

Equality Impact Assessment Recording Form

This is a new and important process that will require different perspectives to be considered and, in some cases, difficult decisions may need to be made about policy and service delivery.

Whilst it is necessary to identify a lead officer, it is advised that they do not undertake the impact assessment on their own, but set up a group comprising a diverse range of staff responsible for delivery the service, there may also be an opportunity to include a customer, stakeholder, partner or critical friend to get a more rounded understanding of the full implications of the policy, practice, service or function.

For more information on carrying out the assessment please refer to the guidance notes or contact the Equalities and Diversity Officer or your Department's Equality Champion.

STEP1 Equality Impact Assessment Team

Name of Policy, practice, service or function:

Service Standards - Adaptations

Business Plan-Mission, vision, values.

Assessment Team Leader Name: Julia Bond

March 2009

Directorate Responsible: Asset Management

Service Area: Adaptations

Other members of the assessment team:

Name	Position	Area of Expertise
Su Gomer	Chief Executive	Equality/Diversity
Cecil Etienne	Customer Finance Manager	Finance & Resources
Ian Yeomans	Director of Asset Management	Technical
Gina Groom	Tenant Board Member	Service user/disability representative
Joe Poismans	Planned & Responsive Maintenance Manager	Technical & Operational
Angela Smith	Solutions & Support Manager	Housing Support Services

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STEP2 Identifying the aims/objectives of the policy, practice, service or function

Questions

1	<p>What are the main aims and objectives or purpose of the policy, practice, service or function? To set out the standards by which RH Ltd delivers its Adaptations service.</p> <p>What outcomes do you want to achieve?</p> <p>Agreement to levels of service set out within service standards. Service improvements as a direct result of tenant feedback.</p>
2	<p>Are there any associated services, policies or procedures? Yes</p> <p>If 'Yes' please list below</p> <p>All Policies Rykneld Homes-as set out in reports to Board April to September 2008.-Risk Mgt, VFM, ASB, Asset Mgt, Procurement, 5 yr Estate Delivery Plans Equality/Diversity, Health/safety, Tenant Involvement Business Plan 2008/9, development BP 2009/10. Adaptations Policy once finalised and implemented. This is a tenant facing service and thus is primarily based on the identification of tenant needs against the profile.</p>
3	<p>Who is affected by this policy, practice, service or function, or by the way it is carried out? i.e. Who are the internal and external customers, groups, communities or any other stakeholders?</p> <p>All Tenants, Housing Applicants, staff, LSP partners=Police, PCT, NEDDC, DCC, Mosaic presentation attached User surveys - Adaptations</p>

	<p>Self Assessment refers to known profile, -e-mail from SG dd 2nd Oct refers HB Tenant profile being clarified against the current Tenant profile We intend to Identify the staff profile so that we can ensure that the profile meets the needs of the community which it serves.</p>
4	<p>Who implements, carries out or delivers the policy, practice, service or function? Please state where more than one person, team, department or body? – and include any outside organisations who deliver under procurement arrangements etc.</p> <p>Rykneld Homes staff as set out in the Business Plan. Contractors completing adaptations works are required to sign up to our E & D standards and provide monitoring information if requested by Rykneld Homes.</p>
5	<p>Is the policy, practice, service or function affected by external drivers for change? e.g. new legislation, national policy, external Inspection etc. Yes</p> <p>See Business Plan-our operating Environment.</p>
6	<p>What existing or previous inspections of the policy, practice, service or function are there? E.g. Best Value Inspections, policy reviews, research into the effects of a policy or practice.</p> <p>Repairs / Maintenance Audit Commission inspection, -web site report HQN Mock ALMO Inspection, -report attached Self Assessment-Mock ALMO Inspection-attached</p> <p>What did they tell you?</p>

	That services needed to be reviewed with representative groups, including tenants.
7	<p>How is information about the policy, practice, service or function publicised?</p> <p>RH Ltd communications plan-under review</p> <p>Tenant Involvement agreement</p> <p>Involvement Monitoring group,</p> <p>Governance BP par 7</p> <p>Web internet, Estate Inspections/Assessments,</p> <p>Partner meetings-see partnership directory and Chart-attached chart</p> <p>Board and Sub Board papers</p> <p>'Homing In' newsletter</p>

STEP 3 Equality Impact Assessment

Although this form is set out under the six strands of equality we are focusing on (race, disability, gender, age, religion and belief and sexuality), consider any impacts/barriers that might cross over between race/disability, gender/religion and belief, sexuality/age etc. or all three. Use the boxes on the next couple of pages to indicate where the policy, practice, service or function could have a positive or negative impact for different groups and your reasons.

