

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: Value for Money Strategy
Service Standards- Tenant Involvement
Business Plan-Mission, vision, values.

Assessment Manager Name: Paul Griffiths
Directorate Responsible: Corporate Services
Other members of the assessment team:

October 2009
Service Area: Corporate Services Manager

Name	Position	Area of Expertise
Marcus Bishop	Business Development Manager	Business Development
Paul Griffiths	Corporate Services Manager	Finance
Linda Henstock	Tenant Board member	Service user
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>The Business Plan includes the Strategic Aim - To be an efficient and effective organisation which provides value for money in the way it conducts its business.</p> <p>What outcomes do you want to achieve?</p> <p>The Value For Money Strategy continues. This strategy is intended to set a clear and unequivocal message that the purpose of value for money and efficiency is to deliver services that meet the expectations of Tenants and customers</p> <p>Rykneld Homes will seek to achieve Value for Money in all of its activities. We will attempt to maximise effectiveness and efficiency for the lowest cost.</p>
2	<p>Are there any associated services, policies or procedures? Yes</p> <p>If 'Yes' please list below</p> <p>All policies and strategies as approved by Board require a consideration of Value For Money. This is also evident in key projects such as the Capital Works Procurement, Older Persons Transformation Project and Customer Service and Access Project.</p> <p>Specific policies/strategies include: Procurement Strategy, Annual Efficiency Statement, Financial Regulations and Procurement Rules, Corporate Debt Recovery Policy, Service Charge Strategy, Value Assurance Policy, Partnerships Policy.</p>

Questions

3	<p>Who is affected by this policy, practice, service or function, or by the way it is carried out? i.e. Who are the internal and external customers, groups, communities or any other stakeholders?</p> <p>All Rykneld Homes Limited internal service areas such as Asset management and, Neighbourhood Services. Service providers through Service Level Agreements. All Tenants, Hsg Applicants, staff, LSP partners - Police, PCT, NEDDC, DCC, Community Groups and Tenant Groups who are active within North East Derbyshire and other involved tenants and residents.</p>
4	<p>Who implements, carries out or delivers the policy, practice, service or function? Please state where more than one person, team, department or body? – and include any outside organisations who deliver under procurement arrangements etc.</p> <p>Board plays a role of encouraging the Value for money process, approving, monitoring and reviewing policies RH Chief Executive and Staff within each service area as set out in the Business Plan and Value For Money Strategy Capital Works Contractors. Partners working through Service Level Agreements such as North East Derbyshire District Council Federation of North East Derbyshire Tenants and Residents.</p>
5	<p>Is the policy, practice, service or function affected by external drivers for change? e.g. new legislation, national policy, external inspection etc. Yes</p> <p>See Business Plan - our operating Environment paragraph 6</p> <p>The Government places an expectation upon local authorities to continue to make efficiency savings. Rykneld Homes is happy to assist NEDDC to achieve their goals, however, this is not the Company's prime motivation for seeking savings, nor do we feel constrained by artificial financial limits. Our aim is to provide the best possible range of Services our Tenants and customers tell us they require at the most competitive price.</p> <p>Audit Commission guidance – Key Lines of Enquiry and Good Practice.</p> <p>Government guidance for individual services expects consideration to be given to VFM – for example; TSA proposed Framework for Standards across the social housing sector.</p>

Questions

6	<p>What existing or previous inspections of the policy, practice, service or function are there? E.g. Best Value Inspections, policy reviews, research into the effects of a policy or practice.</p> <p>Internal Audit report</p> <p>Audit Commission Pre Inspection Assessment 2008</p> <p>What did they tell you?</p> <p>Strengths:</p> <ul style="list-style-type: none">• VFM and procurement strategies in place.• Some efficiency savings have been delivered through improved approach to procurement.• Specialist procurement team in place.• Areas of high cost / poor VFM have been identified and action taken in response to these, eg DLO and starting to challenge SLAs.• Improved approach to performance has improved VFM in some areas – DLO. <p>Weaknesses:</p> <ul style="list-style-type: none">• VFM is not fully embedded throughout the organisation.• Benchmarking and cost analysis is underdeveloped.• Limited examples of resident involvement, both in delivering VFM and agreeing its use of resources.• Performance management not explicitly focussing on VFM.• Ineffective promotion of efficient payment methods at moment.• SLAs late and not yet finalised.
7	<p>How is information about the policy, practice, service or function publicised?</p> <p>Balance Scorecard includes HouseMark unit cost benchmarking for service areas</p> <p>VFM is a standard agenda item for team meetings at all levels throughout the organisations</p> <p>All Board reports require consideration to be paid to VFM – these are published on the website</p> <p>VFM Strategy is published on the website</p>

Questions

Articles in Homing In

VFM consideration is present when developing new policies and strategies, this is discussed with tenants and customers throughout the consultation process for new and/or reviewing documents.

Publish an annual efficiency statement in the Business Plan and to Board and monitored monthly

STEP 3 Equality Impact Assessment

Although this form is set out under the six strands of equality we are focusing on (race, disability, gender, age, religion and belief and sexuality), consider any impacts/barriers that might cross over between race/disability, gender/religion and belief, sexuality/age etc. or all three. Use the boxes on the next couple of pages to indicate where the policy, practice, service or function could have a positive or negative impact for different groups and your reasons.

Race

This question looks broadly at adverse impacts/barriers in terms of race, whilst the next page considers adverse impacts/barriers which may be particular to people from one ethnic group.

Question 9 considers impact/barriers for different ethnic groups within the five broad census headings.

