

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: ASB Strategy

Service Standards- Anti Social Behaviour

Business Plan-Mission, vision, values.

Assessment Team Leader Name: Martin Cromack

October 2009

Directorate Responsible: Neighbourhood Services

Service Area: Tenancy & Estate Management

Other members of the assessment team:

Name	Position	Area of Expertise
Martin Cromack	Neighbourhood Services Manager	Neighbourhood Services & Estate Management
Paul Brightmore	Team Leader Neighbourhood Services	Neighbourhood Services & Estate Management
Julie Berry	Team Leader Neighbourhood Services	Neighbourhood Services & Estate Management
Neville Stanley	Team Leader Neighbourhood Services	Income Collection and Arrears

Susan Kellaway	Home Ownership Champion	Leaseholders and Right to Buy
Susan Wyche	Home Ownership Champion	Leaseholders and Right to Buy
Jon Campbell	Team Leader Neighbourhood Services	Neighbourhood Services & Estate Management
Jim Brown	Tenant Board Member	User-Elder Persons/Disability Representative
Linda Henstock	Tenant Board Member	User - Tenant
Heather Summers	Community Involvement Manager	Community Involvement

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?</p> <p>To set out the standards by which Rykneld Homes Ltd delivers it's Tenancy & Estate Management Services.</p> <p>What outcomes do you want to achieve?</p> <p>Agreement for levels of service set out within service standard for Estate Management</p> <p>.</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 Management, VFM, Asset Management, Procurement, 5 year Estate Delivery Plans, Equality/Diversity, Health/Safety, Tenant Involvement ASB policy etc.</p> <p>Business Plan 2008/9, development BP 2009/10.</p> <p>This is a Tenant facing service and thus is primarily based on the identification of Tenant needs against the Tenant 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, all Potential Tenants & Staff.</p>

	<p>Residents, Owner Occupiers & Leasholders</p> <p>Satisfaction Survey.</p> <p>Current status survey.</p> <p>Staff profiled, so that we can ensure that the staff 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 in Neighbourhood Services, Business Support & Asset Management. NEDDC Call Centre Staff, Police, & Partner Organisation as listed - see partnership directory</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. No</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>HQN Mock ALMO Inspection 2007</p> <p>Self Assessment-Mock ALMO Inspection-attached</p> <p>Audit Commission pre-inspection service assessment report November 2008</p> <p>What did they tell you?</p> <p>HQN Mock ALMO Inspection said:-</p> <p>Recommendations</p> <ul style="list-style-type: none"> ➤ Complete ASB strategy and action plan and show some progress on the plan by June. Ensure plan includes actions to enable

RH to meet the CRE code of practice

- Develop policies and procedures on harassment and domestic abuse in partnership with council and other agencies
- Complete and issue revised tenancy agreement and tenancy management procedures – and train staff
- Review ASB case management systems; either invest in developing Anite or investigate other options and chose an alternative system; and set out clear guidance for staff so they maintain both IT and paper case records in a comprehensive, consistent and accessible form
- Review arrangements for referring tenants to floating support agencies so that referrals are centrally recorded and improved use is made of resources; and provide further guidance and training for staff on use of such support
- Develop ASB performance indicators, including an outcome ‘what difference did we make’ measure derived from routine complainant surveys
- Introduce a tenancy audit scheme – either on a targeted standalone basis or (as being considered) as part of a comprehensive visit/inspection scheme
- Consider working with CSP and council on preventative schemes (eg, on summer 2008 activities programme, working in schools, etc)
- Finalise and issue service standards (show resident involvement from the earliest stage)
- Start to make routine use of newsletters to promote neighbour relations (eg, a regular good neighbours column highlighting examples of good neighbours and of how nuisance and disputes have been resolved)

