

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:

Asset Management Strategy

Assessment Team Leader Name: **Ian Yeomans**

November 2009

Directorate Responsible: Asset Management

Service Area: Asset Management

Other members of the assessment team:

Name	Position	Area of Expertise
Ian Yeomans	Director of Asset Management	Technical
Joe Poismans	Maintenance Manager	Technical
Judy Parnell	Tenant	User
Angela Smith	Solutions and Support Manager	Housing Neighbourhood services
Steve Tongue	Team Leader Responsive Repairs	Repairs

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

Questions

<p>1</p>	<p>What are the main aims and objectives or purpose of the policy, practice, service or function? What outcomes do you want to achieve?</p> <p>This Asset Management Strategy has been drawn up to deliver Rykneld Homes Mission, Values and Strategic objectives as set out in the Business Plan 2009/10, where the principle Asset Management objective is to;</p> <p><i>“Successfully manage, maintain and improve the Council’s homes and surrounding environment.</i></p> <p>The Asset Management Strategy also contributes towards the delivery of North East Derbyshire/Chesterfield Community Strategy for the period 2005 to 2015 which has, as a key Homes and Neighbourhood objective,</p> <p><i>“To support the provision of good quality, affordable homes to meet current and future needs and demand and ensure the neighbourhoods in the area are places where people are happy to live.”</i></p> <p>The sub aims are to;</p> <ul style="list-style-type: none"> • Seek out Investment Programmes, • Bring all homes up to Government standards within set timescales, • Improve the suitability of homes by specific adaptations, • Improve home security measures and environmental •
<p>2</p>	<p>Are there any associated services, policies or procedures? Yes If ‘Yes’ please list below</p> <p>All Policies Rykneld Homes-as set out in reports to Board April to October 2009.-Risk Mgt, VFM, ASB, Procurement, Repairs, 5 yr Estate Delivery Plan , Equality/Diversity, Health/safety, Tenant Involvement, Vulnerability Policy. Business Plan 2009/910 development BP 2009/10. Asset Management is a tenant facing service and thus is primarily based on the identification of Tenant needs against the profile.</p>

Questions

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 Rykneld Homes Limited internal service areas such as Corporate Services and Neighbourhood Services. Service providers through Service Level Agreements. All Tenants, Housing Applicants, staff, LSP partners - Police, PCT, NEDDC, DCC, Community Groups and Tenant Groups who are active within North East Derbyshire and other involved tenants and residents. All Tenants, leaseholders , relevant staff, LSP partners=Police,</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>Board plays a role of overseeing Asset Management, and approving, monitoring and reviewing subsidiary policies. RH Chief Executive and Staff within each service area as set out in the Business Plan and Asset Management Strategy. Capital Works Contractors. Partners working through Service Level Agreements such as North East Derbyshire District Council Federation of North East Derbyshire Tenants and Residents.</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 paragraph 6 Audit Commission guidance – Key Lines of Enquiry and Good Practice. TSA proposed Framework for Standards across the social housing sector.</p>

Questions

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>Mock Inspection Audit Commission Inspection – November 2008</p>
7	<p>How is information about the policy, practice, service or function publicised?</p> <p>Balance Scorecard includes HouseMark unit cost benchmarking for service areas</p> <p>Asset Management Strategy is published on the website</p> <p>Articles in Homing In</p> <p>Asset Management Implementation and Review Group (AMIRG)</p> <p>Involvement Monitoring Group (IMG)</p> <p>Board Meetings</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 any 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</p> <p>Tenant profile information as at Oct.09 states that 98.2% of tenants are from a white British background with a remaining % from other white backgrounds.</p> <p>No identified adverse impact.</p> <p>We have contact with translation services if necessary and offer all documentation to be translated also.</p> <p>When considering service reviews and strategy development, these will be partly driven by Asset Management considerations. Each action will require an Equality Impact Assessment in its own right for all other strands of diversity. For example; Mobilisation of Capital Programme, Decent Homes Programme, Repairs Policy etc.</p>
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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	Throughout the organisation we have a commitment to offer translation services to ensure all tenants and customers have equal access to the services RHL provide.
	• Black or Black British	
	• Chinese	
	• Dual Heritage	
	• White	
	• Any other people	
	• Gypsies and Travellers	
• Asylum Seekers and Refugees		
10	Where do you think improvements could be made for people of different racial groups? See service specific Policies and Strategies.	

