

Consultation  
Equality Impact Assessment  
Vulnerable Applicants &  
Choice Based Lettings



## Equality Impact Assessment Of Vulnerable Adults & Choice Based Lettings

Blackpool Coastal Housing strives to provide services in a fair and consistent manner and we actively seek to promote equality for all our Customers. For this reason we are conducting 'Equality Impact Assessments' of our policies and functions to identify how they could (potentially) have a negative effect on:

- People from an Ethnic Minority Group
- Younger or Older People
- Men, Women or Transgender people
- People With A Disability
- People With Dependents (including Carers)
- People with a particular religious belief
- Gay Men, Lesbian Women or people who are Bi-sexual

Whilst we have legal duties to undertake Equality Impact Assessments we very much view these assessments as opportunities to improve our services to customers.

We are seeking the views of anyone in our community who 'belongs' to one (or more) of the groups above or represents the interests of any of these groups/issues. We will use your views to inform improvements to the services we provide.

Homestop advertises available Council properties to rent across Blackpool under a Choice Based Lettings (CBL) Scheme. Customers are required to express an interest or "Bid" on a suitable property that they would like to live in. Should no bids be placed then the applicant will not be re-housed.

We would be grateful if you could let us know your comments and opinions about this service with regard to potential negative effects on any of the groups listed above.

We are interested in your feedback in whatever form you choose to give it. We have formulated a series of questions in the following pages and you may choose to answer some or all of these questions.

Alternatively you may wish to offer your comments in your own way. This could be by writing, email, telephone or in person.

You can also complete the survey online at:

[http://www.surveymonkey.com/s.aspx?sm=S3FqiH132tl3qv6l1Zmbdw\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=S3FqiH132tl3qv6l1Zmbdw_3d_3d)

Completed questionnaires, and written feedback should be returned before 31<sup>st</sup> August 2009 to:

Paul Dillon  
Area Housing Manager  
67 Chepstow Road  
Blackpool  
FY3 7PH

Or electronically by email to [paul.dillon@bch.co.uk](mailto:paul.dillon@bch.co.uk)

If you have any queries or questions please telephone me on (01253) 477849, or email me on the above address.

## Analysis Of Our Information So Far

We have looked closely at the Equality Target Groups and at how many people from these groups are receiving services from us, and found out the following:

Ethnicity	
What we know	<p>Ethnic minorities make up a very small proportion of Blackpool's residents. Non- white ethnic origins account for 1.6% of total population for Blackpool, compared to 5.6% for the North West region and 9.1% for England. People from BME (Black and Minority Ethnic) groups are most likely to be of mixed ethnic origin, however the most recurrent single ethnic origin in Blackpool is Chinese.</p> <p>The annual report of CORE data from the year 2008/09 shows that of those people housed by Blackpool Coastal Housing (BCH) 94.7% described themselves as white British by ethnic group. People of non-white ethnic origin accounted for 2.8% of those housed. The most recurrent single ethnic origin was Black/Black British Caribbean at 1%, compared to Chinese at 0.2%.</p> <p>Of those customers on the housing waiting list, 92.9% are White (almost 80% being White British, 12.5% White Other and the remainder White Polish or White Irish). The most recurrent single ethnic origin is Black (all) at 0.25%.</p>
Key questions	<p>Is there anything in the way we deliver our Service that could lead to people from different ethnic groups being treated less favourably?</p> <p>Is there any way that we can change to make sure that people from different ethnic groups are treated more equally?</p>

Age	
What we know	<p>At the time of the 2001 census, 14.4% of people in Blackpool were over the age of 70. People aged 75 and over accounted for 9.58% of the population and over 20% of the population was over 60. Since 1981 there has been a 32% increase in very elderly residents (aged 85 and over) in Blackpool. Projections from the ONS suggest that generally the proportion of people over 65 is on the increase and will continue to be so for the foreseeable future.</p> <p>CORE data from the year 2008/09 shows that of all people housed, those between 18 and 24 made up the most common age range making up almost 16% of the total. Just over 16% of those housed were over 60, with approximately 3.5% being over 75.</p> <p>Of those on the housing waiting list, including household members, 49.4% are under the age of 30. 36.8% are between 30 and 60 with the remaining 12.8% being over 60. People over 75 account for 3.3% of those on the housing waiting list.</p>
Key questions	<p>Is there anything in the way we deliver our Service that could lead to older people and younger people being treated less favourably?</p> <p>Is there any way that we can change our service to make sure that older people and younger people are treated more equally?</p>

<b>Gender</b>	
What we know	<p>There are slightly more women than men living in Blackpool and women live longer than men. 30% of Attendance Allowance claimants in Blackpool are men and 70% are women.</p> <p>Male mortality rates in Blackpool exceed female rates for key diseases for the under 75's and Blackpool key disease mortality rates for both males and females under 75 exceed those for England.</p> <p>Core data for the year 2008/09 shows that BCH housed slightly more men (51.5%) than women (48.5).</p> <p>On the housing waiting list currently 50.3% of applicants are female and 49.7% are male.</p>
Key questions	<p>Is there anything in the way we deliver our Service that could lead to men, women or transgender people being treated less favourably?</p> <p>Is there any way that we can change our service to make sure that men, women or transgender people are treated more equally?</p>