Race

This question looks broadly at adverse impacts/barriers in terms of race, whilst the next page considers adverse impacts/barriers which may be particular to people from one ethnic group.

Question 9 considers impact/barriers for different ethnic groups within the five broad census headings.

8	<p>Identify an adverse impacts/barriers of the policy or procedure on people who may be disadvantaged because of their race</p> <p>Status survey identifies 99% white British, white 1% Irish. 2001-census 97.95% white British. No identified adverse impact.</p> <p>Working with NEDDC to identify gen community groups and progress compliance to LGES level 2, Equality framework for LGvt – Approaching excellence wef April 2009.</p> <p>We have contact with translation services if necessary and also offer all documentation to be translated if needed.</p>	
9	<p>Broad categories used in 2001 census</p>	<p>Identify any adverse impact/barriers of the policy, practice, service or function on people who may be disadvantaged because of their race</p>

	<ul style="list-style-type: none"> • Asian or Asian British 	
	<ul style="list-style-type: none"> • Black or Black British 	
	<ul style="list-style-type: none"> • Chinese 	
	<ul style="list-style-type: none"> • Dual Heritage 	
	<ul style="list-style-type: none"> • White 	
	<ul style="list-style-type: none"> • Any other people 	
	<ul style="list-style-type: none"> • Gypsies and Travellers 	
	<ul style="list-style-type: none"> • Asylum Seekers and Refugees 	
10	<p>Where do you think improvements could be made for people of different racial groups?</p> <p>See 8 above</p>	

Gender

It is worthwhile remembering that women and men have different priorities in relation to what services they want and different needs for how these are provided. Men-only or women-only delivery for some services could be an option.

11	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their gender.	
	Women	<p>Service standards=Access Customer care, Implementation of service Access principles Strategy, Rent pyt options, ASB, tenant Involvement, Asset Mgt strategy, Repairs, Decent Homes, Aids/Adaptations Policy.</p> <p>HR strategy-numbers of women employed by RH Ltd.</p> <p>Status survey details note no. of single families-women/older women may be affected by caring responsibilities, isolation, can't access the office in school hrs, school holidays.</p> <p>Women live longer-fraility, disability</p> <p>Not many women in the DLO-imbalance with the local community</p> <p>Clarify roles of male heads households-if a woman partner calls in to the area office, requests a service, is that subsequently influenced by the male partner,?</p> <p>Instances of DV are rapidly increasing in DCC-see Police partner report 22nd September so staff need to be aware of the signs of DV and their responses.</p> <p>Work and care commitments.</p>
	Men	<p>Service standards Access Customer care,</p> <p>Contact with women HH members gains info that often the household has literacy problems-there may be hidden literacy needs for men.</p> <p>Hidden domestic violence.</p>

		Work and care commitments.
	Transgender	ASB Strategy and Policy RH Ltd/NEDDC holds negligible info on Transgender. E/D training for Board, SMT, Service managers June 08, staff 07/08, raise possible roles experienced, role plays-encourages staff to be on the lookout for Transgender hidden needs.
12	<p>Where do you think improvements could be made for people experiencing disadvantage because of their gender?</p> <p>Whilst RHL policies do not adversely affect or create barriers, there are actions we can address to further improve our service/policies on a gender-specific basis include;</p> <ul style="list-style-type: none"> ▪ Ensuring staff are aware of the signs of hidden transgender needs. ▪ Customer-facing staff to receive training on how to recognise the signs of illiteracy and develop appropriate responses. ▪ Customer-facing staff to receive training on recognising the signs of Domestic Violence and develop appropriate responses ▪ Ensure a consistent but tailored approach to adaptations. 	

Disability

All service providers have a duty to make reasonable adjustments for people with disabilities, including physical features of premises, so it is advisable to anticipate any adjustments that may be required. Consider the barriers faced by different groups of people with disabilities as listed in the boxes below. Note also that changes to legislation mean that conditions such as MS, HIV and cancer are now included under the DDA from the time of diagnosis.

