regarding the facilities and services provided within a scheme, will be carried out with the local community prior to the planning process.

Don't forget to transfer any issues you have identified in this section to the [Equality Action Plan](#)

3. Best Practice

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence.

3.1 Is there a Lead Officer at a senior level for this service ?
Is the Lead Officer fully aware of equality and diversity issues generally and those specific to this service? Are they regularly briefed/updated on equality and diversity?

The Strategic Development Manager (Accommodation with Care) is fully aware of equality and diversity issues specifically relating to the delivery of extra care housing. Regular briefings and updates are provided for senior managers.

3.2 Are staff training needs identified?
Do staff understand wider equality and diversity issues and the issues specific to this policy? Are staff sufficiently aware of equality and diversity issues to allow them to signpost to information about this and other policies, plans or services - to promote better customer care?
If training needs identified contact your [Directorate representative](#).

Taking into consideration that extra care housing is primarily for older people at present, if other groups have the opportunity to access extra care housing there would be training needs for staff, and awareness raising for some of the residents, to enable people from diverse groups to live comfortably in extra care housing. The training would possibly need to focus more on faith and gender issues and the need to provide facilities for these groups of people within our schemes. Training on social model of disability would also be required within the schemes. We would also need to consider whether our staff has sufficient knowledge to signpost people to the information and services available to those groups of people.

We will also ensure that the Age Concern resource guide 'The Whole of Me' is rolled out to social care staff working in extra care schemes. This resource is aimed at developing awareness of older LGB people in residential and Extra Care accommodation, and has been shared with Registered Managers. We will make sure that it is part of ongoing staff training and supervision, and we will make housing association partners aware of it. We will also make sure scheme managers are aware of the Rainbow Sticker project, which is a visible symbol that a scheme is LGBT aware / friendly.

3.3 Is the role of key partner organisations identified?
Are key partners identified and their role in equality and diversity issues explained?

Due to the proposed changes in the delivery of this service the Extra Care Housing team has arranged for a stakeholder launch event to inform partners of our future vision for extra care housing. The outcome of this process will hopefully provide us with key partners who we will then be able to develop equality and diversity strategies with which may then be included within our Service Level Agreements.

3. Best Practice

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence.

3.4 Does the policy/service link with and support the Council's Social Inclusion Strategy?	Yes
3.5 Does the policy contribution to better community cohesion? Does it promote good relations between different communities?	Yes. The ethos of extra care housing is to encourage community engagement and support community groups to utilise the facilities and to integrate people who live in the scheme into the local community.
Don't forget to transfer any issues you have identified in this section to the Equality Action Plan	

4. Action Planning

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence.

4.1 Has an adverse impact been identified for one or more groups?
 Has the consultation or data analysis shown anything in the policy, plan or service that results in (or has the potential for) disadvantage or discrimination towards people of different groups? Which groups?

The information available does not identify direct discrimination towards any minority ethnic groups; however, what our current data shows is that there are no residents currently living in NYCC's extra care housing from BME groups. The data and information available does not capture whether there are any GLBT residents.

The eligibility criteria for current extra care housing schemes does eliminate people less than 55 years of age from applying, which would include people with physical and learning disabilities, who require accommodation with support. Current practice would be to assess people on an individual basis, through the allocation panel, to ascertain a person's suitability to live in the scheme. This process does not encourage younger people to submit applications.

4.2 How could the policy be changed to remove the impact?
 Have you considered all the different options? If you feel that you don't have enough information to decide this, one of your actions may be around gathering more information.

As part of the launch of NYCC extra care delivery programme, a Design and Ethos Guide has been produced along with service level agreements, which includes the changing of the eligibility criteria to enable any person with care or support needs to apply.

Further information is required regarding why people from BME groups are not living in extra care housing in North Yorkshire. There is a need to consult with these groups of people to establish whether the facilities and service provided in extra care housing can support their cultural and religious beliefs.

