

TEMPLATE 2 - Full Equality Impact Assessment (EqIA)

In order to carry out this assessment, it is important that you have completed the EqIA E-learning Module and read the Corporate Guidelines on EqIAs. Please refer to these to assist you in completing this form and assessment.

What are the proposals being assessed? (Note: ‘proposal’ includes a new policy, policy review, service review, function, strategy, project, procedure, restructure)	Modernisation of the Sheltered Housing Service (Re-structure and new Support Delivery Procedure)
Which Directorate / Service has responsibility for this?	Community, Health and Wellbeing (Resident Services)
Name and job title of lead officer	Beverley Bonnefoy (Senior Professional)
Name & contact details of the other persons involved in the EqIA:	Shahron Shah (Interim Consultant Tel: 07717 470 138)
Date of assessment:	13 th August 2012

Stage 1: Overview

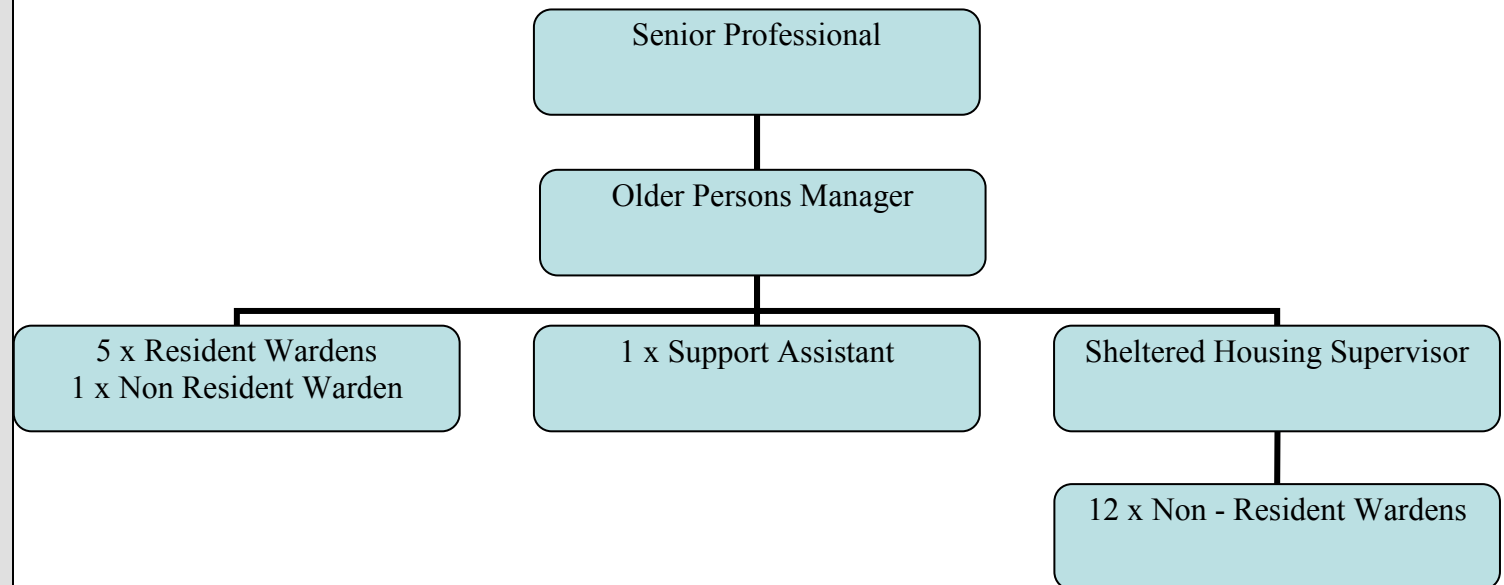
<p>1. What are the aims, objectives, and desired outcomes of your proposals?</p> <p>(Explain proposals e.g. reduction / removal of service, deletion of posts, changing criteria etc)</p>	<p>Our aim is to restructure the Service in order to respond to cuts in Supporting People Grant funding thereby modernising the Service to provide more flexible support tailored to the individual needs of Tenants and also to improve staff cover arrangements and accountability.</p> <p><u>Supporting People Grant funding</u></p> <p>The Service currently receives £502k per year in Supporting People Grant (SPG) and this will be cut by an estimated £213,000 over the next 3 years.</p> <p>SPG is paid on the basis that Wardens spend 95% of their time providing support to all 551 Sheltered Tenants across all 18 dispersed schemes. However, only approximately 30% of Tenants require a support package eligible for SPG funding. Further, staff actually spend more of their time providing housing management of the buildings (monitoring contractors & repairs etc); these services are not SPG eligible and although funding can be collected through Housing Benefit, the Council doesn't currently collect these funds.</p>
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The need for modernisation

A “two-tier” Service has, in effect, been in operation, with resident and non-resident Wardens working to different Job Descriptions. Resident Wardens provide an on-call service from 5pm to 10pm Monday to Thursday – this facility is not available to Tenants of other schemes – and this is duplicated by the Helpline service which provides an on-call emergency service for all Tenants. Resident Wardens also receive rent free accommodation.