Audit Commission Mock Inspection findings said:-

Strengths

- Tenancy agreements revised with customers – provide clear conditions including detailed information on ASB
- 95.69% of new tenancies sustained after first year (though only measured from April)
- Tenancy support champion now in place
- ASB policy and procedures are comprehensive
- Service standard for ASB referral states acknowledgment to be sent in one working day with regular contact during case (min. every 10 days)
- Respect gap analysis and action plan undertaken to inform signing up to standard
- ASB strategy now in place, which reflects local and national objectives, directly mirroring the Council’s community safety strategy
- Staff training programme extensive (J2)
- Buddy system to help ensure service continuity in neighbourhood services team
- Working with police to improve information sharing – co-funded ICT link

- Health, Crime and Housing Impact assessment project in liaison with LSP building capacity to target priorities (J2)
 - Notice of variation has been sent to all tenants meaning that the new tenancy agreement has now come into effect.
 - Post letting visits are undertaken to all new tenants. These are then followed up with six monthly visits to introductory tenants.
 - It is positive that a 2-stage process has been introduced for ASB satisfaction. A survey is now sent on initial reporting as well as when cases are closed. Although returns are currently low, reducing its impact, this arrangement provides greater scope for getting a clear picture of customer views.
 - The ALMO has access to tools to support investigation of ASB. It has its own noise recording equipment and can access mobile cameras from the CSP quickly. It has also worked with other agencies to place CCTV cameras in local areas where this can provide evidence to support action. The ISP is used effectively to seek further information to support taking action, where this proves necessary.
 - There is a strong recognition of the role played by the tenancy support service. Staff have good knowledge about the importance of this in sustaining tenancies and could, for example, refer to its use to help support vulnerable perpetrators of ASB, as well as more general support where people need extra help.
 - There is evidence of strong partnership working with the police. Staff are involved in local tasking meetings and have developed good local relationships with officers and PCSOs. The ISP works effectively with the respect champion acting as point of contact. This has enabled joint action to be taken such as joint visits and ABCs (which are now being undertaken under the county-wide protocol) and now moving towards the first crackhouse closure order in the district.
 - Multi-agency working is developing and becoming a strong focus for managing anti-social behaviour. Case conferences take place and working with the council and others, the ALMO has been able to consider for example dispersal orders, implement an alcohol free zone is starting to develop better responses in relation to diversionary issues. Some community 'clean-ups' have taken place (though the name is a little misleading).
This is now being further enhanced for the future with the development of the local family intervention project, which Rykneld is being proactive about using.
- The new ASB procedures are beginning to drive consistency in the management of ASB cases. For example, contact with tenants is now consistent and action plans are agreed. This is supported by the respect champion role, which is supporting staff to take action where serious ASB is experienced, by providing and advice and giving extra capacity to, for example, take witness statements.
- An increasing number of vulnerable tenants are being supported by TSO. A total of 75 tenants supported in 07/08 and 83 year to date.
 - Greater awareness of the TSO service amongst Neighbourhood and Finance Champions is resulting in increased number of referrals. The sign up pack for new tenants also includes a leaflet about the TS service and enables self referral.
 - TSO service originally set up to support approximately 15 tenants although currently supporting 27. Board report proposes additional member of staff.
 - Support plans completed for all tenants supported by TSO. Income maximisation has been an effective focus of support offered.
 - Varied communication methods are promoted and used as part of the support process including texting.
 - Community clean up days in certain areas have been used as a spring board to address wider community safety concerns, through for example, target hardening measure.

- There is a modern style incident record used, which is customer friendly

Weaknesses

There is no current tenants' handbook in place.