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	<p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their gender.</p> <p>Asset Management considerations are part of individual service reviews and Policy development. This will pick up issues relating to gender in relation to service provision. Separate EIAs will also be conducted prior to any service / policy implementation.</p>	
	Women	
	Men	
	Transgender	
12	<p>Where do you think improvements could be made for people experiencing disadvantage because of their gender?</p> <p>See point 11.</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	<p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their disability.</p> <p>All individual service areas consider disability issues within their individual policies, this process includes separate EIAs. Adaptations service provision relates directly to disability and is covered within the Adaptations EIA. Flags for vulnerability are added to the Housing Management IT system; therefore, if a disability leads to vulnerability issues, this will be identified.</p> <p>Figures below are taken from the tenant profile information as at Oct. 09.</p>		
	<table border="1"> <tr> <td data-bbox="212 678 620 791">People with physical or mobility impairments</td> <td data-bbox="620 678 2130 791">Mobility – no. 2114 19.98%</td> </tr> </table>	People with physical or mobility impairments	Mobility – no. 2114 19.98%
People with physical or mobility impairments	Mobility – no. 2114 19.98%		
	<table border="1"> <tr> <td data-bbox="212 791 620 943">People with sensory impairments (hearing, visual and speech)</td> <td data-bbox="620 791 2130 943">Hearing – no. 1152 10.89% Vision – no. 941 8.89%</td> </tr> </table>	People with sensory impairments (hearing, visual and speech)	Hearing – no. 1152 10.89% Vision – no. 941 8.89%
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	<table border="1"> <tr> <td data-bbox="212 943 620 1056">People who use mental health services</td> <td data-bbox="620 943 2130 1056"></td> </tr> </table>	People who use mental health services	
People who use mental health services			
	<table border="1"> <tr> <td data-bbox="212 1056 620 1169">People with learning disabilities</td> <td data-bbox="620 1056 2130 1169">Learning – no. 220 2.08%</td> </tr> </table>	People with learning disabilities	Learning – no. 220 2.08%
People with learning disabilities	Learning – no. 220 2.08%		
	<table border="1"> <tr> <td data-bbox="212 1169 620 1321">People who have a non-visible condition such as epilepsy or diabetes</td> <td data-bbox="620 1169 2130 1321">Other – no. 713 6.74%</td> </tr> </table>	People who have a non-visible condition such as epilepsy or diabetes	Other – no. 713 6.74%
People who have a non-visible condition such as epilepsy or diabetes	Other – no. 713 6.74%		
14	<p>Where do you think improvements could be made for people experiencing disadvantage because of their disability?</p> <p>Please see individual service EIAs for actions.</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. The Adaptations service provision relates to age (majority of adaptations are delivered to older people) and is covered within the Adaptations EIA	
	0-9	
	10-15	
	16-19	1.2%
	20-29	9.96%
	30-44	31 – 40 yrs - 13.63%
	45-59	41 – 50yrs – 15.89%
		51 – 60 yrs – 15.04%
	60-64	61 – 70 yrs – 17.25%
	65-74	71 – 80yrs – 15.05%
75-over	81 – 90 yrs – 10.55%	
	91 & over – 1.43%	
16	Where do you think improvements could be made for people experiencing disadvantage because of their age? Please see individual service EIAs for specific actions relating to Asset Management.	

Religion and Belief

17	<p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their religion or belief. All individual service areas consider religion within their individual strategies and policies, this process includes separate EIAs this will relate to all strands of diversity and VFM.</p>	
	Christian	78%
	Buddhist	0.26%
	Hindu	
	Jewish	0.4%
	Muslim	0.13%
	Sikh	
	Other	3.51%
	No religion or belief	17.11%
18	<p>Where do you think improvements could be made for people experiencing disadvantage because of their religion or religion? Please see EIAs for individual service areas.</p>	

Sexuality

19	<p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their sexuality.</p> <p>Asset Management considerations in relation to sexuality and service provision are considered by individual service areas and are covered by separate EIAs</p>	
	Lesbian, gay or bisexual people	<p>Bisexual – 1.07%</p> <p>Gay male / female – 0.78%</p> <p>Heterosexual / Straight - 94.9%</p> <p>Other – 3.24%</p>
20	<p>Where do you think improvements could be made for people experiencing disadvantage because of their sexuality?</p> <p>Please see individual EIAs for each service area.</p>	

Other Categories

21	<p>Rural/Urban</p> <p>Considerations for rural/urban factors are included within all EIAs for separate service areas.</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 hsg, 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. Strategic Asset Management considerations, contained within EIAs for separate service areas. Please see point 7. Corporate points and considerations are made within the Customer Service and Access Strategy; this has a separate EIA and contains all improvement actions.</p> <p>What improvements can be made? Please see individual service area EIAs for specific improvement actions.</p>
	<p>Are there any physical barriers to accessing the service? No</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. All new strategies, policies and service reviews have a commitment to tenant involvement and they are asked to comment on Asset Management within this consultation process, through the Asset Management Implementation and Review Group (AMIRG). For more information on the tenant involvement and consultation surrounding Asset Management please see individual service EIAs.</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 in place and monitored on a monthly and comprehensively each quarter. Fed into toolbox talks.
Consultation and community involvement	Involvement agreement		As above	Satisfaction collection consistent across RH monitored and reported monthly. Fed into team meetings and toolbox talks
Performance information including Best Value	See above Audit commission Inspections		As above	Gaps in all equality strands relating to the Tenant profile being bridged by vulnerability procedures.
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>Collection of 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>Complaints process</p> <p>Review of service specific surveys</p> <p>Involvement Impact assessment carried out annually</p> <p>Involvement Timetable</p> <p>Project evaluation reports</p> <p>Viewpoint panel</p> <p>Performance indicator information</p> <p>Number of newly involvement tenants monitored on a quarterly basis.</p> <p>Analysis of service users against 6 strands complete</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>Annual Impact Assessment, monthly satisfaction monitoring across all service areas, service plan monitoring and reporting by exception to Sub Boards.</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, Satisfaction surveys that have been processed throughout the year from April 09. SPRINT workshops 08 Asset Mgt Implementation and Review group, AMIRG 09 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>Ongoing delivery of Tenant Involvement agreement Fed BP consultation and Involvement Asset Mgt Implementation and Review group,</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

Equality Action plan-Board report July 08 refers

All actions relating to the Asset Management Strategy are contained within each service area EIA and related action plan, including:-

- Repairs Policy
- Decent Homes Programme
- Aids and Adaptations
- Capital Programme Mobilisation
- Procurement Strategy

Please also see Equality and Diversity Action Plan attached to our corporate Equality and Diversity Policy.

Problem/barrier identified	Actions to overcome problem/barrier	Resources required	Responsibility	Target date