Further data capturing methods are required to ascertain if people from GLBT groups are living in extra care housing in North Yorkshire and whether this information is appropriate to be including on applications for housing or support services. Unless we are aware and consult with these groups of people, we do not know that NYCC's extra care housing will support their needs and if people from these groups feel comfortable living within the extra care environment.

4. Action Planning

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence.

4.3 Are you planning to consult people on the outcome of this impact assessment?
When and how will you do this? How will you incorporate your findings into the policy?

The intention is to consult with people regarding the outcome of this EIA, however, corporately, NYCC needs to improve its consultation process. If as a result of this EIA, something of significance is identified – it would trigger the need for consultation. This would be tailored to individual events.

4.4 Can any adverse impact be justified?
If the adverse impact will remain, can this be justified in relation to the wider aims of the policy or on the grounds of promoting equality of opportunity for one target group?

None identified.

4.5 Are equality and diversity principles promoted and mainstreamed?
Even if there isn't any adverse impact could action be undertaken to promote and mainstream equality and diversity principles? Is best practice being followed, and being disseminated to others?

The Extra Care Housing Team within Adult and Community Services works in partnership to deliver accommodation and services to a variety of partners and will therefore be able to influence the acknowledgement of equality and diversity issues, but we cannot instruct, as the schemes will be managed by other outside agencies. However, these agencies have the same responsibilities under equalities legislation as the County Council and service level agreements are currently being written which include equality and diversity issues.

Extra care housing facilities support applications from people, regardless of their disability, faith, sexual orientation, race or gender. NYCC is an equal opportunity organisation and everyone has fair access to services however the current eligibility criteria is usually 55 and over which is often linked to agreed planning applications. Any decisions to change the eligibility criteria for a particular scheme would be on an individual basis and would be included in the planning stages. Any changes to exiting eligibility agreements would have to be discussed and agreed with the housing providers and district/borough Council partners.

4. Action Planning

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence.

	<p>The organisations that we work with will have their own equality and diversity policies and procedures in place which are monitored through the Quality Assessment Framework documentation (QAF) managed by Supporting People.</p> <p>The extra care housing team is proposing to introduce a training solutions document to support training within extra care housing facilities. The document highlights the necessity to reflect the Directorate's strategies relating to equality and diversity.</p> <p>No</p>
<p>4.6 Are there any other equality issues that haven't been covered through this impact assessment?</p> <p>Are there any other sections of the community that are affected?</p>	<p>No</p>
<p>4.7 Service Performance Planning</p> <p>Are equality issues addressed in your service performance plans? How will the issues raised in this Impact Assessment be incorporated into your mainstream planning?</p> <p>How will equality issues be monitored?</p>	<p>The extra care housing team is proposing to introduce a training solutions document to support training within extra care housing facilities. The document highlights the necessity to reflect the Directorate's strategies relating to equality and diversity and will be rolled out to all staff who will be involved in delivery support services to people in extra care housing.</p> <p>We will also ensure that the Age Concern resource guide 'The Whole of Me' is rolled out to social care staff working in extra care schemes. This resource is aimed at developing awareness of older LGB people in residential and extra care accommodation.</p> <p>Equality and Diversity procedures are covered in staff induction programmes and integrated into staff management practices, and are reviewed on a regular basis.</p>

Don't forget to transfer any issues you have identified in this section to the [Equality Action Plan](#)

4. Action Planning

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence.

Equality Action Plan

Issue What are the key equality issues identified from the assessment and consultation and data analysis phases?	Considerations Are there any legal considerations/ implications? Can less favourable treatment be justified? Are there any other changes that need to be considered? Have you sought advice? Who from?	Objective What outcome would you want to achieve? Is it achievable?	Action What improvements could you make to achieve this outcome? What resources will your require to achieve this outcome? All actions identified here should be included in your Service Action Plan/ Equality & Diversity Action Plan	Timescale & Lead Officer
Changes required to the eligibility criteria for extra care housing	Yes – current eligibility criteria is often linked to agreed planning applications. Any decisions to change the eligibility criteria for a particular scheme would be on an individual basis and would be included in the planning stages. Any changes to existing eligibility agreements would have to be discussed and agreed with the housing providers and district/borough Council partners.	Any vulnerable person would be eligible to apply for extra care housing as long as they are an adult ie over 18 years of age.	Design and Ethos Guide along with Service Level Agreements with housing providers, to support applicants from all vulnerable groups. Training and solution document to include thorough training on equality and diversity issues. Continue to monitor partner agencies equality and diversity data through the quality assessment framework	Extra Care Housing Team by January 2012 Extra Care Housing Team by January 2012 Extra Care Housing Team by January 2012

