

Team or service area leading the assessment

Title of policy/service/function

Date assessment completed

Details of person completing record Name

Job Title

Telephone

email

Details of person signing record off Name

Job Title

Telephone

email

STEP 1 - Identifying the Purpose or Aims

- | | |
|------------------|-------------------------------------|
| Existing | <input type="checkbox"/> |
| New/Proposed | <input type="checkbox"/> |
| Changing/Updated | <input checked="" type="checkbox"/> |
- 1.1 What type of policy/service/function is this?**
- 1.2 Aim of policy/service/function**
To provide a comprehensive document that encompasses the aims and objectives of BCH relating to Value for Money.
- 1.3 Outline of any proposals being considered**
The proposal is to consult with customers, employees and partners to illicit feedback on whether the BCH Value for Money (VfM) Strategy is open, fair and non discriminatory to all stakeholders, employees of BCH, residents and wider members of the community.
- 1.4 Why are the proposals being made – for what reason?**
To ensure that all BCH staff, tenants and stakeholders are aware of the aims and objectives of BCH regarding VfM, that everyone understands that greater efficiencies allow the organisation to improve services with the resources available.
- 1.5 What outcomes do we want to achieve?**
To ensure that all BCH staff, tenants and stakeholders are aware of the aims and objectives of BCH relating to VfM, that everyone understands that greater efficiencies allow the organisation to improve services with the resources available.
- 1.6 Who is the policy/service/function intended to benefit?**
All BCH employees, tenants, contractors, partner agencies and community groups.
- 1.7 Who are the main stakeholders/customers/communities of interest?**
All BCH customers and the communities that they live in.
- 1.8 Does the policy/service/function have any existing aims in relation to equality, social inclusion or community cohesion?**
To provide a comprehensive document that encompasses the aims and objectives of BCH relating to Value for Money.
- 1.9 How is the resulting policy/service/function being delivered?**
The VfM Strategy will be submitted to the Board for approval. All BCH staff will then be made aware of the Strategy through various media (Awareness sessions, Staff Briefing, etc) and it will be held on the P:\ drive. The Strategy will be available on the BCH website as a downloadable document. Residents and stakeholders can request a copy of the Strategy from any Housing Officer or BCH office.

STEP 2 – Considering Existing Information & What This Tells You

Summarise the main data/research and performance management information in the boxes below

2.1 Data/Information

	BCH	Blackpool
Customers that have been tenants for two years or less	30%	N/A
Customers that have been tenants for more than 10 years	51%	N/A
One person households	66%	36%
BME customers	3%	2%
LGBT customers	6%	10%
Customers who use a wheelchair	13%	Not available
Long term illness or disability	70%	25%
Under 25	3%	28%
Over 65	41%	20%
Males	48%	48%
Females	52%	52%
Customers with a stated faith	73%	78%
Employed	15%	67%
Unemployed	7%	3%
Permanently sick or disabled	29%	9%
Retired customers	42%	Not available
Customers who get Housing Benefit	80%	13%

2.2 Key Findings from STATUS

In October 2008 Blackpool Coastal Housing commissioned BMG Research Ltd (BMG) to carry out a postal STATUS survey amongst its customers.

A STATUS Survey is a standardised survey of the satisfaction levels of general needs tenants that BCH is required to undertake once every two years. The overall objective of the survey is to learn about levels of customer satisfaction within key service areas.

Customer Profile

Length of tenancy/leasehold	Tenants %
Under 1 year	10
1 – 2 years	15
3 – 5 years	15
6 – 10 years	16
11 – 20 years	18
21+ years	23
Don't know/ can't remember	2
Not provided	2

Length of time in current property	Tenants %
Under 1 year	12
1 – 2 years	17
3 – 5 years	17
6 – 10 years	17
11 – 20 years	16
21+ years	17
Don't know/ can't remember	1
Not provided	4

Number of People In Household	Tenants %
One	64
Two	24
Three	5
Four	3
Five or more	2
Not provided	2

Number of people aged under 16 in household	Tenant %
None	87
One	6
Two	3
Three	1
Four or more	1
Not provided	2

Number of people aged over 60 in household	Tenant %
None	41
One	47
Two	9
Not provided	3

Household makeup	Tenant %
One adult under 60	23
One adult aged 60 or over	40
Two adults both under 60	7
Two adults, at least one 60 or over	13
Three or more adults, 16 or over	2
1-parent family with child/ren, at least one under 16	6
2-parent family with child/ren, at least one under 16	4
Other	3
Not provided	3

