

Equality Impact Assessment Report

Name of policy, procedure or function: Homelessness Strategy

Service Area: Housing Strategy

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Findings

General

The purpose of the Homelessness Strategy is to:

- Prevent homelessness
- Ensure that homeless people have full access to appropriate and good quality accommodation and support services
- Ensure that all local agencies with an interest in homelessness work in partnership in a co-ordinated approach to tackle and prevent homelessness
- Help meet the Government's expectations in terms of tackling and preventing homelessness

From the review of need and current provision several key issues have emerged and these translate into five clear priorities for this strategy;

- I. Preventing Homelessness through:
 - Effective housing advice & options
 - The provision of timely education and information
 - Helping people to live independently through tenancy sustainment & support services
- II. Reducing the use of insecure temporary accommodation to meet the 2010 target and ensuring that any temporary accommodation used is appropriate and suitable
- III. Providing settled homes for homeless and potentially homeless households
- IV. Providing appropriate support (accommodation and tenancy) for vulnerable people
- V. Working with partners to prevent homelessness from occurring and to provide assistance where it does

Specific Equality Areas

The main equity issues in this assessment centred around equitable access to the service and appropriate service options are available once an application has been completed. The specific issues have been identified below with actions to address their impact.

Problem/barrier identified	Actions to overcome problem/barrier & related action in the Strategy	Resources required	Responsibility	Target date
The ageing population will create an increased demand for care and support for the frail elderly	Develop and implement an Older persons Housing Strategy for the Borough (Ref action 1.10)	Officer Time & Existing Budgets	CBC CNH, Leicestershire County Council, SPT, VAC, AC, LCRPCT, CAB, Adult Services	November 2008
The service does not currently monitor customer satisfaction, access and take-up on a regular basis.	Improve communication with customers & monitor customer satisfaction with the service: - Update & advertise service standards - Monitor delivery of service standard & feedback to customers - Introduce regular customer satisfaction surveys (Ref action 1.11)	Officer Time & Existing Budgets	CBC & The Bridge Partners on the homelessness strategy steering group.	December 2008
Residents in rural areas or with mobility problems may find it difficult to get to the Council Offices.	Undertake whenever possible, home visits for all potentially homeless households (Ref action 1.12)	Officer Time & Existing Budgets	CBC The Bridge, CNH, RSLs, Women's Aid (where domestic violence is identified as an issue)	January 2009
There is a need to ensure that services are accessible to all residents and that access and take-up are monitored on a regular basis.	Produce a housing advice leaflet listing all the services available to households facing homelessness / potential homelessness Advertise and raise awareness of the range of services to prevent homelessness and assist potentially homeless households Ensure that all literature is accessible, tailored to meet local need and widely communicated via numerous channels (e.g. website, leaflets distributed to range of information points etc) (Ref action 1.14)	Officer Time & Existing Budgets	CBC The Bridge, RSLs, Support Providers, CNH, LCRPCT, LWA, CAB, Local Schools & Colleges, SPT, Parish Councils & other community service providers.	April 2009

Problem/barrier identified	Actions to overcome problem/barrier & related action in the Strategy	Resources required	Responsibility	Target date
There is a need to provide a range of housing options to all potentially homeless households.	Develop a wider Housing Options and Housing Advice Service offering earlier advice and assistance to all potentially homeless households (Ref action 1.17)	Officer Time & Spend to save Resources (ref action 1.20)	CBC & The Bridge Partners on the homelessness strategy steering group.	May 2009
As above - There is a need to ensure that services are accessible to all residents and that access and take-up are monitored on a regular basis.	Improve accessibility of the homeless and housing advice service (Ref action 2.4)	Officer Time & Existing Budgets	CBC & The Bridge	April 2010
There is a need to capture data across the Borough in order to present a 'true' picture of homelessness. Recognising the fact that not all homeless and potentially homeless households approach the Council for advice and assistance there is a need to take into account information obtained from partners	Develop a common monitoring system / approach to sharing data across partner organisations (Ref action 2.9)	Resources of all key partners required	CBC The Bridge, RSLs, Support Providers, CNH, LCRPCT, LWA, CAB, SPT.	April 2011