- The ALMO has not yet considered incentive schemes for maintaining tenancies.
 - Local lettings policies have not been considered in the context of managing ASB. Although these are now being looked at, this is separate to looking at how well they have / can be used as a tool in managing ASB.
 - ASB case files lack a clear summary to provide an overview of case management. Cases are not therefore easy to follow, without a detailed review of the case. There is also no clear recording of the rationale for the approach decided. This does not support effective management and quality checking to ensure a consistent and appropriate approach is being taken.
 - There is an over emphasis on using satisfaction data to measure performance. Independent checks of speed of response, whether action plans are agreed and wider quality check are not taking place. There has been limited use of the tenant newsletter and other publicity to promote Rykneld's approach to ASB and its successes. This is a weakness as messages about the approach are not being maximized and this is also limiting the way in which trust and confidence in the ALMO's ability and willingness to deal with issues can be built.
 - Staff we have spoken to can not identify any direct analysis and response to the gaps identified in the Seager review of diversity, related to hate crime and DV. (also J2).
 - There is no detailed support package in place for victims of ASB, DV or hate crime. Although in some individual cases, some support has been provided, including for example extra locks, this is not through a clear package of measures and budget to support these.
 - Diversionary activity is underdeveloped. Although there are some areas where local initiatives have taken place, relationships with the youth service and others have not been developed from a clear strategic point of view to focus resources in areas of greatest need.
 - Some key policies and procedures relating to tenancy management issues are not in place. While staff have received training around the ASB procedure and there is confidence in now dealing with ASB, some staff felt a lack of confidence in dealing with issues such as succession and tenancy name changes.
 - The lack of IT system for ASB is holding back effective management of the service. Although the area as a whole has relatively low incidences of ASB, there are clearly pockets of more serious and ongoing incidents where intervention is required. The service has some local knowledge which is informing some responses, but the lack of mapping tools is weakening the ability to determine a fully effective strategic approach.
 - Rykneld is not currently part of a hate crime reporting initiative. There are some staff who consider this as 'not a problem in this area'. This ignores the potential for under reporting as there is limited publicity at present.
 - Outcomes from TSO support recorded in terms of BVPI 213 - homelessness prevented. Longer term tenancy sustainment is not yet monitored.
- Work of TSO not yet included on Anite making overall reporting difficult.
- There is no out of Hours contact information for ASB evident.
 - Reality check for out of hours ASB. Incorrect info given, told to call RH and speak to Environmental Health the next day. Informed could call the police.

	<ul style="list-style-type: none"> • ASB files had no front sheets that showed target dates, action taken. contact, discussions, outcomes, agreed closure and what information, correspondence, letters received or sent. To enable clarity & continuity of cases. However, we accept that, as per comments in strengths, greater consistency is now developing through the new procedure. • The tenancy support service report is not comprehensive in setting out how effectively tenancies have been sustained as a result nor success of support in people moving back to independence, into training etc – it is not clearly focussed on outcome framework type reporting.
7	<p>How is information about the policy, practice, service or function publicised?</p> <p>RH Ltd communications plan.</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>Homing In – Tenants Newsletter</p> <p>Board and Sub-Board papers</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, 1% white Irish.</p> <p>2001-census 97.95% white British.</p> <p>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 with effect from April 2009.</p> <p>We have contact with translation services if necessary and offer all documentation to be translated also.</p>
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Tenant Profile Information:

Ethnic Origin	Extrapolated Figures %
White British	98.27
White Irish	0.53
White Other	0.53
Black African	0.05
Black Caribbean	0.03
Black Other	0.02
Indian	0.00
Pakistani	0.02
Bangladeshi	0.03
Other Asian	0.00
White and Black African	0.02
White and Black Caribbean	0.07
White and Asian	0.08

	Other Mixed Background	0.02	
	Chinese	0.03	
	Other Ethnic Origin	0.30	
	Gypsy or Traveller	0.03	
	Dual Heritage	0.00	
	Prefer not to answer		
9	Broad categories used in 2001 census	Identify any adverse impact/barriers of the policy, practice, service or function on people who may be disadvantaged because of their race	
	• Asian or Asian British		
	• Black or Black British		
	• Chinese		
	• Dual Heritage		
	• White		
	• Any other people		
	• Gypsies and Travellers	Awareness of any local authority designated traveller and gypsy sites within NEDDC areas is limited	
	• Asylum Seekers and Refugees		