Ethnicity	Tenants %
White – British	96
White – Irish	1
White – other	0
Mixed (White and Black Caribbean)	*
Mixed (White and Black African)	*
Mixed (White and Asian)	*
Mixed (other)	*
Asian –Indian	*
Asian – Bangladeshi	*
Black – Caribbean	*
Black – African	*
Chinese	*
Other ethnic group	*
Not applicable	-
Not provided	1

* less than 1%

Gender	Tenants %
Male	46
Female	48
Not provided	6

Disability in household	Tenants %
Yes	69
No	28
Don't know	1
Not provided	3

Wheelchair user in household	Tenants %
Yes	14
No	83
Don't know	*
Not provided	4

* less than 1%

Employment status - Tenant	Tenants %
Employee in full time job (30 hours or more per week)	8
Employee in part time job (less than 30 hours per week)	5
Self-employed (full- or part-time)	*
Government supported training	*
Unemployed & available for work	6
Wholly retired from work	36
Full-time education at school etc.	1
Looking after the family or home	5
Permanently sick or disabled	25
Doing something else	1
Not provided	14

* less than 1%

Employment status Partner / Spouse	Partner / Spouse %
Employee in full time job (30 hours or more per week)	2
Employee in part time job (less than 30 hours per week)	1
Self-employed (full- or part-time)	*
Unemployed & available for work	1
Wholly retired from work	7
Full-time education at school etc.	*
Looking after the family or home	2
Permanently sick or disabled	6
Doing something else	*
Not applicable	72
Not provided	9

* less than 1%

Age	Tenants %
16 – 24 years	3
25 – 34 years	6
35 – 44 years	10
45 – 54 years	14
55 – 59 years	9
60 – 64 years	14
65 – 74 years	19
75 – 84 years	14
85+ years	6
Not applicable	-
Not provided	5

Religion	Tenants %
None	20
Christian (all)	66
Buddhist	*
Jewish	*
Muslim	1
Other	2
Prefer not to say	5
Not provided	6

* less than 1%

Sexuality	Tenants %
Heterosexual	62
Gay man	2
Gay woman	1
Bisexual	1
Other	3
Prefer not to say	13
Not provided	18

Receives housing benefit	Tenants %
Yes	60
No	13
Don't know	2
Not provided	25

Sources of income	Tenants %
Earnings from employment or self employment	14
Pension from a former employer	11
State pension	45
Child benefit	9
Income support	33
Other state benefits	32
Tax credits	12
Interest from savings	2
Other kinds of regular allowance from outside the household	1
Other sources	5
No source of income	*
Not provided	9

* less than 1%

Net income	Tenants %
Up to £99 per week	21
£100 - £199 per week	38
£200 - £299 per week	14
£300 - £399 per week	3
£400 - £499 per week	1
£500 - £599 per week	*
£1000 + per week	*
Not provided	23

* less than 1%

Overall Satisfaction with Services

Over eight in ten (82%) tenants were satisfied with the overall service provided by Blackpool Coastal Housing, with over two fifths (42%) very satisfied. In contrast, one in ten (10%) tenants were dissatisfied, with just 4% very dissatisfied,

Tenants who expressed a higher level of satisfaction tended to be:

- Non working age tenants
- Non BME aged 65 and over
- Non BME aged 35-64
- BME tenants aged 35-64
- Multi adult households and single adult households aged over 60
- Tenants who have been a tenant for 21 years or more
- Wholly retired tenants
- Tenants satisfied with the repairs and maintenance service
- Tenants satisfied that their views are taken into account
- Tenants who feel the service from Blackpool Coastal Housing has got better over the last 12 months
- Mereside off estate tenants

Tenants who expressed higher levels of dissatisfaction tended to be:

- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their home
- Tenants who use wheelchairs
- Tenants dissatisfied with their neighbourhood as a place to live
- Tenants who feel they are poorly informed
- Tenants who are dissatisfied that their rent offers value for money
- Queens Park on estate tenants

Service Improvement

Over half (51%) of tenants indicated that the service had got better in the last 12 months. Fewer than one in ten (7%) felt the service had got worse and around a third (35%) indicated it had stayed the same.