13	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their
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	disability.	
	People with physical or mobility impairments	Access, Repairs/Maintenance, Decent Homes service standards e.g. enhanced spec for lifetime homes as far as is possible, Aids/Adaptations service standards
	People with sensory impairments (hearing, visual and speech)	Access , Customer care, Tenant involvement—Tenants can't hear/can't hear clearly, hear what you are saying-telephone contact needs to be supplemented , update Tenant profile ref preferred methods contact, DLO good examples of local knowledge of the Tenant base being utilised to arrange and carry out repairs Sign language users are available within the organisation e.g. DLO.
	People who use mental health services	We do not know /share enough detail ref this user group. We too often list complainers as Persistent complainants, genetally cross, without considering whether there is a need for mental health support or whether this is already being given. Link age to dementia possibilities.
	People with learning disabilities	Local knowledge from Area Office staff, DLO, identifies where Tenants have literacy problems-use of face to face contact is maintained. Further knowledge available from DCC – information sharing.
	People who have a non-visible condition such as epilepsy or diabetes	As above
14	<p>Where do you think improvements could be made for people experiencing disadvantage because of their disability?</p> <p>This is a key area for RH Ltd and NEDDC due to the Resident and Tenant profile. and the MOSAIC resident profile-which will facilitate delivery of Equality framework for LGvt wef April 09.</p> <p>Make sure that the implementation of Service Access principles does not lose the local Knowledge gained by Area office staff.</p> <p>Ensure the adaptations service provided continually reflects the needs highlighted by the tenant profile.</p> <p>Disability Awareness Training for all staff.</p>	

Age

When answers the following questions consider the needs of the wider age range of District

15	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their age.	
	0-9	Caring responsibilities may disadvantage Tenant Households from accessing services, resulting in isolation-link to Sure start opportunities
	10-15	These are the tenants of tomorrow-Involve young persons e.g. Youth parliaments, do not disadvantage young people from indiscriminate application of the ASB strategy
	16-19	School leavers, high level of teenage pregnancies-partner reports 22 nd September 2008-support for new Tenants. Consider implications for vulnerable tenants within the CBL policy revision.
	20-29	Tranches of DV –apply ASB strategy, high levels of HB dependency-Rents service standards,
	30-44	Tranches of DV-apply ASB strategy, as above
	45-59	Employment discrimination-Rents/leasehold service standards, Strategies/Policies, Corporate debt recovery policy
	60-64	As above-Age/disability adverse impact, sheltered hsg, supporting people QAF assessments
	65-74	As above
	75-over	As above
16	Where do you think improvements could be made for people experiencing disadvantage because of their age? Staff to consider the above when developing and implementing policies	

Religion and Belief

17	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their religion or belief.	
	Christian	35.44% as of 10.03.09. This accounts for the majority of our tenant base.
	Buddhist	0.08%
	Hindu	0.01%
	Jewish	0.02%
	Muslim	0.07%
	Sikh	0.01%
	Other	1.37%
	No religion or belief	6.55%
18	<p>Where do you think improvements could be made for people experiencing disadvantage because of their religion or religion?</p> <p>We/NEDDC do not know enough about religious impact. We do know of the support to reduce isolation offered by local churches-the proposed pilot to work with the Churches to reduce worklessness and isolation. RHL will explore this further.</p>	

Sexuality

19	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their sexuality.	
	Lesbian, gay or bisexual people	See 11 above. We are encouraging Tenants/staff to identify their profile, so that we can meet unmet needs Information sharing with PCT and DCC Social Services
20	Where do you think improvements could be made for people experiencing disadvantage because of their sexuality? See 11 above	

Other Categories

21	<p>Rural/Urban</p> <p>This is a real issue for Rykneld Homes Ltd-and must be addressed in the implementation of the Service Access Principles Strategy. Work with NEDDC/Derby CC mobile bus for rural areas welcomed by users. Tenant Involvement agreement implementation – commends outreach work.</p>
22	<p>Any other</p> <p>Consider the needs of the Tenant profile who may be affected by the decline in the mining industry, effects of working in coal mines e.g. disabilities. Tenants paid their work pensions in coal- do not insist on the removal of coal fired heating.</p> <p>Hsg Health impact assessment =-linking housing and health issues to Crime and testing impacts e.g. improved Capital programme reduction in respiratory disease is being progressed with the LSP. Ensuring that tenants are involved in their communities to improve their facilities and knowledge on the links between health, housing and community cohesion.</p>

