

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:

Repairs and Safety Checks Service Standards- Repairs Policy

Assessment Team Leader Name: **Joe Poismans**

November 2009

Directorate Responsible: Asset Management

Service Area: Housing Repairs

Other members of the assessment team:

Name	Position	Area of Expertise
Su Gomer	Chief Executive	Equality/Diversity
Jason Spencer	Business Support Manager, Company secretary	Area Office Business
Linda Henstock	Tenant Board member	user
Julia Bond	Team Leader- Adaptations	Disability representative
Ian Yeomans	Director of Asset Management	Technical
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

1	<p>What are the main aims and objectives or purpose of the policy, practice, service or function? To set out the standards by which RH Ltd delivers its services.</p> <p>What outcomes do you want to achieve?</p> <p>Agreement to levels of service set out within repairs policy and service standards. Service improvements as a direct result of tenant feedback. Equal and fair access to the repairs service</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 October 2009.-Risk Mgt, Asset Mgt, VFM, ASB, Procurement, 5 yr Estate Delivery Plan , Equality/Diversity, Health/safety, Tenant Involvement, Vulnerability Policy. Business Plan 2009/910 development BP 2009/10. This is a tenant facing service and thus is primarily based on the identification of Tenant needs against the profile.</p>
3	<p>Who is affected by this policy, practice, service or function, or by the way it is carried out? i.e. Who are the internal and external customers, groups, communities or any other stakeholders?</p> <p>All Tenants, leaseholders , relevant staff, LSP partners=Police, NEDDC, DCC, Mosaic presentation attached</p> <p>User surveys-Repairs, Gas servicing, capital schemes <i>Self Assessment refers to known profile, -e-mail from SG dd 2nd Oct refers HB Tenant profile being clarified against the current Tenant profile</i> We have identified the staff & 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 Staff as set out in the Business Plan-</p> <p>Repairs- DLO operatives after proving VFM within the health checks carried out by CWC and HQN. Contact Centre SLA agreement with NEDDC</p> <p>Safety checks are currently provided by DLO staff & operatives and are currently out to formal tender.</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 para 6</p> <p>Gas Safety Regulation. NICEIC regulations. Building Regulations, Landlord and Tenant Act 1985 Sec 11. Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994.</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 (KLOE's)</p>
6	<p>What existing or previous inspections of the policy, practice, service or function are there? E.g. Best Value Inspections, policy reviews, research into the effects of a policy or practice.</p> <p>Repairs / Maintenance Audit Commission inspection, -web site report</p> <p>HQN Mock ALMO Inspection, -report attached</p> <p>Self Assessment-Mock ALMO Inspection-attached</p> <p>Value for money review- CWC- attached</p> <p>What did they tell you?</p> <p>That the responsive service was providing value for money</p> <p>That services needed to be reviewed with representative groups including tenants</p>

7	<p>How is information about the policy, practice, service or function publicised?</p> <p>RH Ltd Comms Plan - under review</p> <p>Tenant Involvement agreement</p> <p>Board meetings</p> <p>AM 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>
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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. Working with NEDDC to identify gen community groups and progress compliance to LGES level 2, Equality framework for LGvt – Approaching excellence wef April 2009.</p>	
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
	<ul style="list-style-type: none"> • Asian or Asian British 	
	<ul style="list-style-type: none"> • Black or Black British 	

	<ul style="list-style-type: none"> • Chinese 	
	<ul style="list-style-type: none"> • Dual Heritage 	
	<ul style="list-style-type: none"> • White 	
	<ul style="list-style-type: none"> • Any other people 	
	<ul style="list-style-type: none"> • Gypsies and Travellers 	
	<ul style="list-style-type: none"> • Asylum Seekers and Refugees 	
10	<p>Where do you think improvements could be made for people of different racial groups?</p> <p>Identify frequencies of access no access to repair service utilising data on ethnicity</p> <p>See 8 above</p>	