Tenants who tended to rate their services as getting better in the last 12 months tended to be:

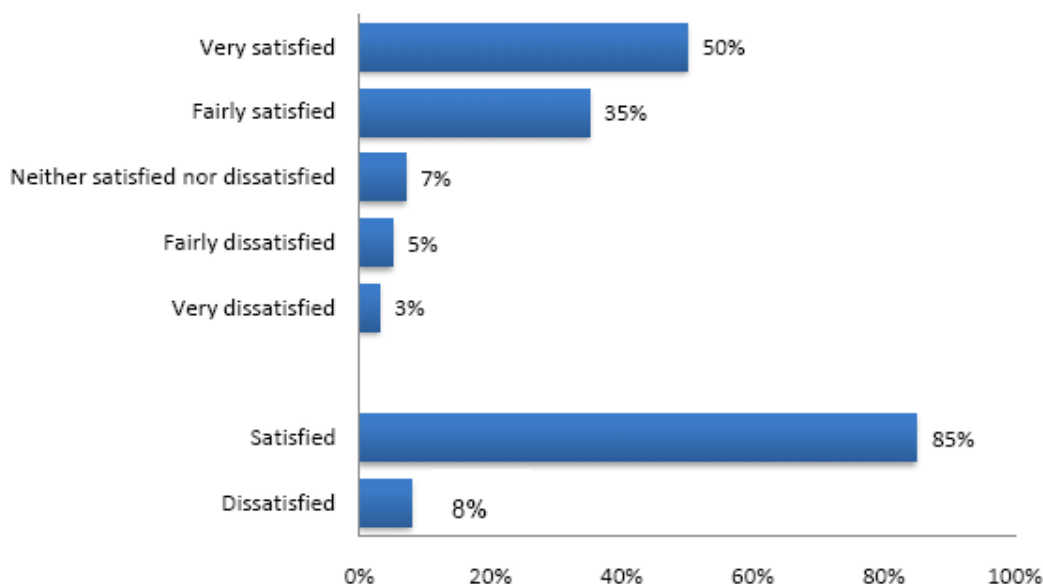
- Female tenants
- Older tenants aged 55-64 and 65+
- Multi adult households
- Single adult households aged over 60
- Tenants who have been a tenant for 21 years or more
- Wholly retired tenants
- Tenants satisfied with the repairs and maintenance service
- Tenants satisfied that their views are taken into account

Tenants who tended to rate their services as getting worse in the last 12 months tended to be:

- Working age tenants
- BME tenants aged 35-64
- Wheelchair users
- Tenants dissatisfied with the overall service
- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their property
- Queens Park on estate tenants

Satisfaction that rent represents value for money

- Over four in five (85%) tenants are satisfied that the rent for their property represents value for money, with half (50%) very satisfied.
- Just 8% are dissatisfied that their rent represents value for money and a further 7% are ambivalent.



Respondents who tend to express a significantly higher level of satisfaction are:

- Respondents aged 65 and over (92%) compared with respondents aged 16-34 (73%) and 35-54 (77%);
- Wholly retired respondents (92%);

- Economically inactive (86%) respondents compared with those who are active (77%);
- Respondents satisfied with the neighbourhood as a place to live (92%) compared with those who are dissatisfied (64%);
- Respondents satisfied with the repairs and maintenance service (89%) compared with those who are dissatisfied (69%); and
- Respondents who have indicated that the service from Blackpool Coastal Housing has got better in the last 12 months (94%) compared with those who think it has got worse (49%).

Respondents who tend to express a significantly higher level of dissatisfaction are:

- Working age respondents (11%) compared with non working age respondents (4%);
- Families (14%) and single adult households under 60 years of age (11%) compared with single adult households over the age of 60 (5%);
- Respondents dissatisfied with the overall service (32%) compared to those who are satisfied (5%);
- Respondents dissatisfied with the overall quality of their home (41%) compared with those who are satisfied (3%); and
- Respondents dissatisfied with the general condition of their property (34%) compared with those who are satisfied (2%).

Analysis by Management Area

Looking at the results by Management Area, there are few significant variations: GPKE (88%), MER (87%) and MERE (84%) respondents are more likely to be satisfied that their rent offers value for money than respondents from QPAE (72%). In terms of dissatisfaction, respondents from QPAE are more likely to be dissatisfied that their rent offers value for money than respondents from MER (6%) and MERE (7%).