Many Wardens are employed on temporary fixed term contracts and we have several agency staff. This is costly; our Supporting People Grant is insufficient to provide the service overall, this plus covering agency fees results in us providing less staffing hours. Currently we are providing 553 frontline staffing hours across 18 schemes and in the proposed restructured service we’ll be providing 648 hours (the equivalent of more than 2.5 extra full time posts) at no extra cost to Tenants or the Council.

The current staffing structure:



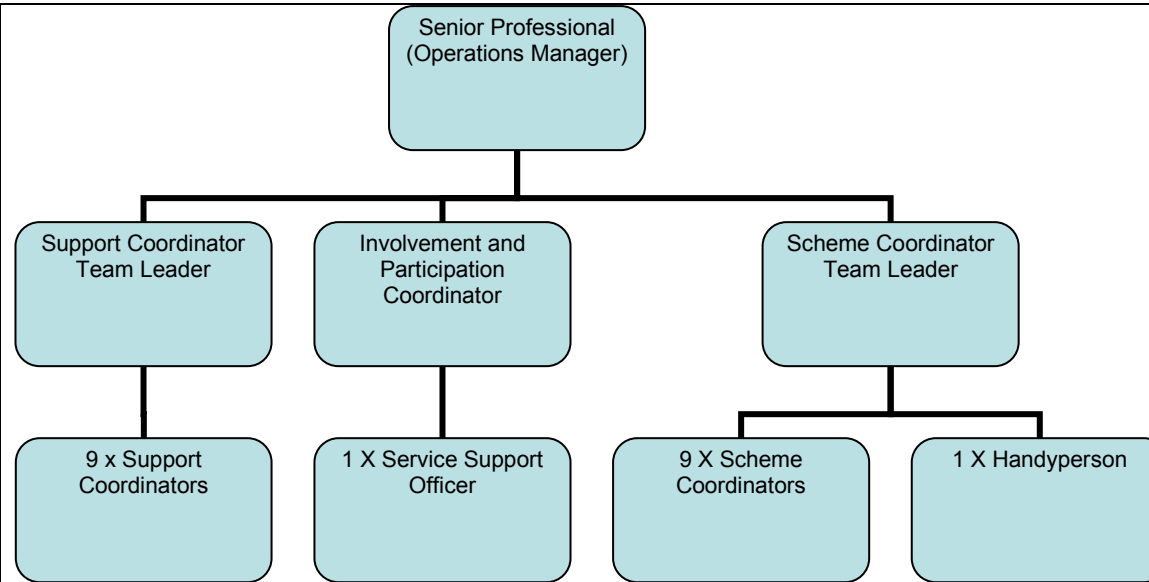
(Over recent years, Resident Wardens have been phased out and currently, out of 18 Wardens only 5 now live on site.)

The current service model of one dedicated Warden per scheme is out-dated. There are two issues here. Firstly, Tenants have no choice in who they speak to – this can be problematic if a Tenant wants to speak to member of staff of a particular gender (regarding a personal care issue for example). Secondly, we rely on agency staff to cover Warden absence – Tenants are unhappy with these arrangements (as the staff are unknown to them) and agency staff are expensive.

