

Service being assessed	Housing Options and HomeSelect
Who will be involved in completing this assessment?	Tracey Slater - SUM (Strategic Housing and Housing Options)
Date of Review	July 2011
Date of Next Review	July 2012
What is the purpose of the service?	To provide advice and assistance to solve customer's housing problems, including the allocation of social housing properties and the provision of emergency/temporary accommodation.
Is this assessment being undertaken because of changes to the service? If so what are they?	Assessment being undertaken as part of Council's annual review of equalities information, not because of change to service/policy.
<p>The purpose of this review is to understand how services can help the Council to meet its duties under Equalities legislation. The duties can be summarised as</p> <ol style="list-style-type: none"> <li>1. Eliminate discrimination</li> <li>2. Advance equality of opportunity</li> </ol>	Both elements of the service are currently undergoing a major systems thinking review which is due to be completed by December 2011 and will result in fundamental changes as to how the service is provided to the customer. We want to be able to meet the housing requirements of those in housing need quickly and in a way which enables them to maintain their new tenancy. We also want to assist with appropriate advice those that we are unable to house.

<p>3. Foster good relations between different parts of the community</p> <p>How does this service help the Council to do this, in particular in relation to the categories specifically mentioned in legislation - Race, Gender/Sex, Disability, Age, Religion/Belief, Gender Reassignment, Sexual Orientation, Pregnancy &amp; Maternity and in respect of Duty 1 only – Marriage and Civil Partnerships?</p>	<p>The Housing Allocation Scheme is open to all eligible persons as prescribed by the Housing Act 1996 as amended by the Homelessness Act 2002 and the Housing and Regeneration Act 2008 who meet the registration requirements. In determining the level of priority for housing, additional priority can be awarded in cases of urgent housing need ie homeless households, households living in over-crowded or unsatisfactory, need to move on medical or welfare including grounds relating to a disability.</p>
<p>How will you know that service is working as it should?</p>	<ul style="list-style-type: none"> <li>• Feedback not just from customers but other organisations involved in the process ie private landlords, Registered Providers and other support agencies.</li> <li>• Compliments, complaints and comments fed through the corporate service.</li> </ul>
<p>What data have you used to help you make this assessment?</p>	<ul style="list-style-type: none"> <li>• Policies and procedures</li> <li>• Legislation</li> <li>• Performance information although, customer's expectation may be different to ours.</li> <li>• Results of systems thinking intervention</li> </ul>
<p>Is there any additional data that you need to collect to help in continuous improvement?</p>	<p>Feedback from customers Shortage of supply of accommodation</p>
<p>How have you ensured that this service has been designed from a customer's perspective and how have you involved customers in that process?</p>	<p>Through systems thinking intervention.</p>

<p>Has any other consultation been carried out, including to ensure that we have taken into consideration the needs of those not currently using the service?</p>	<p>Once finalised, the new system will be publicised to all including those not currently service users.</p>
<p>What is, or what do you expect to be the impact of the way you work on different parts of the community, including those covered by equality legislation?</p>	<p><b>Who benefits?</b> Customers, Private Landlords, Registered Providers and other voluntary/statutory agencies.</p> <p><b>Who should be expected to benefit but don't – Why not?</b> Individuals and organisations not currently accessing the service.</p>
<p>On the basis of what you have found out, which of these options will you now follow</p>	<ul style="list-style-type: none"> <li>• No major changes</li> <li>• <b>Adjust the policy (based on the findings of the systems thinking review)</b></li> <li>• Continue the policy</li> <li>• Stop and remove the policy</li> </ul>
<p>What now needs to be done and by who?</p>	<p>Need to complete systems thinking intervention to enable new service to start in January 2012.</p>
<p>Signed off by</p>	<p>Tracey Slater, Service Manager Housing Strategy and Needs</p>