

MID SUSSEX DISTRICT COUNCIL

Customer Impact and Needs Assessment

Title of Policy/Service/Contract: Affordable Warmth Strategy 2009-11

Division: Leisure and Sustainability

Lead Officer: Celia Austin

Date Assessment completed: 20th March 2009

1. SCOPING

1.1 What are the aims of the policy/service/contract?

The strategy has the overall objective of eradicating fuel poverty in line with the government's fuel poverty targets. The strategy has five key aims:

1. Identifying and reaching vulnerable households
2. Maximising income and making savings
3. Energy efficiency advice
4. Support customers in difficulty
5. Using our powers

1.2 Who does the service/policy/contract affect? Who are the main customers (internal or external)?

Those affected by the Affordable Warmth Strategy are those who are likely to be in fuel poverty. These are people who need to spend more than 10% of their income to achieve adequate levels of warmth in the home. Fuel poverty is can impact on anyone, and people may pass in and out depending on changes in their circumstances. However, it is widely recognised that the following groups are most vulnerable:

1. Older people
2. Children
3. People with a disability
4. People with a long-term illness

1.3 If your service is likely to use contractors you need to consider whether equality is a core contractual requirement by asking the following questions:

a) is the purpose of the contract to provide services directly to the public and is it considered relevant to equality?

N/A

b) Is the provision of Goods, Works or Services in question likely to affect, directly or indirectly, your ability to meet the duty to promote equality?

N/A

c) is the contract value £1 million or over?

N/A

If the answers to the questions are “no” then equality will not be a core requirement of the contract and will have a low relevance to equality issues, and if the answers are “yes”, equality will be a core requirement of the contract and will have medium or high relevance to equality issue. See Appendix One of the MSDC Guidance Document *“Integrating Equality and Diversity into Procurement”* for further information on determining the relevance of equality and what measures you will need to consider to ensure contractors comply with the Council’s equality policies and schemes and relevant legislation.

2. Assessment of Impact and Needs - Supported with evidence from Data and Consultation
 (See Guidance Notes for information on completing this section)

	Barriers to service/differential impact	Evidence base	Current actions taken to address these	Further actions required
Race	Language - where residents have English as a second language there may be a barrier to accessing information.	No evidence	Translation of information available on the website is available through the 'Browsealoud' option. Telephone interpreting service available on request.	Ensure that all literature advises that a translation service is available
Religion or Belief	None identified.	N/A	N/A	None
Gender	None identified.	N/A	N/A	None
Disability	None identified.	N/A	N/A	None

	Barriers to service/differential impact	Evidence base	Current actions taken to address these	Further actions required
Sexual Orientation	None identified.	N/A	N/A	None
Age	Older residents less likely to have internet access for information. Warm Front is targeted at the over 60's and those with young children		Leaflets and posters made available and distributed through help points and agencies that work with older people. Promotional activities are focused on these groups.	
Income or Skill Level	Warm Front is targeted at those on a low income so promotional activities are focused on reaching those on benefits.		Biannual mailing to all those in receipt of Council Tax benefit.	
Residential Location (Rural/ Urban)	If rural residents do not have access to transport they are less likely to have access to events and		Information on our web site	Work with Social Services and carers groups to train and provide information to social workers and volunteers that work in rural

	venues that would have information.			communities. Ensure Councillors and staff have information to enable them to signpost residents.
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3. ANALYSIS AND ACTION PLANNING

Any gaps in information or provision and/or barriers to services identified above need to be translated into SMART targets and recorded here.

These actions then need to be incorporated into service plans so that they can be monitored at service level and also as part of a corporate equalities action plan.

Issue	Action	Lead Officer	Deadline	How will impact be measured?
A lack of information on barriers	Consult with interest groups to identify any barriers as part of the public consultation on the draft strategy.	Celia Austin	December 2009	Through response to questions and subsequent action plan.