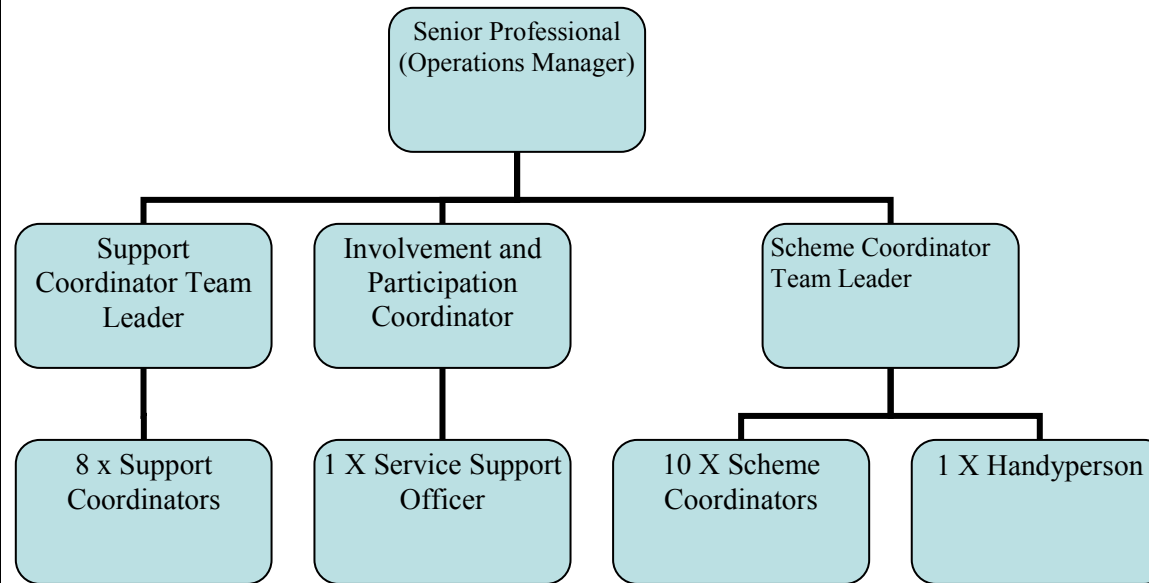
Proposed restructure

We propose to replace the lost funding of £213,000 through Housing Benefit and restructure the service to provide better focused yet more flexible staff teams. The Scheme Coordinator Team will provide enhanced housing management (monitoring contractors & repairs etc) and the Support Coordinator Team will provide support to current Tenants and assess the support needs of Sheltered Housing applicants.

In the proposed restructure all 21 Sheltered Housing existing posts (18 Wardens, Support Officer, Manager and Assistant Manager) are deleted and replaced by 23 new posts (one member of Helpline staff is affected – currently the affect is believed to be minimal). The following structure was the subject for formal consultation between 9th January and 5th March 2012:



Following consideration of feedback from staff & Tenants and advice from the Supporting People Team, that funding beyond 2015/16 cannot be guaranteed, we have amended the proposed staffing structure to provide more fixed on site presence and .will now offer the Support Coordinator posts as 2 year Fixed Term Contracts. The revised staffing structure follows:



All posts are permanent, with the exception of the Support Coordinator posts, which will be reviewed 6 months prior to end date.

Staff will be based at offices at Watkins House but be expected to spend most of their time out on site. Scheme Coordinators will each cover 2 schemes, spending half a day at each scheme during office hours from Monday to Friday. Support Coordinators will be available to Tenants as required (during office hours, Monday to Friday) and will also undertake weekly support surgeries at each scheme to encourage take up of the support service. In an emergency, Tenants will contact Helpline (24 hours a day, 7 days a week), whether Sheltered Housing staff are on site or not, as is current practice and Tenants who need a visit at weekends will continue to receive a visit from Helpline staff. These arrangements mean that the Service is targeted at those who need it and Tenants will have access to more than one member of staff. Further, we will be less reliant on agency staff and better able to monitor & manage the work of staff.

	<p><u>Funding</u></p> <p>Currently, the service provided by Wardens is designated a Long Term Service for Supporting People purposes. This designation means that the Service is means tested and Tenants who are not in receipt of benefits are individually responsible for paying a weekly Support Charge of £15.25 (whether they need / use the Service or not). (All Tenants in receipt of benefits receive a free service through Supporting People funding – whether they need / use the Service or not).</p> <p>In the new arrangements, the support service will be designated a Short Term Service for Supporting People purposes and therefore the service will be free to all Tenants. However, a service charge for Housing Management of £15.25 will be added to the Service Charge currently paid by Tenants.</p> <p>The overall effect will be that Tenants will be no worse off financially.</p> <p>Many Local Authorities (including our West London partners) and providers of Sheltered Housing and other support services across the country are now funding their services in this way. Failure to fund and charge the Housing Management functions appropriately (i.e., through Housing Benefit) will mean that the Council will be unable to provide these essential services.</p>
<p>2. What factors / forces could prevent you from achieving these aims, objectives and outcomes?</p>	<p>A risk relates to the Welfare Benefit Reform. At present there are no proposals that would adversely affect the new charging arrangements, but it is possible that this may become a concern in the future if Housing Benefit were no longer available to cover the new service charges.</p>
<p>3. Who are the customers? Who will be affected by this proposal? For example who are the external/internal customers, communities, partners, stakeholders, the workforce etc.</p>	<p>This proposal affects Sheltered Housing & Helpline staff and Sheltered Housing Tenants. Informal consultation with staff and Tenants on the modernisation of the Service was undertaken from October 2010 to December 2011. Formal consultation on the original proposal was undertaken from 9th January to 5th March 2012, a further period of formal consultation concerning the amended proposal commenced on 4th July 2012 and closed on 18th July 2012.</p>
<p>4. Is the responsibility shared with another department, authority or organisation? If so:</p>	<p>The Sheltered Housing Service has overall responsibility for the proposal which has been developed in partnership with the Supporting People Team.</p>