<b>Health/Disability</b>	
What we know	<p>The general health status of Blackpool's population is poor in comparison to the North West region and the rest of the country as a whole.</p> <p>The prevalence of problematic heroin and/or crack cocaine is higher than the England average.</p> <p>Blackpool accounted for 39% of all new HIV cases diagnosed in Lancashire and Cumbria in 2004.</p> <p>The incidence of long term limiting illness is the highest in the region. Significantly within these figures, the majority are older people, with approximately 19,000 (over 13% of the population) claiming to be affected.</p> <p>8.6% of people in Blackpool claim DLA and another 4% claim Attendance Allowance.</p> <p>In the year 2008/09 almost 25% of BCH tenancy terminations were due to the tenant being deceased. In a quarter of cases the deceased tenant was below the age of 60.</p> <p>CORE data for the year 2008/09 shows that of all new BCH tenancy almost 40% of respondents answered 'yes' to the question, 'does any household member consider him/herself to have a disability'. Almost 7% stated that a household member uses a wheelchair.</p>
Key questions	<p>Is there anything in the way we deliver our Service that could lead to people with disabilities being treated less favourably?</p> <p>Is there any way that we can change within our Service to make sure that people with disabilities are treated more equally?</p>

<b>Religion/Faith</b>	
What we know	<p>BCH does not consistently capture customer data about religion. As an organization we are aiming to improve the collection of this information.</p> <p>78.6% of people in Blackpool describe themselves as Christian and 0.9% of the Blackpool population follows Muslim, Buddhist, Jewish and Hindu faiths.</p> <p>Of those on the housing waiting list of whom we have data, just over 44% describe themselves as Christian, with 36% stating they have no religion. A small number of customers describe themselves as Buddhist (0.4%), Muslim (0.5%), Hindu (0.1%), Jewish (0.1%) and Sikh (0.03%). 1% state they follow 'other' religions.</p>
Key questions	<p>Is there anything in the way we deliver our Service that could lead to people from different faith groups or religions being treated less favourably?</p> <p>Is there any way that we can change our service to make sure that people from different faith groups or religions are treated more equally?</p>

<b>Sexual Orientation</b>	
What we know	<p>BCH does not consistently capture customer data about sexual orientation. As an organization we are aiming to improve the collection of this information.</p> <p>It is estimated that the lesbian, gay and bisexual population is between an 8% and 10% of the total population. Data from the 2001 census suggests that the percentage of people living in same sex couples in Blackpool is more than double the North West and England averages.</p> <p>About 37% of the population nationally believe that gay men, lesbians and bisexual men and women are discriminated against in the provision of public services.</p>
Key questions	<p>Is there anything in the way we deliver our Service that could lead to lesbians, gay men and bisexual people being treated less favourably?</p> <p>Is there any way that we can change our service to make sure that lesbians, gay men and bisexual people are treated more equally?</p>

## **Questionnaire**

### **About our information**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
1 Have we missed any important facts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If 'Yes', what facts have we missed?			

2 What, in your opinion, do we need to change in light of the above?

**About the way we provide our services**

3 Have you had experience of the Homestop Service and visited our property shop?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

4 Do you consider our service to be accessible to all and culturally appropriate?

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Have any of your clients needs not been met by our service?

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If 'Yes' please give details of the unmet needs.

6 What else do you think we could we do to improve our ability to meet your clients needs?

7 Is there anything in the way we deliver the Homestop Service that could have a negative effect on any of the following?

	Yes	No	Don't know
Gay Men, Lesbian Women or people who are Bi-sexual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People from an Ethnic Minority Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Younger or Older People	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Men, Women or Transgender people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People With A Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People With Dependents (including Carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People with a particular religious belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have answered 'Yes' to any of the above then please give details.

**8** If there is anything in the way we deliver the service that could have a negative effect, what changes would you suggest?

--

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>9</b> Do you feel confident that we provide services that do not discriminate directly or indirectly against any individuals or groups?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>10</b> Do you think that all sectors of the community are aware of our service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>11</b> Overall how would you rate our ability to meet diverse needs in terms of making them easy to access and in the way we deliver them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Helping us to improve**

**12** Please use this space for any comments, compliments, complaints, concerns or ideas for improvement for any of the services we provide.

--

	<b>Yes</b>	<b>No</b>
<b>13</b> Would a representative from your service be willing to attend focus groups with Homestop staff with a view to improving our service?	<input type="checkbox"/>	<input type="checkbox"/>

If 'Yes' Please provide contact details

Name	
Organisation	
Address	
Postcode	
Telephone	
email	

**14** Name and Details of person completing this questionnaire (where different from or not given above)

Name	
Organisation	
Address	
Postcode	
Telephone	
email	

**Thank you for helping us to improve our services.**

**Please return your completed questionnaire to:**

**Paul Dillon, Area Housing Manager, 67 Chepstow Road, Blackpool, FY3 7PH. Or by email to paul.dillon@bch.co.uk**