10	<p>Where do you think improvements could be made for people of different racial groups?</p> <p>Status survey identifies 99% white British, 1% white Irish.</p> <p>2001-census 97.95% white British.</p> <p>In considering this assessment there are limited adverse impacts identified. The awareness of travellers sites have been addressed in the Service Action Plan.</p> <p>Working with NEDDC to identify gen community groups and progress compliance to LGES level 2, Equality framework for LGvt – Approaching excellence with effect from April 2009.</p>
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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 e.g. Access Customer Care, Implementation of Service Access Principles Strategy, Tenant Involvement, Asset Management Strategy, Repairs, Decent Homes, Aids/Adaptations Policy Rent Payment Strategy & Options.</p> <p>HR strategy-numbers of women employed by Rykneld Homes Ltd. High proportions of our customer facing staff are women, which provides same gender contact for women who choose to discuss any tenancy-related matters with another woman.</p> <p>Status survey details note that there are almost 9% of single parent families</p> <p>Women/older women may be affected by caring responsibilities to close and extended family</p> <p>Often in rural areas when women have been widowed they can suffer isolation</p> <p>Women with children can experience problems in accessing the office in school hours, school holidays</p> <p>Women live longer than men generally, issues of frailty, disability, under-occupation.</p> <p>Not many women in the DLO - imbalance with the local community which means repairs carried out to the home are often involving male operatives</p> <p>Instances of DV are increasing significantly in DCC areas - see Police partner report 22nd September so staff need to be aware of the signs of DV and their responses</p>
	Men	<p>Service standards Access Customer care, Rent pyt options</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>

	Transgender	<p>ASB Strategy and Policy</p> <p>Rykneld Homes Ltd/NEDDC holds negligible info on Transgender. Equality & Diversity training for Board , SMT, Service Managers June 08, Staff 07/08 and November 2009, raise possible roles experienced, role plays-encourages staff to be on the lookout for Transgender hidden needs.</p>
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 wide range of venues and times for payment of rent and home-visits ▪ Target rural areas for development of tenant and resident groups ▪ Identify networks of community based groups and meetings, particularly in rural areas that can be regularly advertised in Homing In ▪ Encourage bus and transport agencies to advertise routes and services in Homing In <p>RHL have a positive and high proportion of their customer-facing staff which are female.</p> <p>Tenant Involvement agreement developed with our customers implements a variety of ways of contacting and involving Tenants in matters affecting their homes.</p>	

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 disability.	
	People with physical or mobility impairments	Access, Repairs/Maintenance, Decent Homes Service Standards e.g. enhanced specification 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 refers to preferred methods of contact, DLO good examples of local knowledge of the Tenant base being utilised to arrange and carry out repairs Sign language users are available in the organisation
	People who use mental health services	We do not know /share enough detail reference this user group. We too often list complainers as Persistent complainants, generally cross, without considering whether there is a need for mental health support or whether this is already being given. Link age to dementia possibilities. Check and use supporting people plans
	People with learning disabilities	Local knowledge from Area Office Staff, Staff identify at application stage & sign up stage, DLO, identifies where Tenants have literacy problems - use of face to face contact is maintained
	People who have a non-visible condition such as epilepsy or diabetes	As above
14	Where do you think improvements could be made for people experiencing disadvantage because of their disability? This is a key area for Rykneld Homes Ltd and NEDDC due to the Resident and Tenant profile. and the MOSAIC resident profile-which	

will facilitate delivery of Equality framework for Local Government with effect April 09.