<ul style="list-style-type: none"> Who are the partners? Who has the overall responsibility? 	
4a. How are/will they be involved in this assessment?	A Supporting People Officer has participated in a working group to develop this assessment.
Stage 2: Monitoring / Collecting Evidence / Data	
<p>5. What information is available to assess the impact of your proposals? Include the actual data, statistics and evidence (including full references) reviewed to determine the potential impact on each equality group (protected characteristic). This can include results from consultations and the involvement tracker, customer satisfaction surveys, focus groups, research interviews, staff surveys, workforce profiles, service users profiles, local and national research, evaluations etc</p> <p>(Where possible include data on the nine protected characteristics. Where you have gaps, you may need to include this as an action to address in the action plan)</p>	
Age (including carers of young/older people)	Current profile: Tenants – approximately 90% are aged 65+ Staff – Nearly 40% are aged 55-64
Disability (including carers of disabled people)	Tenants – current data (12 Tenants) incorrect Staff – 1 member of staff has a disability
Gender Reassignment	Tenants – no data Staff – none
Marriage / Civil Partnership	Tenants – the majority of Tenants have not answered this question because monitoring categories do not include widow / widower. Data from 9 of the 18 schemes demonstrates that 26% of Tenants are widows / widowers. Staff – approx 50% are married

Pregnancy and Maternity	N/A			
Race	Tenants – Over 50% are from a BME community Staff – Over 50% are from a BME community			
Religion and Belief	Tenants – no data Staff – nearly 80% are Christian			
Sex / Gender	Tenants – nearly 60% are female Staff – nearly 80% are female			
Sexual Orientation	Tenants – no data Staff – all staff are heterosexual			
<p>6. Is there any other (local, regional, national research, reports, media) data sources that can inform this assessment?</p> <p>Include this data (facts, figures, evidence, key findings) in this section.</p>	<p>LB Hammersmith and Fulham implemented a similar restructure in October 2010 and conducted a Tenant survey in October 2011. 314 Tenants responded and feedback demonstrates:</p> <p>Scheme safety – 54% said it had stayed the same, 25% said it had improved</p> <p>78% said that there was reliable scheme presence</p> <p>Support – 74% knew who to contact to ask for support</p> <p>Response to repairs issues – 55% said it had stayed the same, 25% said it had improved</p>			
<p>7. Have you undertaken any consultation on your proposals? (this may include consultation with staff, members, unions, community / voluntary groups, stakeholders, residents and service users)</p>	Yes	x	No	
<p>NOTE: If you have not undertaken any consultation as yet, you should consider whether you need to. For example, if you have insufficient</p>				

data/information for any of the protected characteristics and you are **unable** to assess the potential impact, you may want to consult with them on your proposals as how they will affect them. Any proposed consultation needs to be **completed before** progressing with the rest of the EqIA.

Guidance on consultation/community involvement toolkit can be accessed via the link below

http://harrowhub/info/200195/consultation/169/community_involvement_toolkit

Who was consulted?	What consultation methods were used?	What do the results show about the impact on different equality groups (protected characteristics)?	What action are you going to take as a result of the consultation? This may include revising your proposals, steps to mitigate any adverse impact. <i>(Also Include these in the Improvement Action Plan at Stage 5)</i>
Sheltered Housing Tenants	<p>Consultation (Oct 2010 to Dec 2011) <u>Mechanisms:</u> 5 consultation events, questionnaires, option to contact a member of the management team by phone, in writing or in person, inserts in various newsletters, letters and other written materials translated in to core community languages, interpreters available for meetings <u>Attendance:</u> In the summer of 2011 the first 3 events were held to gather initial feedback and in December 2011 the last 2 events were held in order to gather views about changing the Service to provide a restructured Service as outline in this proposal. 211 Tenants (over 38% of all Tenants) attended across the 5 events.</p>	Tenants are concerned that more vulnerable Tenants should receive the support that they need and that speakers of languages other than English are equally able to access services.	<p>All Tenant's needs and risk assessments will be reviewed prior to any changes being implemented.</p> <p>Arrangements for speakers of languages other than English will be determined.</p>

