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**Multi-Equality
Impact Assessment**

Full MEIA Form

Name of Policy: Review of Sheltered Housing Support Services
Date of Assessment: February 2011

Before commencing with this Full Multi-Equality Impact Assessment (MEIA), please make reference to the Full MEIA Notes, which give guidance on each of the sections included.

Section 1: Function / Policy Details

Name of Function / Policy	Review of Sheltered Housing Support Services
Lead Service / Partnership	Housing and Social Work Service
Policy Officer (Name & Position)	Patricia Maclachlan Head of Service(Community Care)
Impact Assessment Team (Names & Positions)	Susanne Hunter – Sheltered Housing Manager Mike Smith – Sheltered Housing Coordinator Sheena Swinhoe – Strategic Development Officer

Is this function / policy...

New? (✓)	Existing? (✓)
√	

What are the main aims of the policy?	The review of Sheltered Housing Support services is part of a wider programme of reviews taking place in the Housing and Social work service to modernise provision and ensure best value The review provided an opportunity to discuss anomalies in the service and to consider issues such as staffing, equity of provision, charges for support and access to facilities on site as well as gathering the views of tenants and staff
Who are the main target groups / beneficiaries?	The main target group is the 1500 tenants who reside in the 62 units of sheltered housing accommodation provided by Aberdeenshire Council. Staff employed in these Sheltered Housing complexes are also a target group
What are the intended outcomes of the policy?	Implementation of the recommendations from the review will ensure that a sustainable sheltered

Appendix B

	<p>housing support service can be provided. The modernised service will ensure that a more equitable service is provided across Aberdeenshire .There will be benefits to tenants in that there will be a better use of the skill and experience of the Sheltered Housing Officers as the cleaning part of their current role will be outsourced Through use of the Single Shared Assessment, a more appropriate assessment of needs will be undertaken leading to more appropriate allocation of sheltered housing Introduction of a locality team approach to the provision of sheltered housing support will ensure that the service can be sustained in the future and will make better use of staff resources</p>
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Section 2: Information Gathering and Consultation

Detail below any information and evidence used to assist the impact assessment process.

Information / Evidence	✓relevant box	List details (source, date, scale etc.)
Community consultation	√	<p>Lowland Market Research were commissioned to undertake a consultation exercise which consisted of a survey to all sheltered housing tenants and focus groups with tenants and staff in October 2009</p> <p>The main objective of the survey and focus groups were to ascertain staff and tenants opinions of the sheltered housing service and their views on a variety of specific service developments</p> <p>42.5% of tenants responded to the postal questionnaire and all focus groups were attended by representatives of many schemes</p> <p>The full report can be accessed on Arcadia through the following link Click here to link</p> <p>The outcome of this research published in December 2009 informed the review report and the subsequent report to Social Work and Housing Committee in September 2010</p> <p>Further consultation was held with tenants during October 2010-January 2011 (see separate sheet for details) prior to an updated report being prepared for Social Work and Housing Committee in February 2011</p>
Research (including websites & legislation)		<p>As indicated , research was undertaken by Lowland Market Research in October 2009</p> <p>A three stage methodology was developed which included a postal questionnaire sent to all 1,475 people who were tenants of the sheltered housing service at the time of the research,6 focus group discussions with tenants living in sheltered housing and a further 3 focus groups discussions with sheltered housing staff</p> <p>The research identified the current services that tenants valued and their</p>

		<p>usage of these services</p> <p>The research also asked for views on possible options regarding service provision as follows</p> <ul style="list-style-type: none"> • Cleaning of the sheltered housing complex by an outside agency 68% of tenants stated that they would not object to the cleaning being out sourced. The 32% who would object were concerned about the standards deteriorating and that the contract would not be closely supervised • Support being provided by a mobile team of Sheltered Housing Officers 60% of tenants stated that they would not object to being supported by a team that would work across a number of schemes. The 40% who objected were most concerned about the possible loss of the relationship with the Sheltered Housing Officer who covers their scheme • Use of communal areas by affiliated groups of older people 52% of respondents said that it was acceptable for affiliated groups of older people or other events to use the communal areas. 31% said it was unacceptable and 17% were neutral
Officer knowledge and experience		<p>Officer knowledge was used in the completion of this MEIA</p> <p>The Sheltered Housing Manager has experience of the current service provision and management of staff</p> <p>The Manager was also involved in the research, consultation with tenants and the Integrated Impact Assessment</p> <p>The Sheltered Housing Coordinator has experience of provision in a particular geographical area of Aberdeenshire and in staff management</p> <p>The Strategic Development Officer has experience of undertaking MEIA's ,is familiar with the proposed developments and was also involved in the Integrated Impact Assessment</p>
Equalities monitoring data		<p>Equalities monitoring data is available from the Application form for sheltered housing Further data might be available</p>

