

Service being assessed	Private Sector Housing – Safe at Home
Who will be involved in completing this assessment?	Cathy Methold, Project Officer
Date of Review	11 July 2011
Date of Next Review	11 July 2012
What is the purpose of the service?	To assist vulnerable people to remain in their own homes safely and independently.
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"> 1. Eliminate discrimination 2. Advance equality of opportunity 3. Foster good relations between different parts of the community 	<p>The service is available to vulnerable people, mainly in private sector housing, although Handyperson part of service is cross tenure.</p> <p>Clients are visited in their own homes.</p> <p>Regular meetings are held with other agencies.</p> <p>All staff are aware of legislation. Procedures in place to deal with complaints.</p> <p>The service is focussed on vulnerable households and individuals with disabilities.</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 & Maternity and in respect of Duty 1 only – Marriage and Civil Partnerships?</p>	
<p>How will you know that service is working as it should?</p>	<p>Receipt of satisfaction questionnaires and verbal feedback.</p>
<p>What data have you used to help you make this assessment?</p>	<p>Satisfaction questionnaires Verbal feedback</p>
<p>Is there any additional data that you need to collect to help in continuous improvement?</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>The service focuses on clients' needs. The service has recently undergone 'systems thinking' and reduced the clients' waiting time considerably. A number of clients were interviewed as part of this work.</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>The service is publicised with leaflet drops, stands at shows, etc and we work closely with other agencies providing support to our target groups.</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>Who benefits? Vulnerable people, especially the elderly and disabled.</p> <p>Who should be expected to benefit but don't – Why not? Clients unaware of 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"> • No major changes • Adjust the policy • Continue the policy • Stop and remove the policy <p>This is a review – not a new policy or service. As and when it is proposed to change the service or policies, new assessments will be completed.</p>
<p>What now needs to be done and by who?</p>	<p>Regular reviews of processes and policies.</p>
<p>Signed off by</p>	<p>Alan Warnes, Service Manager Private Sector Housing</p>