	<p>Of the 211, 61 (29%) were aged 75+, 40 (nearly 20%) described themselves as disabled, 92 (44%) were Hindu, 52 (25%) were Christian and 107 (51%) were female.</p> <p><u>Summary of feedback:</u> Some Tenants wanted to keep their dedicated Warden, some Tenants wanted more choice of worker, some Tenants were unhappy with their Warden, a majority of Tenants were unhappy with current arrangements for covering Warden absence, some Tenants were anxious about change but a majority wanted improvements to the Service.</p> <p>Consultation (9th Jan to 5th March 2012)</p> <p><u>Mechanisms:</u> Letters to all Tenants and management visits to each individual scheme to explain the proposal and answer questions.</p> <p><u>Attendance:</u> 50% of all Tenants attended the scheme meetings. Questions included concerns</p>		
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	<p>regarding funding and staff cover arrangements. Monitoring: 83% were aged 65+, 34% had a disability, 42% were Asian/Asian British and 38% White/White British, 43% Christian and 25% Hindu, 61% were female.</p> <p><u>Feedback:</u> As for earlier consultation (see above).</p>		
Harrow Sheltered Residents Association (HSRA)	Regular attendance at HSRA meetings from Oct 2010 to June 2012, also a focus group drawn of volunteers from the HSRA helped plan the 5 Tenant Consultation events held in 2011.	Telephone access to the new service for speakers of languages other than English.	See above.
Sheltered Housing and Helpline staff	<p>Consultation (Oct 2010 to Dec 2011)</p> <p>Sheltered Housing staff - 3 staff away days, team meetings, focus group, option to contact a member of the management team by phone, in writing or in person</p> <p>Helpline staff – Sheltered Housing management liaised with Helpline managers from July to Dec 2011</p>		

	<p>Consultation (9th Jan to 5th March 2012)</p> <p>Formal consultation packs issued to staff at consultation meetings on 9th Jan 2012 (Sheltered Housing staff) and 14th February 2012 (Helpline staff).</p> <p>Meetings with resident Wardens were held on 10th & 19th January and 28th Feb 2012. A final meeting was held with Unison on 5th March 2012 regarding the buy out offers issued to resident Wardens that day.</p> <p>A meeting with GMB and the one member of staff they represent was held on 1st March 2012.</p> <p>Consultation (4th July to 18th July 2012)</p> <p>Formal consultation packs (dated 4th July 2012) issued to Sheltered Housing, Helpline staff and union representatives at a consultation meeting on 4th July 2012.</p>	<p>The 5 resident Wardens feel particularly affected by the proposed changes. They are all women aged over 50. They are concerned that their Tenancies will no longer be Service Tenancies and will become non secure Tenancies. They will also no longer receive rent free accommodation or on call payments.</p>	<p>We have issued cash buy out offers in mitigation of this. Negotiations with the resident Wardens will continue if the proposal to restructure is approved by Cabinet. At that time we will also consider any impact posed by modernising Council employee Terms and Conditions – an announcement on the proposal is expected on 13th August 2012.</p>
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Supporting People Older People's (Service User) Subgroup	Management attended a meeting of this group on 13 th Feb 2012.	The group expressed their concerns that whilst it is relatively easy for Tenants to come forward in support of retaining their allocated Warden, Tenants who are unhappy with current staffing arrangements will find it difficult if not impossible to come forward and say so.	Peer Consultants invited to the Equality Impact Assessment working group meeting on 21 st March 2012.
Unison and GMB	The unions were informed that we were undertaking preliminary consultation with staff and Tenants through 2011. Management meeting in Dec 2011, copies of formal consultation pack in Jan and July 2012, invited to all formal staff consultation meetings.	Unions are concerned about the proposed changes to Terms and Conditions, assimilation / ring-fencing of posts and the financial impact on the 5 resident Wardens.	We will consult with staff and their union representatives regarding implementation, if the proposal is approved by Cabinet. We have offered cash buy outs in mitigation of the adverse financial impact on resident staff. Negotiations will continue if the proposal is agreed by Cabinet.

Stage 3: Assessing Impact and Analysis

8. What does your information tell you about the impact on different groups? Consider whether the evidence shows potential for differential impact, if so state whether this is an adverse or positive impact? How likely is this to happen? How you will mitigate/remove any adverse impact?

