

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- Estate Management

Business Plan-Mission, vision, values.

Assessment Team Leader Name: Jennie Daly

March 2009

Directorate Responsible: Neighbourhood Services

Service Area: Leaseholder Management

Other members of the assessment team:

| Name | Position | Area of Expertise |
|-----------------|--|--|
| Gina Groom | Tenant Board Member | Service user/disability representative |
| Jennie Daly | Income Collection/Leaseholder Management | Neighbourhood Services & Estate Management |
| Paul Brightmore | Neighbourhood Services Team Leader | Neighbourhood Services & Estate Management |

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

Questions

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| 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 Leaseholder Management Services.</p> <p>What outcomes do you want to achieve?</p> <p>Agreement for levels of service set out within service standard for Leaseholder Services</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>Residents, Owner Occupiers & Leaseholders</p> |

Questions

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| | <p>Mosaic presentation attached.</p> <p>User Surveys-Repairs, Aids/Adaptations, Accompanied Viewing Satisfaction Survey.</p> <p>Self Assessment refers to known profile, -e-mail from SG dated 2nd October refers.</p> <p>HB Tenant profile being clarified against the current Tenant profile</p> <p>Current status survey asks Tenants to update profile.</p> <p>Identify the staff profile, 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, NEDDC Parks Department, Legal and democratic Services and other associated partners 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.</p> <p>Yes</p> <p>See Business Plan-Our Operating Environment paragraph 6</p> |

Questions

6 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.

- HQN Mock ALMO Inspection - report attached
- Self Assessment-Mock ALMO Inspection- report attached
- Audit Commission Indicative Inspection November 2008

What did they tell you?

The Audit Commission Indicative Inspection in November 2008 noted the following;

Areas of Strength

- Leaseholder Handbook and welcome pack.
- Forum meetings and ad hoc newsletters.
- Strong performance in collecting ground rent (100 per cent) and aged debt (95 per cent).
- Flexible payment methods are available including Direct Debits, instalments, telephone payments and cash and are included on the invoices.
- Strong performance on RTB processing.
- Leaseholders are actively encouraged to be involved in groups that support the work of RH such as the asset management group.
- RH holds an annual leaseholder meeting and reports back to leaseholders on key issues arising but attendance is limited.
- Leaseholders are aware of the role of Neighbourhood champions in tackling ASB.
- Leaseholders receive sufficient notice of service charges with an appropriate break down of individual elements.
- Service charges are collected annually and in arrears. Currently about 65 per cent of charges have been collected for 2007/08 (statements sent out September 2008) and RH is confident it will achieve high performance similar to last year by the year end.
- Letter to leaseholders setting out service charges explains they can pay in instalments if struggling to pay full amount.
- RH monitors monthly s124 targets and s125 targets. It is currently achieving 100 per cent for s124 and 97.5 per cent for s125 (offer).
- Leaseholders given five year estimates of planned future works on offer notices (though this is a legal expectation, rather than a clear strength)
- General satisfaction Survey to all completed RTBs but trend information is not summarised or benchmarked
- Homeownership team signposts to more affordable housing options if feedback suggests that lack of affordability is an issue in

Questions

non completion of RTB.

- Homeownership team experiencing better working relationships with asset management and NCs since moving into Pioneer House. This is contributing to more integrated services response to leaseholders.
- Homeownership Team currently comprises 1.5 job share post. Capacity of team to meet statutory indicators would be challenged if RTBs started to increase
- File checks demonstrate that statutory targets being met and recorded accurately. A prompt response is received for valuations with target dates for completion.
- Letters from Homeownership team clearly explain each stage of the process. Estimated costs of planned works for five year period are included in the notice of purchase price for leaseholders.
- Leaseholders are now receiving six monthly statements. Leaseholders are given some advance notice of estimated service charges and are encouraged to contact the Homeownership team if want to discuss.

Areas for improvement

- Energy performance certificates not provided for RTB.
- Performance in carrying out repairs for which it is responsible is mixed with examples of speedy response but also repairs that have taken a long time to resolve.
- There was a significantly reduced response rate to this year's annual survey. Only 9 out of 70 (13 per cent) responded in 2008 compared to 21 per cent the previous year and 26 per cent in 2006.
- There has been very limited progress with the development of an SLA with leaseholders or an overall homeownership strategy.
- RH is moving towards a fixed fee (£112 suggested) for management charges to leaseholders. Although it was raised at this year's annual meeting it is unclear how this compares to others and whether leaseholders were actively involved in this decision.
- RH is not currently benchmarking any aspect of its home ownership service. Formerly part of Nottinghamshire Benchmarking group but this disbanded earlier this year.
- RH does not currently offer any additional services such as gas servicing to its leaseholders although this has been considered for some time (we note this is included in the gas servicing tender)
- The current leaseholder survey has been aligned to the profile questions included in the wider tenant survey. Formal analysis of this has not been completed although the team is aware of some specific needs such as wheelchair users.

Questions

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| 7 | <p>How is information about the policy, practice, service or function publicised?</p> <p>RH Ltd communications plan-under review</p> <p>Leaseholder Strategy under review</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>Board and Sub Board Papers</p> <p>Homing In newsletter</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.

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| 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 LGovt – Approaching excellence with effect from April 2009.</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 | |
| | • Black or Black British | |
| | • Chinese | |
| | • Dual Heritage | |
| | • White | |
| | • Any other people | |
| | • Gypsies and Travellers | |
| | • Asylum Seekers and Refugees | |
| 10 | <p>Where do you think improvements could be made for people of different racial groups?</p> <p>The Status survey identifies that currently our tenant profile is 99% white British, 1% white Irish. In addition, the 2001 Census shows 97.95% of the population in the area is white British.</p> <p>RHL is working closely with NEDDC to identify specific community groups and progress compliance to LGES level 2, Equality framework for LGovt –Approaching excellence with effect from April 2009.</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.

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| 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 - 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 payment options</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> |

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| | Transgender | <p>ASB Strategy and Policy</p> <p>Rykneld Homes Ltd/NEDDC holds negligible information on Transgender. Equality & Diversity training for Board , SMT and Service Managers June 08,</p> <p>Staff 07/08, raise possible roles experienced, role play 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 contact and home-visits where required ▪ 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.

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| 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 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 |

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| 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 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.</p> <ul style="list-style-type: none">▪ Ensure the implementation of Service Access principles and that the strategy does not 'lose' the local Knowledge gained by Area office staff.▪ Ensure the names of staff with second languages and sign language skills are known to all staff.▪ Consider ways in which mobility and sight impaired leaseholders can give feedback for Estate Walkabouts and Area Inspections |
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Age

When answers the following questions consider the needs of the wider age range of District

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| 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. |
| | 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 |

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| | 75-over | As above |
| 16 | Where do you think improvements could be made for people experiencing disadvantage because of their age? It is not felt that RHL leaseholder polices have any adverse impact on the service. | |

Religion and Belief

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| 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> | |

Sexuality

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| 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

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| 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 i.e. those 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> <ul style="list-style-type: none">▪ Housing Health impact assessment - linking Housing and Health issues to Crime and testing impacts e.g. improved Capital Programme reduction in respiratory disease is being progressed with the LSP. |

Customer Access

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| 23 | <p>How do customers currently access the service i.e. what are the access channels e.g. web, telephone, letter etc. Telephone, letter, newsletters, internet, website 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 leaseholders 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> <ul style="list-style-type: none"> ▪ Make standards simple – they need to be up-front promises, the 'who, what, when' message. |

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 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 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.

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| | <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 service specific surveys</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

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| | <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, 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