

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 – Decent Homes

Business Plan-Mission, vision, values.

Assessment Team Leader Name: **Ian Yeomans**

Date: **September 2009**

Directorate Responsible: **Asset Management**

Service Area: **Decent Homes Delivery Programme**

Other members of the assessment team:

Name	Position	Area of Expertise
Su Gomer	Chief Executive	Equality/Diversity
Ian Yeomans	Director of Asset Management	Technical , Managerial & Operational
Rob Lomas	Decent Homes Team Leader	Technical & Operational
Joe Poismans	Planned & Responsive Maintenance Manager	Technical & Operational
Angela Smith	Solutions & Support Manager	Housing Support Services

Gina Groom	Tenant Board Member	Service User/disability representative
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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 Decent Homes Standard delivered by RH Ltd to its tenants.</p> <p>What outcomes do you want to achieve?</p> <p>To inform tenants of the work we are doing and how and why we are doing it. Aiming to give tenants an understanding of what is meant by Decent Homes and the aspirations that RH Ltd will try and meet. The Standard outlines the choices available to tenants and identifies key health and safety issues. Agreement to levels of Service set out within Service Standards. Service Improvements as a direct result of tenant, resident and leaseholder feedback.</p>
2	<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 September 2009.- Business Plan 2009/10 / Asset Management Strategy / Procurement Strategy / 5 Year Estate Delivery Plan / Value for Money Strategy / Equality and Diversity Strategy /Health and Safety Policy / Tenant Involvement Protocols. This is a tenant facing service and is largely 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 (Estate Delivery Plan details timeframe where tenants affected) RH Ltd Staff – Asset Management / Neighbourhood Services / Finance teams. RH Ltd Board members Mosaic Presentation attached User Surveys – Capital Schemes We have identified the staff and operative profile, in order to 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>RH Ltd Staff as set out in the Business Plan - Section Nr. 8.</p> <p>Contractors completing Decent Homes works are required to sign up to our Equality and Diversity Standards. All contractors provide monitoring information to RH Ltd.</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>Business Plan - Our operating Environment – Section Nr. 6</p> <p>Government policies and white paper on tenant and community empowerment</p> <p>TSA framework for regulatory standards</p> <p>Audit Commission- Key Lines of Enquiry</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 – See Web Site for report.</p> <p>Audit Commission Mock ALMO Inspection - Report attached</p> <p>What did they tell you?</p> <p><u>Stock Condition / Decent Homes</u></p> <p><u>Strengths</u></p> <ul style="list-style-type: none"> • Good information on stock condition – traditional and non-traditional has informed capital programmes, with tenant involvement. • Estate delivery plans developed which inform tenants of programme dates for future years. • Tenants have reasonable choices in the work finish and work such as kitchens is effectively designed around them. • Customers we spoke to felt the service provided was effectively delivered and quality of work was good. • Programme is helping maintain a standstill position, while release of ALMO funding is awaited. <p><u>Weaknesses</u></p> <ul style="list-style-type: none"> • Asset management strategy does not fully reflect the future investment in all stock and assets. • There are some areas where customer satisfaction is not strong – although some based on low returns. <p>Programme is only delivering ‘minimal’ works, due to funding availability – not clear this will change (significantly) on release of ALMO funding and not evident that customers have been strategically involved in agreeing this approach.</p>

7	<p>How is information about the policy, practice, service or function publicised?</p> <p>Tenants- Homing In / Website / Consultation Days Board Members – Main Board / Sub Board Meetings RH Ltd Staff – Asset Management Implementation and Review Group / DMT / All above methods of communication. NEDDC – Strategic Forums / All above methods of communication.</p>
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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 general community groups and progress compliance to LGES level 2, Equality framework for Local Government –Approaching excellence in April 2009.</p>	
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	See note below
	• Black or Black British	See note below
	• Chinese	See note below
	• Dual Heritage	See note below

	<ul style="list-style-type: none"> • White 	See note below
	<ul style="list-style-type: none"> • Any other people 	See note below
	<ul style="list-style-type: none"> • Gypsies and Travellers 	See note below
	<ul style="list-style-type: none"> • Asylum Seekers and Refugees 	See note below
10	<p>Where do you think improvements could be made for people of different racial groups?</p> <p>The Decent Homes Service Standard should incorporate a degree of flexibility to allow for variations in requirements. Examples include:</p> <ul style="list-style-type: none"> • Pallet of colour choices for works to kitchens and bathrooms. Different racial groups have different preferences. • Layout of bathrooms. Different racial groups require different configurations of sanitary appliances. • Adjustments to shelving in kitchens - Certain groups with a culture of home cooking require strengthened shelving to store larger containers of cooking ingredients. • Additional focal point fires. 	