Protected Characteristic	Positive	Adverse	Explain what this impact is, how likely it is to happen and the extent of impact if it was to occur.	What measures can you take to eliminate or reduce the adverse impact(s)? E.g. consultation, research, implement equality monitoring etc (Also Include these in the Improvement Action Plan at Stage 5)
Age (including carers of young/older people)	x		All Sheltered Housing Tenants are over 60. The proposed restructure will provide all Tenants with an improved, personalised service.	
Disability (including carers of disabled)	x		The proposed restructure will provide more focussed support to disabled Tenants. Further, the needs of disabled applicants will be better met	

people)			as the need for aids / adaptations will be addressed prior to move in.	
Gender Reassignment	x		Access to more than one member of staff will mean that Transgender Tenants may feel able to disclose their particular support needs with a member of staff who they feel might be better able to support them. The proposed structure promotes Team work which will facilitate greater consistency of best practice across the service.	Staff team require further training in LGBT issues. Schemes need to promote positive LGBT images. Improved monitoring is required.
Marriage and Civil Partnership			Although there is no impact on Tenants because of their marital status – current monitoring categories do not include “widow / widower”. Data from 9 of the 18 schemes demonstrates that 26% of Tenants are widows / widowers.	Recommend that to the Equalities Team that a category of “widow/widower” be added to monitoring forms.
Pregnancy and Maternity			N/A	
Race	x	X	Positive – Tenants will have access to support staff who speak languages other than English. Adverse – Telephone access to the staff base at Watkins House is an issue for speakers of languages other than English.	Prior to the introduction of the new service we will identify the communication needs of all Tenants and confirm arrangements for telephone access for speakers of languages other English.
Religion or Belief	x		The new post of Tenant Involvement and Participation Coordinator is key in delivering an accessible service (e.g., better awareness of religious beliefs and associated needs).	
Sex	x	x	Positive – Tenants will be able to request support from a member of staff of a particular gender. This can be particularly important around issues of personal care, domestic violence etc. Adverse – There are financial implications for the 5 resident Wardens who will be required to pay rent for their accommodation.	The 5 resident Wardens have been offered cash buy out lump sums in mitigation of the financial impact on them of the proposed restructure.
Sexual	x		Access to more than one member of staff will	Staff team require training in LGBT issues.

Orientation			mean that LGBT Tenants may feel able to disclose their particular support needs with a member of staff who they feel might be better able to support them. The proposed structure promotes Team work which will facilitate greater consistency of best practice across the service.	Schemes need to promote positive LGBT images. Improved monitoring is required.
Other (please state)				
<p>9. Cumulative impact – Are you aware of any cumulative impact? For example, when conducting a major review of services. This would mean ensuring that you have sufficient relevant information to understand the cumulative effect of all of the decisions. Example: A local authority is making changes to four different policies. These are funding and delivering social care, day care, and respite for carers and community transport. Small changes in each of these policies may disadvantage disabled people, but the cumulative effect of changes to these areas could have a significant effect on disabled people's participation in public life. The actual and potential effect on equality of all these proposals, and appropriate mitigating measures, will need to be considered to ensure that inequalities between different equality groups, particularly in this instance for disabled people, have been identified and do not continue or widen. This may include making a decision to spread the effects of the policy elsewhere to lessen the concentration in any one area.</p>			There is no cumulative impact.	
<p>10. How do your proposals contribute towards the requirements of the Public Sector Equality Duty (PSED), which requires the Council to have due regard to eliminate discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between different groups.</p> <p>(Include all the positive actions of your proposals, for example literature will be available in large print, Braille and community languages, flexible working hours for parents/carers, IT equipment will be DDA compliant etc)</p>				
Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the	Advance equality of opportunity between people from different groups	Foster good relations between people from different groups	Are there any actions you can take to meet the PSED requirements? <i>(List these here and include them</i>	

Equality Act 2010			<i>in the Improvement Action Plan at Stage 5)</i>
By allocating a team of staff to each scheme rather than one designated Warden we limit the opportunities for staff to abuse vulnerable Tenants and limit the risks to staff of abusive Tenants.	The proposed Tenant Involvement and Participation Coordinator will have a responsibility to ensure that the Sheltered Housing and Helpline services, along with external services are equally accessible to all Tenants. It is intended that each of the Support and Scheme Coordinators will have a lead on a specific area of service delivery – one of which will be Equalities.	The proposed Tenant Involvement and Participation Coordinator will have a responsibility to ensure that that activities are maximised and available to and inclusive of all Sheltered Housing Tenants.	The individual communication needs of all Tenants will be identified and addressed.

11. Is there any evidence or concern that your proposals may result in a protected group being disadvantaged (please refer to the Corporate Guidelines for guidance on the definitions of discrimination, harassment and victimisation and other prohibited conduct under the Equality Act)?