Customer Access

23	<p>How do customers currently access the service i.e. what are the access channels e.g. web, telephone, letter etc.</p> <p>What improvements can be made?</p> <p>See service access principles implementation-Report to Board June08.</p>
	<p>Are there any physical barriers to accessing the service</p> <p>How are they overcome? As above</p>
	<p>What customer involvement in setting the customer service standards i.e. opening hours, response times, availability etc.</p> <p>Involvement monitoring group, SPRINT workshops, Tenant drop ins, Editorial panel, Federation involvement in open days-include Fed under Complaints service standards as an access for Independent complaints review,</p> <p>Make standards simple as up front promises, the who what when message, then set out detail</p>

STEP 4 Collecting the information and data about how the policy, practice, service or function impact on communities

Please record your information and data below with reference to:

- Deciding what information or data you will need or desire
- Using both quantitative and qualitative data
- Ensuring that where possible there is information that allows all perspectives to be considered
- Identified any gaps in the information/data and what it can tell you

Data or information	When and how collected	Source	What it tells you – please consider all 6 equality strands where possible	Gaps in information
Customer feedback and complaints	Performance and quality team		As above when considering strands	Robust complaints analysis required-being addressed as part of Complaints review
Consultation and community involvement	Involvement agreement		As above	
Performance information including Best Value	See above Audit commission Inspections		As above	Gaps in all equality strands relating to the Tenant profile.
Take up and usage data	variable		As above	To be channelled and systematically analysed through the performance and quality team

Data or information	When and how collected	Source	What it tells you – please consider all 6 equality strands where possible	Gaps in information
Comparative information or data where no local information	MOSAIC Resident profile			
Census, national or regional statistics	Census 2001			
Access audits or assessments e.g. DDA assessments	DDA office assessments			
Workforce profile	Inadequate for purposes of detecting adverts impact			To be developed
Where service delivered under procurement arrangements – workforce profile for deliverers	Set out in Procurement strategy			
Monitoring and scrutiny outcomes	Board Governance, -see BP Para 9			LGES level 2 being identified

STEP 5 Monitoring

For this step it is important to refer to any monitoring information which is already held. As stated in the guidance notes arrangements need to be set up for effective monitoring if this is not already taking place.

	<p>How do we know whether our service is accessible to all groups?</p> <p>Arrangements being made to collect Profile data for both staff and Tenants analyse service data held and systematically relate back to the delivery of policies and service standards.</p> <p>Review of Complaints process, development of Performance and quality services,</p> <p>Review of service specific surveys</p> <p>Performance Indicator information.</p>
	<p>If there is a lack of information, what research will be carried out, and for which groups?</p> <p>As above</p>
	<p>If this is a new policy, or one not currently monitored, what are the arrangements to begin monitoring the actual impacts of the policy?</p> <p>The Adaptations Policy , when finalised will be monitored – satisfaction surveys covering the adaptations process and a 6 month post completion survey to be devised.</p>

STEP 6 Consultation

	<p>What have service users/non-users or other stakeholders (including employees) already told you about the policy and negative impacts?</p> <p>Who has been consulted and what methods were used?</p> <p>Business Plan consultation-report to board April 08 refers, Business plan consultation BP 2009/10 –report t Board Oct 08 refers, Tenant Involvement agreement, Tenant drop in days, Involvement monitoring gp. SPRINT workshops</p>
	<p>If you need to carry out further consultation, who will you be consulting with and by what methods?</p> <p>See above –report to October Board, Ongoing delivery of Tenant Involvement agreement Fed BP consultation and Involvement Asset Mgt Implementation and Review group, Further partner consultation e.g. Derbyshire County Council,</p>

STEP 7 Equality Action Plan

Problem/barrier identified

Actions to overcome problem/barrier

Resources required Responsibility Target date –

See SIPS –Business Plan 2009/10

See Service Action Plan for Asset Management