

Predictive Equality Impact Assessment (PEIA) FOR COUNCIL DECISIONS ONLY



Title of report or proposal:

CABINET MEMBER DECISION TO CHARGE THE COSTS OF RELOCATING H&F HOMES WITHIN THE COMMUNITY SUPPORT CENTRE GROUND FLOOR 145 - 155 KING STREET, HAMMERSMITH W6 TO THE HOUSING REVENUE ACCOUNT

Describe in full the aims, objectives and purpose of the proposal, including desired outcomes:

The purpose of the report is to request approval to charge the costs of relocating H&F Homes into the Community Support Centre to the Housing Revenue Account (HRA)

The development of the Community Support Centre, which is planned to open in Spring 2008, provides an excellent opportunity to relocate the H&F Homes Hammersmith Area Office into a newly refurbished base in King Street alongside other housing and social care access points.

The Community Support Centre is being created on the ground floor of 145 King Street to deliver a single Reception Point and single telephone Hotline for Housing, Adult Social Care and Children's Service customers. The drivers for the creation of the Community Support Centre are to achieve:

- the Council's longer term goal of reducing service dependency to Adults and Housing Services by providing high quality screening at the front line and signposting users to alternative providers where applicable.
- a multi- disciplinary access point providing much better safeguards for vulnerable adults and at risk children than the current separate reception and access arrangements
- a more cost effective delivery model through the consolidation of four reception points into one
- improved customer service for service users through; fewer visits to multiple reception points; fewer visits on the whole (by greater resolution the first time); less need to provide the same information to different professionals; improved reception facilities, improved waiting times, greater clarity on how to navigate access to services (if eligible), improved telephone service and telephone capability
- savings within the business case

Department:

Community Services

Form and report MUST be checked and countersigned by the Principal Policy Officer – Equalities (Pinakin Patel) before the report proceeds to the Cabinet Member(s).

Officer Responsible:

James Reilly, Director of Community Services. Extension 5000, James.Reilly@lbhf.gov.uk

(Signature, Print Name, Contact Number and Email Address)

PPO Equalities:

Signed off by Pinakin Patel at 15.23 on 29/11/07. Tel 020 8753 5727 email pinakin.patel@lbhf.gov.uk

(Signature, Print Name, Contact Number and Email Address)

PLEASE ANSWER THE FOLLOWING QUESTIONS:

Residents of the borough who prefer face to face contact due to the nature of the services they are accessing and staff who work within the Area Office.

1. Who are the main people that this decision will affect?

2. Identify the risks that could prevent the planned outcomes

The proposal to create the Community Support Centre strongly addresses a hitherto long-standing risk faced by the Council – i.e. that service offerings in these areas have often been seen by customers as being disjointed and requiring the customer themselves to do the joining up

3. Could the proposal have a positive impact on a) race b) disability c) gender d) sexual orientation e) age f) belief system groups? (Please provide evidence e.g. user feedback, complaints, ethnic monitoring, diversity monitoring?)

a) b) c) d) e) f) The current lack of joining-up in service delivery creates ongoing difficulties for all residents, who first of all need to work out how the Council “works” before they can secure adequate service provision. This was very clearly demonstrated in the research carried out and documented within the Customer First Strategy. It has a disproportionately adverse effect on several of the groups mentioned above who will have their own particular added difficulties in negotiating their way through the current set-up. By bringing key services together into a coherent whole, we will be making an essential first step towards making long term improvements for all groups.

4. Could the proposal have a negative impact on a) race b) disability c) gender d) sexual orientation e) age f) belief system groups? (Please provide evidence e.g. user feedback, complaints, ethnic monitoring, diversity monitoring?)

a) b) c) d) e) f) This proposal is to join up services on one site and as the new base is at ground level in King Street this will improve access.

5. Can any negative impact of the decision be justified?

N/A

6. If you have undertaken any internal/ external research or consultation(s) please list these below:

In respect of the Community Support Centre, considerable internal and external research has been carried out and is documented within the Customer First Strategy.

7. Do you need to undertake any further consultation? If so, what and with whom?

Consultation is taking place with staff and stakeholders as the Community Support Centre project progresses.