	Age (including carers)	Disability (including carers)	Gender Reassignment	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion and Belief	Sex	Sexual Orientation
Yes									
No	x	x	x	x	x	x	x	x	x

If you have answered "yes" to any of the above, set out what justification there may be for this in Q12a below - link this to the aims of the proposal and whether the disadvantage is proportionate to the need to meet these aims. (You are encouraged to seek legal advice, if you are concerned that the proposal may breach the equality legislation or you are unsure whether there is objective justification for the proposal)

If the analysis shows the potential for serious adverse impact or disadvantage (or potential discrimination) but you have identified a potential justification for this, this information must be presented to the decision maker for a final decision to be made on whether the disadvantage is proportionate to achieve the aims of the proposal.

If there are adverse effects that are not justified and cannot be mitigated, you should not proceed with the proposal. (select outcome 4)
 If the analysis shows unlawful conduct under the equalities legislation, you should not proceed with the proposal. (select outcome 4)

Stage 4: Decision

12. Please indicate which of the following statements best describes the outcome of your EqlA (tick one box only)	
Outcome 1 – No change required: when the EqlA has not identified any potential for unlawful conduct or adverse impact and all opportunities to enhance equality are being addressed.	
Outcome 2 – Minor adjustments to remove / mitigate adverse impact or enhance equality have been identified by the EqlA. <i>List the actions you propose to take to address this in the Improvement Action Plan at Stage 5</i>	x
Outcome 3 – Continue with proposals despite having identified potential for adverse impact or missed opportunities to enhance equality. In this case, the justification needs to be included in the EqlA and should be in line with the PSED to have ‘due regard’. In some cases, compelling reasons will be needed. You should also consider whether there are sufficient plans to reduce the adverse impact and/or plans to monitor the impact. (explain this in 12a below)	
Outcome 4 – Stop and rethink: when there is potential for serious adverse impact or disadvantage to one or more protected groups. (You are encouraged to seek Legal Advice about the potential for unlawful conduct under equalities legislation)	
12a. If your EqlA is assessed as outcome 3 or have ticked ‘yes’ in Q11, explain your justification with full reasoning to continue with your proposals.	

Stage 5: Making Adjustments (Improvement Action Plan)

13. List below any actions you plan to take as a result of this impact assessment. This should include any actions identified throughout the EqlA.					
Area of potential adverse impact e.g. Race, Disability	Action proposed	Desired Outcome	Target Date	Lead Officer	Progress
Age / Disability – particularly vulnerable Tenants need to be identified and offered appropriate support.	All Tenant’s needs and risk assessments will be reviewed prior to any changes being implemented.	All Tenants needs & risks are identified and addressed.	End Jan 2013	Beverley Bonnefoy	This work is ongoing, however, a detailed review will commence in October 2012.
Gender - There are financial implications for the 5 resident Wardens	Cash buy outs have been offered in mitigation. If the proposal to restructure is	Resident staff fill posts in the new structure and	April 2013	Beverley Bonnefoy	Negotiations will continue if the proposal to

<p>who will no longer receive rent free accommodation. They will also lose the payments they receive for being on call from 5pm to 10pm, Monday to Thursday. These staff will also receive non secure tenancies instead of service tenancies.</p>	<p>approved then negotiations will continue.</p>	<p>remain in their accommodation on non secure tenancies paying rent.</p>			<p>restructure is approved by Cabinet.</p>
<p>Race – Telephone access to the new service for speakers of languages other than English is an issue.</p>	<p>Prior to the introduction of the new service we will identify the communication needs of all Tenants and confirm arrangements for telephone access for speakers of languages other English.</p>	<p>The service is accessible to speakers of languages other than English.</p>	<p>April 2013</p>	<p>Beverley Bonnefoy</p>	<p>Project will commence if the proposal to restructure is approved by Cabinet.</p>
<p>Sexuality & Gender Reassignment – No monitoring information for Tenants. Also, schemes & service not obviously LGBT friendly.</p>	<p>Staff team require further training in LGBT issues. Schemes need to promote positive LGBT images. Improved monitoring is required.</p>	<p>The service is accessible to all regardless of gender reassignment / sexuality.</p>	<p>Ongoing</p>	<p>Beverley Bonnefoy</p>	<p>This work is ongoing, however, a detailed review will commence in October 2012.</p>

Marriage & Civil Partnership - Although there is no impact on Tenants because of their marital status – current monitoring categories do not include “widow / widower”. Data from 9 of the 18 schemes demonstrates that 26% of Tenants are widows / widowers.	Recommend that to the Equalities Team that a category of “widow/widower” be added to monitoring forms.	Efficient monitoring of this category.	October 2012	Beverley Bonnefoy	April 2013
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Stage 6 - Monitoring

The full impact of the decision may only be known after the proposals have been implemented, it is therefore important to ensure effective monitoring measures are in place to assess the impact.