Gender

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

11	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their gender.	
	Women	<p>Service standards=Access Customer care, Implementation of service Access principles Strategy, , Rent pyt options, , ASB, tenant Involvement, Asset Mgt strategy, Repairs, Decent Homes, Aids/Adaptations policy.</p> <p>HR strategy-numbers of women employed by RH ltd.</p> <p>Status survey details note no. of single families-women/older women may be affected by caring responsibilities, isolation, cannot 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>
	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. Face to face important</p>
	Transgender	<p>ASB Strategy and Policy</p> <p>RH Ltd/NEDDC holds negligible info on Transgender. E/D training for Board , SMT, Service managers June 08, staff 07/08, raise possible roles experienced, role plays-encourages staff to be on the lookout for Transgender hidden needs.</p>

12	<p>Where do you think improvements could be made for people experiencing disadvantage because of their gender?</p> <p>Tenant Involvement agreement developed with user input, implements varied ways of contacting and involving Tenants in matters affecting their homes.</p> <p>Ability to target consultation via the viewpoint panel for gender issues</p> <p>Recruitment</p>
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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 spec for ,lifetime homes as far as is possible, Aids/Adaptations service standards. Support can be provided to vulnerable tenants by arranging tenant liaison officer to liaise with carers, support services and staff
	People with sensory impairments (hearing, visual and speech)	Access , Customer care, Tenant involvement—Tenants can't hear/can't hear clearly, hear what you are saying-telephone contact needs to be supplemented , update Tenant profile ref preferred methods contact, DLO good examples of local knowledge of the Tenant base being utilised to arrange and carry out repairs and servicing. Support can be provided to vulnerable tenants by arranging tenant liaison officer to liaise with carers, support services and staff.
	People who use mental health services	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. We do not know /share enough detail ref 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. Support can be provided to vulnerable tenants by arranging tenant liaison officer to liaise with carers, support services and staff. Check supporting people plans
	People with learning disabilities	Local knowledge from Area Office staff, DLO, tenants surveys identifies where Tenants have literacy problems-use of face to face contact is maintained Support can be provided to vulnerable tenants by arranging tenant liaison officer to liaise with carers, support services and staff
	People who have a non-visible condition such as epilepsy or diabetes	As above

14	<p>Where do you think improvements could be made for people experiencing disadvantage because of their disability?</p> <p>This is a key area for RH Ltd and NEDDC due to the Resident and Tenant profile and the MOSAIC resident profile-which will facilitate delivery of Equality framework for LGvt wef April 09.</p> <p>Be more pro-active in recruiting people with a disability into the workforce. Follow up on the potential of creating a dedicated disabled involvement group.</p> <p>Make sure that the implementation of Service Access principles, does not loose the local knowledge gained by Area office staff.</p> <p>Improve the efficiency of the Aids/Adaptations service-current review notes steps being taken,</p> <p>Improve knowledge of vulnerability utilising all front line services to update our systems</p> <p>Staff conference</p>
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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	Where do you think improvements could be made for people experiencing disadvantage because of their age? Staff to consider the above when developing and implementing policies	

Religion and Belief

17	Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their religion or belief.	
	Christian	
	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?</p> <p>We/NEDDC do not know enough about religious impact. We do know of the support to reduce isolation offered by local churches-the proposed pilot to work with the Churches to reduce worklessness, isolation will explore this further.</p>	

Sexuality

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

Other Categories

21	<p>Rural/Urban</p> <p>This is a real issue for RH Ltd-and must be addressed in the implementation of the service access Principles strategy. Work with NEDDC/Derby CC mobile bus for rural areas welcomed by users. Tenant Involvement agreement implementation – commends outreach work. Taking services out to tenants</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 eg disabilities, Tenants paid their work pensions in coal-do not insist on the removal of coal fired heating. 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 , SMS text etc.</p> <p>What improvements can be made? See service access principles implementation-Report to Board June08. See Repairs vulnerability policy and procedures</p>
	<p>Are there any physical barriers to accessing the service</p> <p>How are they overcome? As above</p>
	<p>What customer involvement in setting the customer service standards i.e. opening hours, response times, availability etc. HQN project, Involvement management group, Tenant drop ins, Editorial panel, Federation involvement in open days-include Fed under Complaints service standards as an access for Independent complaints review. Involvement monitoring group, Tenant drop ins, SPRINT workshops, Editorial panel, Federation involvement in open days-include Fed under Complaints service standards as an access for Independent complaints review, 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 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 gp.</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, Further partner consultation eg Derby County,</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 Services Action Plan