- Ensure the implementation of Service Access principles and that the strategy does not 'lose' the local Knowledge gained by Area office staff.
- Improve the efficiency of the Aids/Adaptations service – maximise opportunities to 'recycle' adapted properties
- Ensure the names of staff with second languages and sign language skills are known to all staff.
- Identify policies to establish vulnerable tenants and customers (both current tenants and customers who intend to become tenants) and clear procedures

Consider ways in which mobility and sight impaired tenants can give feedback for Estate Walkabouts and Area Inspections

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. Do not disadvantage young people from indiscriminate application of the ASB strategy. Consider implications for Vulnerable tenants within the CBL policy revision
	20-29	Tranches of Domestic Violence – ensure Tenancy Enforcement is carried out swiftly & use partner agencies to target harden properties, develop FIP with partner agencies, high levels of Housing Benefit dependency – ensure sign up process identifies benefits rights and link to Rents Service Standards,
	30-44	Tranches of Domestic Violence – apply allocations policy and ensure void turn round times are met to make properties available as quickly as possible, high levels of Housing Benefit dependency – ensure sign up process identifies benefits rights and link to Rents Service Standards, see above on target hardening & FIP
	45-59	Employment discrimination - Tranches of Domestic Violence – apply allocations policy and ensure void turn round times are met to make properties available as quickly as possible, high levels of Housing Benefit dependency – ensure sign up process identifies benefits rights and link to Rents Service Standards, Strategies/Policies, Corporate debt recovery policy
	60-64	As above-Age/disability adverse impact, sheltered housing, supporting people QAF assessments
	65-74	As above

	75-over	As above
16	<p>Where do you think improvements could be made for people experiencing disadvantage because of their age?</p> <p>It is not felt that RHL polices have any adverse impact. However, in order to improve our services to customers and tenants of all ages, we will;</p> <ul style="list-style-type: none"> ▪ Ensure staff involved in ASB procedures use ABC's parenting orders and ASBO's as a last resort following intense support and diversionary approaches ▪ Develop policies that will identify vulnerable tenants and customers and consider appropriate responses to prevent the failure of tenancies and reduce potential for anti-social behaviour ▪ Consider ways in which young people can be more involved in the Estate Walkabouts and Inspection regimes. Look at estate based activities for young people such as Litter Pick Days, community gardens, taking part in Garden Comp judging etc 	

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	
	Buddhist	
	Hindu	
	Jewish	
	Muslim	
	Sikh	
	Other	
	No religion or belief	
18	<p>Where do you think improvements could be made for people experiencing disadvantage because of their religion or religion? Not enough is known about the numbers of religious groups to make an accurate assessment about the religious impact of our policies. However, we do know of the support to reduce isolation offered by local churches and there are proposals to work with the Churches to reduce worklessness and isolation. RHL will explore this further.</p> <ul style="list-style-type: none"> ▪ Explore opportunities to work with local churches and other places of worship 	

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
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.</p> <p>Work with NEDDC/Derby CC mobile bus for rural areas welcomed by users.</p> <p>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>Housing Health impact assessment - linking Housing, to Health to Crime and testing impacts e.g. improved Capital Programme reduction in respiratory disease is being progressed with the LSP.</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> <ul style="list-style-type: none"> ▪ Consider the use of 'Twitter' site which is becoming an increasingly popular medium and one which is being taken up by a number of leading Local Authorities – appeals to people of all ages, backgrounds etc
	<p>Are there any physical barriers to accessing the service</p> <ul style="list-style-type: none"> ▪ Walkabouts can be problematic for tenants with limited Mobility or Sight impairment <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, Tenant drop ins, Editorial panel, Federation involvement in open days-include Fed under Estate Management</p> <p>Customer Service Access Group</p> <p>Make standards simple as up front promises, the who, what, when, message.</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 ASB Policy & Estate Inspection Matrix
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	Picked up at open of any ASB cases & on estate walkabouts etc		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	Collected and Updated September 09			
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>Involvement Impact assessment carried out in March 09</p> <p>Involvement Timetable</p> <p>Project evaluation reports</p> <p>Viewpoint panel</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>Satisfaction surveys at the start & finish of ASB cases</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? 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 to Board Oct 08 refers, Tenant Involvement agreement, Tenant drop in days, Involvement monitoring group.</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 Further partner consultation e.g. NEDDC</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 Neighbourhood Services Service Action Plan