	Total	GPKE	MER	MERE	QPA	QPAE
Very satisfied	50%	52%	53%	48%	44%	47%
Fairly satisfied	35%	36%	34%	36%	35%	25%
Neither satisfied nor dissatisfied	7%	3%	6%	8%	13%	11%
Fairly dissatisfied	5%	4%	5%	5%	2%	10%
Very dissatisfied	3%	4%	2%	2%	5%	6%
Satisfied	85%	88%	87%	84%	79%	72%
Dissatisfied	8%	8%	7%	7%	7%	16%
Unweighted sample base = 737						

2.3 Specific Issues For Equality Strands

	Very Satisfied	Fairly Satisfied	Neither Satisfied Nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied	Total Satisfied	Total Dissatisfied
General population	50%	35%	7%	5%	3%	85%	8%
Male	47%	36%	8%	5%	3%	84%	9%
Female	53%	33%	6%	4%	4%	86%	8%
16 to 34	51%	22%	14%	6%	7%	73%	14%
35 to 54	42%	36%	11%	6%	5%	77%	11%
55 to 64	49%	36%	5%	8%	2%	85%	10%
65 and over	56%	36%	4%	2%	2%	92%	4%
BME	79%	6%	14%	0%	0%	86%	0%
Disability	52%	34%	7%	4%	3%	86%	7%
Wheelchair user	54%	32%	7%	3%	4%	86%	7%
Gay	30%	32%	17%	16%	4%	62%	21%
Bisexual	64%	36%	0%	0%	0%	100%	0%
Christian	52%	36%	4%	4%	4%	88%	8%
Buddhist	100%	0%	0%	0%	0%	100%	0%
Jewish	100%	0%	0%	0%	0%	100%	0%
Muslim	28%	36%	36%	0%	0%	64%	0%
Other	44%	29%	21%	6%	0%	73%	6%
Housing Benefit	55%	31%	7%	4%	3%	86%	7%

Key Information

Customers aged 16 to 54, gay customers. Muslim customers and BME customers are the least satisfied with value for money for their rent.

Muslim customers are most likely to be ambivalent about value for money for their rent.

Customers aged 16 to 54 and gay customers express the highest levels of dissatisfaction with their neighbourhood.

2.5 What does the data tell us about our communities

Race/ethnicity

BCH has low numbers of BME customers which reflects the low numbers in the Blackpool Population. There are no BME 'communities' within BCH customers, which means that BCH customers are spread amongst the housing stock and likely to be isolated and thus more vulnerable.

Gender and transgender

It is difficult to know exactly how many trans customers BCH has because it is difficult to obtain accurate information on such a personal issue. Trans customers are likely to represent only a very small percentage of all customers and are likely to be isolated and thus more vulnerable.

Age

The average age of BCH customers is higher than the average for Blackpool. Younger people under 25 are underrepresented in the BCH customer base. Older people are overrepresented in the customer base and tend to be happier with BCH services. Younger people under 25 tend to be less happy with BCH services. The differential is likely to be due to different needs and aspirations.

Disability

BCH has a significantly higher proportion of customers with long term illnesses or disabilities than the Blackpool average. With disabled people accounting for a third of all BCH customers, disability related issues need to be a priority.

Religion or belief

A lower number of BCH customers have a stated faith than the Blackpool average. Numbers of people with a stated faith which is not Christian are also very low.

Lesbian, gay, bisexual people

Generally BCH has similar number of LGBT customers to the Blackpool profile. This represents a significant minority who may be vulnerable.

Other socially excluded communities or groups

Whilst statistics are not yet sufficiently robust to support a definitive statement on carers, the high incidences of disability and long term illness within the Blackpool population and the even higher levels within the BCH customer base would seem to suggest that a significant proportion of BCH customers provide care to someone with a long term illness or disability. Caring responsibilities can exclude people from paid work and social activity.

Relationships between or within communities

There is little evidence from crime reports of any specific tensions between different communities within the BCH customer. Historically, incidences of hate crime tend to be isolated and centred around race and homophobia.

Health

The evidence suggests that the health of BCH customers is poorer than that of the general population, with high incidences of long term illness and disability far higher than the general population. It is likely that this will have an impact on deprivation levels amongst customers.

What do you know about how proposals will impact on different communities?

The Single Equality Scheme has been designed as a mechanism to make improvements for all equality strands and component communities. Impact will be measurable against the outcomes and priorities during the life of the Scheme.

STEP 3 – Assessing the Impact

3.1 Is there any evidence of higher or lower satisfaction with VfM by any group or community, and if so, how is this explained?

From our existing data and resultant consultation exercise the indications are that there are no particular strand characteristics as far as Equality and Diversity is concerned who are either positively or negatively affected.