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 / Asset Management Strategy / Repairs / Decent Homes.</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-frailty, disability</p> <p>Not many women in the DLO-in balance 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</p> <p>Work commitments and care commitments</p> <p>Consideration required in methods of working and levels of specification.</p>
	Men	<p>Service Standards / Access / Customer Care / Decent Homes Standard</p> <p>Contact with women household members gains information that often the household has literacy problems. There may be hidden literacy needs for men.</p> <p>Hidden Domestic violence.</p> <p>Work commitments and care commitments</p> <p>Consideration required in methods of working and levels of specification.</p>

	Transgender	ASB Strategy and Policy RH Ltd/NEDDC holds negligible information on Transgender. E/D training for Board, SMT, Service Managers 2009, raise possible roles experienced, role plays-encourages staff to be on the lookout for transgender hidden needs.
12	Where do you think improvements could be made for people experiencing disadvantage because of their gender? Tenant Involvement Agreement developed with user input, implements varied ways of contacting and involving Tenants in matters affecting their homes. Current involvement profiles indicate that there is a balance between men and women who are involved with Rykneld Homes in some way. There is no current issue in relation to this.	

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 for example enhanced specification for lifetime homes as far as is possible. Aids/Adaptations incorporated as part of Decent Homes Programme
	People with sensory impairments (hearing, visual and speech)	Access, Customer care, Tenant involvement—Tenants can't hear / cannot hear clearly, hear what you are saying-telephone contact needs to be supplemented. Update Tenant profile regarding preferred methods contact, DLO good examples of local knowledge of the Tenant base being utilised to arrange and carry out repairs. Sign language users-DLO.

	People who use mental health services	We do not know /share enough detail in connection with 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 supporting people plans
	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
	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 has facilitated the delivery of Equality framework for Local Government from April 09.</p> <p>Make sure that the implementation of Service Access principles, does not loose the local Knowledge gained by Area office staff.</p> <p>Ensure Tenant Liaison Officers give due consideration to disability issues during their pre-commencement visits. This will inform working processes.</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
	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	<p>Where do you think improvements could be made for people experiencing disadvantage because of their age?</p> <p>Staff to consider the above when developing and implementing policies and when organising events or involvement activities. Need to ensure there are a number of different ways to get involved with the same activity.</p>	

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	See note below
	Buddhist	See note below
	Hindu	See note below
	Jewish	See note below
	Muslim	See note below
	Sikh	See note below
	Other	See note below
	No religion or belief	See note below
18	<p>Where do you think improvements could be made for people experiencing disadvantage because of their religion or religion?</p> <p>RH Ltd / 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, isolation will explore this further.</p> <p>However, the Decent Homes Service Standard should incorporate a degree of flexibility to allow for variations in requirements due to variations in religion. Examples include:</p> <ul style="list-style-type: none"> • Layout of bathrooms. Different religious groups require different configurations of sanitary appliances. • Timing of Works to avoid religious festivals / prayer • Acknowledgement of the relative status of sexes within religions in methods of working (working in homes only occupied by women) and in levels of specification (Omitting vision panels in rear external doors). 	

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 Note 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 Note 11above.	

Other Categories

21	<p>Rural/Urban</p> <p>This is a real issue for RH 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. This can be used to communicate future works in areas of dispersed stock. Lack of opportunity to attend consultation days due to geography</p> <p>Tenant Involvement Agreement implementation will improve situation.</p>
22	<p>Any other</p> <p>The need to consider the needs of the Tenant profile that may be affected by the decline in the mining industry, effects of working in coal mines eg disabilities. Tenants paid their work pensions in coal- so in seeking to comply with the Thermal Comfort Standard within Decent Homes, RH Ltd must take care not insist on the removal of coal fired heating.</p> <p>Housing Health and Safety Rating Assessment -This links housing, to health to crime and testing impacts.</p> <p>Housing, Health and Crime Impact assessment - Linking housing to health and 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? Access Review is underway in terms of AHOs and the Contact Centre Repairs Vulnerability Policy and Procedures – Document attached</p>
	<p>Are there any physical barriers to accessing the service 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> <ul style="list-style-type: none"> • Involvement ,Monitoring Group, • Tenant drop ins, • Editorial panel, • Federation involvement in open days-include Fed under Complaints service standards as an access for Independent complaints review, <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 Status Survey 2008			
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 Business Plan 2009/10			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>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 BP 2009/10 –Report to Board refers, Satisfaction Surveys have been processed throughout the year from April 2009 Tenant Involvement agreement, Tenant Consultation Days – Killamarsh, Eckington and Clay Cross, Asset Management Implementation and Review 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, Tenant Consultation Days – Killamarsh, Eckington and Clay Cross, Asset Management Implementation and Review Group, Further partner consultation eg 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 Asset Management Service Action Plan