		as part of the Equality and Diversity Framework being developed in the Housing service
Service user feedback (including complaints)		Service user feedback was gathered through the Lowland research in October 2009 and at the consultation events held between October 2010 and January 2011
Partner user feedback		Partner user feedback has not been sought at this stage. Officers will need to determine if there are partner users and if it is appropriate at some stage to ask for feedback
Other		<p>The review of Sheltered Housing Support services has been through the Integrated Impact Assessment process as part of the pilot. A copy is attached .The Integrated Impact Assessment involved the following staff members</p> <ul style="list-style-type: none"> • Corporate Policy Officer – Equalities • Strategic Environmental Officer • Health Improvement Officer (Strategy) • Strategic Development officers in Housing and Community Care • Social Work Manager • Sheltered Housing Manager <p>A Strategic Environmental Assessment (SEA) pre screening has also been undertaken – Copy attached _</p>

Section 3: Assessing the Impacts

What likely impacts or issues does the function or policy have for different people and communities in the following group(s)?

3.1 Identify and describe any likely positive, negative or neutral impacts.

Equality Target Group	Positive Impact	Negative Impact	Neutral Impact
Race			√

Gender	<p>The majority of sheltered housing tenants are female</p> <p>The Lowland Research identified that just over two thirds (67%) of all respondents were female, 29% were male and 4% did not respond to the question. This is in line with the general sheltered housing population.</p> <p>A modernised model for the provision of sheltered housing support will enable a more equitable service to be provided to sheltered housing tenants. As with any proposed change, there will be a period of readjustment and it will take some time for some tenants to accept the change. It is anticipated that there will be benefits to the sheltered housing population in terms of a more equitable service with staff better skilled to meet the changing needs of older people</p>		
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Disability	<p>From the Lowland research, almost two thirds (64%) of all respondents said that they have a disability or long term illness that limits what they can do.</p> <p>The main disability or long term illness that people have was mobility impairment (50%), followed by hearing impairment (33%) and visual impairment (25%). Only 3% of respondents said they had speech impairment.</p>		
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	<p>The integrated Impact Assessment identified a positive impact for disabled people. The proposed changes will ensure that the Sheltered Housing Officers are making better use of their experience and skills by providing a service that benefits tenants more directly rather than spending a third of their time undertaking cleaning duties</p> <p>Introduction of the Single Shared Assessment for assessing people for sheltered housing will also have a positive impact for disabled people. Single Shared Assessment is recognised as an in depth, holistic assessment that will ensure that sheltered housing is being allocated to those in greatest need</p>		

Age	<p>In the Lowland Research, responses were received from sheltered housing tenants across a wide range of age groups.</p> <p>The largest number of responses, 50% was received from tenants aged 80-89 years of age. A further 12% of respondents was aged over 90 years old. Almost two thirds (62%) of all Respondents are therefore older than 80 years of age.</p> <p>Overall, the responses mirror quite closely the profile of the general sheltered housing population.</p> <p>The proposals to modernise the sheltered housing support service are in line with the findings from the national review of sheltered housing undertaken in 2008. In addition to the proposals, enhanced services are provided in some sheltered housing complexes and are planned for further complexes to make it possible for older people to remain within the complex rather than having to move to residential care</p>		
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Religion & Belief			√
Sexual Orientation			√
Other groups (please specify)			

If no impact has been identified, and this is justifiable, please go to Section 5.

3.2 Have any cross cutting issues been identified?

Possible cross cutting issues you should consider for the purpose of this MEIA are employment / unemployment, health problems, access (including rural isolation), low income / poverty, literacy difficulties, homelessness and caring responsibilities, or any other relevant issue(s).

Employment/ Unemployment. The review identified that a number of Sheltered Housing Officers would become supernumerary. This will be addressed with relevant staff and the Trade Union as part of the implementation plan. It is identified that this could have a minimal effect on unemployment in rural areas and slight impact on the general economy

Access – there is a perception that some of the smaller and more rural sheltered housing schemes will receive less time from the Sheltered Housing Officer if the model of provision is based on the number of tenants in the complex. If sheltered Housing tenants are receiving less support ,then they may have to use other sources of support which might involve travelling to larger towns thus incurring more expense

Caring responsibilities - some tenants might require more support from unpaid carers if there is a reduction in the support provided from the Sheltered Housing Officer. Often carers do not live locally so there might be additional costs in terms of time and travelling costs for carers to provide more support

Health problems – the Integrated Impact Assessment identified that there could be possible health problems (mental health) for staff if there is a decrease in the number of Sheltered Housing Officer posts. This can be reduced by ensuring that staff are consulted, and where appropriate ,involved in the implementation of the recommendations

Section 4: Recommendations and Actions

4.1 As a result of this assessment, consultation, research and available evidence collected, state whether there will need to be any changes made / planned to the function / policy. Please clearly detail practical actions you would take to remove or reduce any identified adverse / negative impact. Please ensure that recommendations and actions are SMART.