Those customers who think that their rent represents Value for Money are generally those satisfied:-

- i) with the neighbourhood as a place to live;
- ii) with the repairs and maintenance service; and
- iii) that the service from Blackpool Coastal Housing has got better in the last 12 months.

These customers tend to be long term tenants who are wholly retired, economically inactive and over the age of 65.

There is a higher tendency to be dissatisfied among those of working age and with families.

3.2 Does the geography or demography of service users reveal anything?

Although there are no significant area variations the indications are that customers from Queens Park are less likely to be satisfied that their rent offers value for money than customers in other areas.

3.3 Do any rules or requirements prevent any groups or communities from using or accessing the service?

No

3.4 Does the way the service is delivered, or the policy, create any additional barriers for any groups of disabled people (Duties arising out of DDA 1995)

No

3.5 Does the way the service is delivered, or the policy, create any additional barriers for any other groups or communities, for example. Due to limited income or because of the time during the week when the service is available?

No

3.6 Do any of these limitations amount to unlawful discrimination?

Yes

No

If 'Yes' please explain (referring to legislation) in the box below.

3.7 If 'No' do they amount to differential impact which should be addressed?

Yes

No

If 'Yes' please give details below

3.8 If the impact or effects are adverse for any community or group, can they be defended in order to provide equality for another community or group under legislation or policy?

Yes

No

If 'Yes' please give details below

There are no adverse affects in what the Strategy proposes should be done although some tenant groups may have a different perception as to whether the service provides Value for Money overall.

3.9 Do you have enough information to make a judgment?

Yes

No

If 'No' what information do you required about which groups or communities?

3.10 Is it possible to get the information quickly and easily or is it recommended that the collection of such information be included as an action for the action plan that will be developed? Please detail below.

N/A

3.11 Impact Assessment Summary

Equality Strand	Groups	Positive Impact			Negative Impact			Comments
		L	M	H	L	M	H	
Gender	Women			X				
	Men			X	X			
	Trans			X	X			
Ethnicity	Non BME			X	X			
	BME			X	X			
Disabled People				X	X			
LGB People				X	X			
Age	Older people 60+			X	X			
	Younger people 17 to 25			X	X			There is a higher tendency to dissatisfaction in this group
Faith groups				X	X			
Equal opportunities and/or improved relations				X	X			

STEP 4 – Dealing With Adverse or Unlawful Impact

4.1 What can be done to improve the policy/service/function or any proposals in order to reduce or remove any adverse impact or effects identified?

The Strategy will be circulated to customers for consultation and feedback.

4.2 What would be needed to be able to do this? Are the resources likely to be available?

This will be done by sending copies out to the TLF, etc for feedback from customers, followed up by articles in Viewpoint. Those groups identified as being less likely to be satisfied will be particularly targeted.

4.3 What other support or changes would be necessary to carry out these actions?

None

STEP 5 – Consulting Those Affected For Their Views

- 5.1 Please outline the steps taken to test out your findings and possible courses of action below.**

Results of the STATUS survey were used

- 5.2 What feedback or responses have you received to the findings and possible courses of action? Please give details below.**

This will be informed by the feedback from the TLF as identified above.

- 5.3 If you have not been able to carry out any consultation, how will consultation take place in future?**

N/A

- 5.4 If you are impact assessing some proposals, what steps have been taken to ensure that stakeholders have been able to voice their opinions on the proposals or the need for change?**

We did not impact assess any specific proposals but rather the whole VfM ethos and how customers feel about the overall service provided by BCH.

STEP 6 – Action Planning

Issues/adverse impact identified	Proposed action/objectives to deal with adverse impact	Target/Measures	Timeframe	Responsibility	Indicate whether agreed
Although there are no adverse affects in what the Strategy proposes should be done, some tenant groups may have a different perception as to whether the service provides Value for Money overall.	There is a need to ensure appropriate consultation with all tenant groups, specifically i) those working, ii) with families and/or iii) living on Queens Park.	To increase the perceived level of satisfaction with the Value for Money aspect of the service within the three specific tenant groups	Ongoing	Capital and VfM Accountant	Director of Finance and Resources

STEP 7 – Arrangements For Monitoring & Review

Agreed action	Monitoring arrangements	Timeframe	Responsibility	Which plan added to
To increase the perceived level of satisfaction with the Value for Money aspect of the service within the three specific tenant groups as identified above	Programme of consultation with Service Improvement Panels	Ongoing	Capital and VfM Accountant	VfM Strategy