<p>Data capturing and marketing of extra care housing to minority groups</p>	<p>Further consultation with minority groups inc setting up an extra care housing Focus group.</p> <p>Identify where dedicated facilities to support different cultural and religious beliefs may be required when developing schemes.</p>	<p>To discuss with people from minority groups, how extra care housing can assist with their housing and care options.</p> <p>To discuss how extra care housing can support people with different cultural and religious beliefs.</p>	<p>Set up Extra Care Housing focus group.</p> <p>Link into other minority support groups.</p> <p>Local consultation when developing proposed schemes.</p>	<p>ECH Team Jan 2012</p>
<p>Develop training and awareness with extra care housing staff and partners to help support applicants from minority groups.</p>	<p>Social Model of Disability Training incorporated in mandatory training during the development of an extra care housing scheme.</p>	<p>Enable staff to have the required skills and knowledge to support people from minority groups to live in Extra Care Housing</p>	<p>Implement training solution document.</p> <p>Ensure that the Age Concern resource guide 'The Whole of Me' is rolled out to social care staff working in extra care schemes. This resource is aimed at developing awareness of older LGB people in residential and extra care accommodation.</p> <p>Promote message to partners via the ECH Providers' Forum</p>	<p>In partnership with Operations and Workforce Development January 2012</p>
<p>Rollout of the Extra Care Housing Design and Ethos Guide alongside the Service Level Agreement</p>		<p>To ensure consistency of design with partner agencies when developing extra care housing schemes.</p>	<p>Launch/Publicise design and Ethos Guide./Service Level Agreement.</p>	<p>ECH Team January 2012</p>

<p>Insufficient data relating to some minority groups.</p>	<p>How / If data can be captured by current paperwork. Ensure that communication plans capture local minority groups – liaise with Equality and Community Engagement Officer about specific groups in localities.</p>	<p>Which / if any, minority groups are being supported in extra care housing. Is extra care housing what they want?, If it is, how can we support them better, if not, what can we do better to encourage them to feel comfortable in the extra care environment?</p>	<p>Investigate data capturing methods available.</p>	<p>ECH Team Jan 2012</p>
<p>We need to establish that the proposals for future schemes are suitably located and that the facilities incorporated in the schemes meet the needs of the local people.</p>	<p>Local consultation prior to developing schemes. How we consult with people with limited capacity ie hearing/sight impairments. Consider Duty To Involve Legislation</p>	<p>Ensure that the facilities provided within the schemes meet the needs of people living there as well as the local community.</p>	<p>Community consultation events. Consultation through focus group. Consultation with minority groups.</p>	<p>ECH Team - ongoing</p>
<p>Literature relating to extra care housing.</p>	<p>How and in what format literature can be provided</p>	<p>All people have access to extra care housing in a format to suit their needs.</p>	<p>Revision of current literature and formats. Development of the extra care web site.</p>	<p>ECH Team - ongoing</p>
<p>Evaluation process</p>	<p>data collection</p>	<p>Ensure that we are meeting the needs of local communities, the people living in the schemes and to identify if and where ECH accommodation is required by people with learning and physical disabilities.</p>		<p>ECH Team - ongoing</p>

5. Publicity and Communication of the Equality Impact Assessment

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence.

<u>Evidence</u>	
5.1 How will these results be published? Include reference to how results will be made accessible, plain English, summary/key points, who is the audience eg staff, community, service user etc.	Via the Internet