

## Warden Services Equality Impact Assessment Report

<b>Name of policy, procedure or function: Warden Services</b>				
<b>Service Area: Housing Services</b>	<b>Team Members: Lesley Kiayias, John Franks, John Delahunty and Sarah Cromie</b>			<b>Date: 17<sup>th</sup> October 2006</b>
<b>Findings</b>				
<p>The aim of the Councils Warden Services is to provide an efficient warden service to our elderly and disability residents throughout the Borough including Council Housing and private sector lifelines to enable the elderly or disabled to maintain independent living.</p> <p>The Audit Commission Housing Inspection raised a few issues in Warden Services specifically relating the lack of residents from BME backgrounds. Work has begun on visiting a number of BME elderly groups and inviting them to visit the courts and the Lifeline Control Room to show them how the scheme works. This has received a positive response and will be rolled out to more organisations in the new year. Other work has begun in the Courts to raise awareness on diversity and the variety of cultural needs.</p> <p>The Housing Inspection flagged up a general lack of knowledge of Housing Tenants needs a requirements and equality monitoring information. Warden Services will begin to implement a more robust mechanism of collecting monitoring information on their residents and users.</p>				
<b>Further Actions</b>				
<b>Problem/barrier identified</b>	<b>Actions to overcome problem/barrier</b>	<b>Resources required</b>	<b>Responsibility</b>	<b>Target date</b>
<b>Increase customers from BME backgrounds</b>	Further sessions in the new year 2 centres in Loughborough Asian elders	<b>Officer Time</b>	<b>Lesley Kiayias</b>	<b>Feb 07</b>
	Find out about other Asian elders groups in Charnwood and add them to the list of groups to be visited	<b>Officer Time</b>	<b>Lesley Kiayias</b>	<b>Mar 07</b>
<b>Raise awareness of diversity in the shelter accommodation</b>	Distribute copies of the multi faith calendar to all the Courts		<b>Lesley Kiayias</b>	<b>Dec 06</b>
	Welcome signage in a variety of languages appropriate to the residents or visitors of the Courts		<b>Lesley Kiayias</b>	<b>Mar 07</b>

<b>Lack of monitoring information</b>	Include some sub questions on supporting information questionnaire	<b>Officer Time</b>	<b>John Franks</b>	<b>Apr 07</b>
<b>Lack of information on make up of the Borough</b>	Disseminate information on the demographic of the borough	<b>N/A</b>	<b>Sarah Cromie</b>	
<b>Lack of male wardens</b>	Assess how Person Spec could be improved to attract male applicants	<b>Officer Time</b>	<b>John Franks</b>	<b>Apr 07</b>
<b>Lack of awareness on religious and cultural issues</b>	Cultural awareness training Fact sheets – naming practices, dress codes (what to do in an emergency), religious observance etc	<b>Corporate Training Budget</b>	<b>Sarah Cromie</b>	<b>Mar 07</b>