Recommendation	Action	Who	When	Expected Outcome
1.The Review will have been further informed by the second round of consultations held from October 2010 – January 2011 Feedback from this consultation needs to be considered to determine if the review recommendations need to be amended in any way	Feedback from the consultations to be included in the Committee report	Head of Service	February 2011	Committee are fully aware of the progress made regarding consultation with tenants on the proposed changes to provision of sheltered housing support services
2.Models for the provision of the Sheltered Housing Support need to be further developed and the issue of provision between the smaller and larger complexes addressed	Further work to be done on the different options identified from the review	Head of Service / Social Work Manager/ Sheltered Housing Manager	Early 2011	An acceptable , effective and efficient model will be developed that ensures an equitable service is provided across all complexes

4.2 Detail any adverse impact that cannot be resolved, and provide any justification if you are recommending to continue with the policy/function.

Unresolved adverse impact	Justification to continue with policy/function
<p>Perceived reduction in presence of Sheltered Housing Officers in the smaller complexes which are generally in the more rural areas of Aberdeenshire</p>	<p>Current service provision is not financially viable</p> <p>Service needs to be modernised to better meet the needs of the current and future tenants</p> <p>Introduction of a more appropriate assessment will enable a better allocations policy to be adopted</p>

Section 5: Performance Monitoring and Reporting

Please explain how monitoring will be undertaken, when it will take place and who is responsible for undertaking it, making reference to any equalities action plans / service plans, etc.

Monitoring will be undertaken through regular reports to Social Work and Housing Committee.

The Head of Service has responsibility for implementation of the recommendations from the review with the Head of Housing , Social Work Manager and Sheltered Housing Manager

Other staff e.g. Housing Managers will be involved as appropriate

The Trade Union will also be involved at an appropriate stage

Regular monitoring will take place at every stage of the implementation process once an implementation plan has been agreed .This will be done through the newly formed Sheltered Housing Implementation group

Section 6: Publishing the Results of the Assessment

Prior to publication, the MEIA need to be agreed and signed off by your Head of Service and Quality Assured by an MEIA Lead officer.

1. Head of Service or Service Representative

Signed:.....Name: Patricia Maclachlan

Date:17/02/2011..

2. Quality Assurance

Signed:.....Name: Carol Simmonds

Date:15/02/2011

Please email the completed MEIA to the Policy Officer (Equalities), Chief Executive.

Multi-Equalities Impact Assessment Full MEIA Quality Assurance Form

The quality assurance role is to ensure that the **process** of impact assessment has been followed, and due consideration given to identifying possible impacts of a policy, function, etc as detailed in the Full MEIA Guidance Notes.

Quality Assurance should be undertaken by a 'buddy' who has been trained in MEIA. The 'buddy' should not be from the assessing Service, or a member of the MEIA team.

A copy of the completed Full MEIA form must be made available, and questions may be asked of the policy author, to clarify any areas if necessary.

Name of policy: Review of Sheltered Housing Support Services

Service of MEIA: Housing and Social Work

Policy officer/author: Patricia Maclachlan_

Section 1: Function / Policy Details

1. Are you satisfied with the MEIA team membership?
(Number and relevance) YES NO
2. Are you satisfied with the **outcome** of the policy / function?
(The 'effect' or 'result' of the policy / function) YES NO

Section 2: Information Gathering

1. Are you satisfied with the information gathering?
(Sources and details) YES NO
2. Are you satisfied that, appropriate consultation and involvement have taken place? YES NO

Section 3: Assessing the Impacts

1. Are you satisfied that all 6 strands have been considered?
(age, disability, gender, race, etc.) YES NO
2. Are you satisfied that any cross cutting issues have been explored (health, unemployment, literacy difficulties, etc.)? YES NO

Section 4: Recommendations and Actions

1. If any, are you satisfied that the recommendations are SMART? YES NO N/A
2. If any, are you satisfied that any adverse impact that cannot be resolved has been justified? YES NO N/A

Section 5: Performance Monitoring and Reporting

1. Are you satisfied with the proposed monitoring and reporting of the policy / functions (how, when and who)?

YES NO

Additional information

Please detail below any points for clarification and/ or recommended actions.

Point for clarification/ Recommendation	Action	When	Who
<p>There may be perceived dis- benefit of the revised service but we can learn how to manage these expectations through the pilot exercise</p>			

Signed by officer completing QA: _____

Print name: Carol Simmonds
 Service: Infrastructure Services
 Date of QA: 15/02/ 2011