

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: Estate Management
Service Standards- Looking after your estate

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>

HQN Mock ALMO Inspection said:-

Recommendations

- Identify external areas on estates currently looking neglected due to lack of sweeping and weed removal, arrange for an ad hoc clean up at a suitable time
- Check all internally cleaned stairs and other areas for issues such as gum, and ensure contractors tackle all issues
- Make optimum use of the current £100k fencing/small scheme budget – get staff and residents involved in identifying schemes and put together a package of projects
- Obtain any currently available council performance data on estate services, ensure staff are informed, consider publicising this in a suitable form in the next newsletter

Audit Commission Mock Inspection findings said:-

Strengths

- Programme of estate improvements being delivered following estate inspections – informed by customers – 14 schemes ranging from bollards and fencing to support for schemes for young people
- The NIB is starting to influence prevention activity, though this is underdeveloped. For example, there has been fencing work in Tupton, youth shelter lighting in Mickley and bids now made to support the Bevan Road play area development. However, more work is needed from the estate management framework to determine where priorities are and focus resources in this area.
- There is anecdotal evidence that the provision of neighbourhood improvement funding is having a positive influence on some tenants. Staff were able to identify some positive feedback from recent initiatives (although this is not comprehensive and consistent).
- Neighbourhood Champions facilitate biannual walkabout of estates with stakeholders including, police, councillors and tenant representatives.

	<p>Weaknesses</p> <ul style="list-style-type: none"> ➤ No proactive invites and feedback to tenants on estate inspections – this is left to tenant reps (where there is one). ➤ No estate standards or service specifications in place for customers. ➤ Estates we have seen are mixed – some areas appear well maintained and clean and tidy overall, but others are less so, with litter, fly tipping, graffiti and hedgerows etc that are not well maintained. ➤ The estate management matrix does not include data relating to actual criminal activity, as well as ASB. This is an important area in responding effectively to issues for local residents, in liaison with partners, such as effective target hardening and linking to asset management strategy decisions. ➤ Estate inspection arrangements are not currently risk-based. We understand the matrix will be used as the data develops, but plans around this lack clarity at the current time. ➤ There is currently no customer satisfaction collected on ‘estate services’ provided. However, some extra questions have been added to status to get some baseline data. ➤ Enforcing new estate management in relation to gardens is made difficult by the contradictory message given by void standards not including effective clearance and tidiness of gardens. This has the potential to undermine efforts to improve the condition of schemes. ➤ Although the new estate walkabout procedures are starting to bring some consistency to the format and nature of inspections, there is some inconsistency in staff action planning and follow up. Some staff are taking a stronger line than others, the level in which communal repairs are picked up varies and action plans from walkabouts which result vary in scope and quality. ➤ Promotion of outcomes from estate walkabouts and involvement of customers is limited. ➤ There is a lack of transparency in decision making on the neighbourhood improvement budget. Although there is base criteria for scheme acceptance, there is no clear criteria for how competing bids will be determined. There is also little promotion of the budget itself, so some tenants in some areas may not be able to access the budget. This is also an area where further delegation to tenants would be positive, further empowering tenants to make decisions. ➤ Staff told us they could not use camera phones to record evidence of fly-tipping etc as it was impossible to download pictures for use on tenancy files ➤ There are no ‘Smoking is illegal in this communal entrance’ type (as relevant) signs in flatted accommodation seen ➤ Bulk collection arrangements are adhoc on clean up days – there are no arrangements with the council to make these regular and targeted
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>
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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, 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?</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 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