

## Equality Impact Assessment – Summary

**Officer responsible:**

Dave Brown

**Department**

Property Services

**Team:**

**Voids and Adaptations**

**Date of assessment:**

19<sup>th</sup> November 2008

**Version of policy:**

N/A

**Release date of service:**

N/A

**1. Name of the Service:**

Waiting times for Aids and Adaptations

**Predictive or Retrospective:**

Retrospective

**2. Summary of the service:**

General dissatisfaction from residents when they are advised of the length of time they have to wait, before major adaptations can be carried out in their home. This is currently 12 months.

To provide funding that will allow St Georges Community Housing to reduce the waiting list for major adaptations to a maximum 9 months.

### 3. What is the impact on customers?

This service has a negative impact for all customers, especially elderly and those with disability as they have to wait longer than necessary for major adaptations. Some funding for heating has been re-directed from Langdon Hills area to enable more money to be spent to carry out major adaptations, though this will not reduce the waiting times to the levels that will meet customers needs.

### 4. What action will be taken in the future?

Once further funding is available for major adaptations next year, the needs of customers with disability and those that are elderly will need to be prioritised. The waiting times will be monitored using AIDA system, and action taken to reduce it.

### Approval

Is Full Impact Assessment necessary	YES/NO	Yes – Once decent homes funding allocations has been made
Signed by Line Manager		Yes
Challenge by Equality & Diversity Monitoring Group: YES/NO		Yes