14. How will you monitor the impact of the proposals once they have been implemented? How often will you do this? <i>(Also Include in Improvement Action Plan at Stage 5)</i>	A staff and Tenant working group will be established to monitor the transition to and establishment of the new service. We will review the restructure on a monthly basis with a formal review 12 months after implementation.			
15. Do you currently monitor this function / service? Do you know who your service users are?	Yes	x	No	
16. What monitoring measures need to be introduced to ensure effective monitoring of your proposals? <i>(Also Include in Improvement Action Plan at Stage 5)</i>	Management attendance at Tenant meetings / coffee mornings on a bi-monthly basis. We also need to improve equality monitoring arrangements (particularly with regard to sexuality).			
17. How will the results of any monitoring be analysed, reported and publicised? <i>(Also Include in Improvement Action Plan at Stage 5)</i>	The staff and Tenant working group will monitor & review feedback and report back to staff and Tenants via meetings and flyers.			
18. Have you received any complaints or compliments about the policy, service, function, project or proposals being assessed? If so, provide	In summary the key concerns of tenants and staff are:			

details.

- The potential loss of each scheme's designated Warden.

We have explained that, depending on whether existing staff fill the new roles, most tenants would continue to see their existing Warden, either in their capacity of Scheme Coordinator or Support Coordinator and that in addition, tenants would also be able to see other members of staff if they choose to. The Supporting People Older People's sub group has also confirmed that some tenants who may feel unhappy with the current service find it difficult to express themselves.

Whilst each scheme may not have a designated individual warden, individual tenants would still have access to a designated scheme co-ordinator and also access to a support co-ordinator who is best placed to support their individual needs. This should provide a more enhanced flexible service.

- Reduced staff presence at each scheme.

There will actually be an increase in frontline staffing hours. Currently, because Supporting People funding is insufficient, we typically provide 553 frontline hours per week (office hours, Monday to Friday). Under the proposed structure this will increase to 648 hours – the equivalent of more than 2.5 full time posts.

- Our ability to identify and meet the needs of the most vulnerable / suddenly vulnerable.

New Support Delivery mechanisms introduced in 2011 are aimed at identifying and meeting the support needs of tenants. These mechanisms, along with each tenant's individual support needs, will be reviewed prior to any changes being implemented.

	<ul style="list-style-type: none"> • Access to the service for tenants who speak a language other than English. <p>Access to staff who speak a language other than English will be improved because Support Coordinators will float across the schemes. We will also ensure that all tenants are able to telephone the office at Watkins House.</p> <p>Summaries of Tenant and Staff consultation are attached (see Appendices 1 & 2).</p>
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Stage 7 – Reporting outcomes
 The completed EqIA must be attached to all committee reports and a summary of the key findings included in the relevant section within them.
 EqIA's will also be published on the Council's website and made available to members of the public on request.

<p>19. Summary of the assessment</p> <p>NOTE: This section can also be used in your reports, however you must ensure the full EqIA is available as a background paper for the decision makers (Cabinet, Overview and Scrutiny, CSB etc)</p> <p>What are the key impacts – both adverse and positive? Are there any particular groups affected more than others? Do you suggest proceeding with your proposals although an adverse impact has been identified? If yes, what are your justifications for this? What course of action are you advising as a result of this EqIA?</p>	<p>The key impacts are: Positive – tenants will receive a flexible support service tailored to their individual needs rather than a one size fits all service. Examples of positive impacts include tenants being able to choose the gender of their support worker and a speaker of their language (if available on the staff team). Adverse – there is an adverse financial impact on the 5 resident Wardens and if the proposal to restructure is approved by Cabinet we will continue negotiations to mitigate this. This EqIA demonstrates that the positive impacts of the restructure far outweigh the adverse impacts (which in any case will be mitigated) and therefore the proposal to restructure should be put to Cabinet.</p>
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<p>20. How will the impact assessment be publicised? E.g. Council website, intranet, forums, groups etc</p>	<p>Intranet, Harrow Sheltered Residents Association, Supporting People Older Peoples Subgroup, newsletters</p>
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Stage 8 - Organisational sign Off (to be completed by Chair of Departmental Equalities Task Group)**The completed EqlA needs to be sent to the chair of your Departmental Equalities Task Group (DETG) to be signed off.**

21. Which group or committee considered, reviewed and agreed the EqlA and the Improvement Action Plan?			
Signed: (Lead officer completing EqlA)		Signed: (Chair of DETG)	
Date:		Date:	