8	<p>Identify any adverse impacts/barriers of the policy or procedure on people who may be disadvantaged because of their race</p> <p>Status survey identifies 99% white British, white 1% Irish</p> <p>Tenant profile information as at Oct.09 states that 98.2% of tenants are from a white British background with a remaining % from other white backgrounds.</p> <p>No identified adverse impact.</p> <p>We have contact with translation services if necessary and offer all documentation to be translated also.</p> <p>When considering service reviews and strategy development, these will be partly driven by value for money elements. Each action will require an Equality Impact Assessment in its own right for all other strands of diversity. For example; Complaints Policy, Community Involvement, Financial Inclusion Strategy, etc.</p>
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9	Broad categories used in 2001 census	Identify any adverse impact/barriers of the policy, practice, service or function on people who may be disadvantaged because of their race
	<ul style="list-style-type: none"> <li data-bbox="255 312 647 360">• Asian or Asian British <li data-bbox="255 360 647 440">• Black or Black British <li data-bbox="255 440 647 488">• Chinese <li data-bbox="255 488 647 536">• Dual Heritage <li data-bbox="255 536 647 584">• White <li data-bbox="255 584 647 632">• Any other people <li data-bbox="255 632 647 679">• Gypsies and Travellers <li data-bbox="255 679 647 791">• Asylum Seekers and Refugees 	<p data-bbox="660 328 2098 400" style="color: red;">Throughout the organisation we have a commitment to offer translation services to ensure all tenants and customers have equal access to the services RHL provide.</p>
10	<p data-bbox="255 828 1480 863">Where do you think improvements could be made for people of different racial groups?</p> <p data-bbox="255 884 882 919" style="color: red;">See service specific Policies and Strategies.</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	<p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their gender.</p> <p>All VFM considerations are part of individual service reviews and Strategy development. This will pick up issues relating to gender in relation to service provision and the impact on diversity and VFM. Separate EIAs will also be conducted prior to any service / policy implementation.</p>	
	Women	
	Men	
	Transgender	
12	<p>Where do you think improvements could be made for people experiencing disadvantage because of their gender?</p> <p>See point 11.</p>	

Disability

All service providers have a duty to make reasonable adjustments for people with disabilities, including physical features of premises, so it is advisable to anticipate any adjustments that may be required. Consider the barriers faced by different groups of people with disabilities as listed in the boxes below. Note also that changes to legislation mean that conditions such as MS, HIV and cancer are now included under the DDA from the time of diagnosis.

13	<p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their disability.</p> <p>All individual service areas consider disability issues within their individual strategies and policies, this process includes separate EIAs.</p> <p>Adaptations service provision relates directly to disability and is covered within the Adaptations EIA.</p> <p>Flags for vulnerability are added to the Housing Management IT system; therefore, if a disability leads to vulnerability issues, this will be identified.</p> <p>Figures below are taken from the tenant profile information as at Oct. 09.</p>
People with physical or mobility impairments	Mobility – no. 2114 19.98%
People with sensory impairments (hearing, visual and speech)	Hearing – no. 1152 10.89% Vision – no. 941 8.89%
People who use mental health services	
People with learning disabilities	Learning – no. 220 2.08%
People who have a non-visible condition such as epilepsy or diabetes	Other – no. 713 6.74%

14	<p>Where do you think improvements could be made for people experiencing disadvantage because of their disability?</p> <p>Please see individual service EIAs for actions.</p>
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Age

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

15	<p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their age.</p> <p>Service provision for Older People is greater than for our younger tenant population, this includes the Carecall service and Independent Living service, although this does not relate to Older People specifically the provision of this service is primarily used by older people. Independent Living Service EIA covers these points and will make reference to relevant improvement actions.</p> <p>Adaptations service provision relates to age (majority of adaptations are delivered to older people) and is covered within the Adaptations EIA</p>
0-9	
10-15	
16-19	1.2%
20-29	9.96%
30-44	31 – 40 yrs - 13.63%
45-59	41 – 50yrs – 15.89%
	51 – 60 yrs – 15.04%

	60-64	61 – 70 yrs – 17.25%
	65-74	71 – 80yrs – 15.05%
	75-over	81 – 90 yrs – 10.55% 91 & over – 1.43%
16	Where do you think improvements could be made for people experiencing disadvantage because of their age? Please see individual service EIAs for specific actions relating to Age and VFM.	

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. All individual service areas consider religion within their individual strategies and policies, this process includes separate EIAs this will relate to all strands of diversity and VFM.	
	Christian	78%
	Buddhist	0.26%
	Hindu	
	Jewish	0.4%
	Muslim	0.13%
	Sikh	
	Other	3.51%
No religion or belief	17.11%	

18	<p>Where do you think improvements could be made for people experiencing disadvantage because of their religion or religion?</p> <p>Please see EIAs for individual service areas.</p>
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Sexuality

19	<p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their sexuality.</p> <p>Value for money considerations in relation to sexuality and service provision are considered by individual service areas and are covered by separate EIAs</p> <table border="1" data-bbox="241 628 2103 874"> <tr> <td data-bbox="241 628 645 874">Lesbian, gay or bisexual people</td> <td data-bbox="645 628 2103 874"> <p>Bisexual – 1.07%</p> <p>Gay male / female – 0.78%</p> <p>Heterosexual / Straight - 94.9%</p> <p>Other – 3.24%</p> </td> </tr> </table>	Lesbian, gay or bisexual people	<p>Bisexual – 1.07%</p> <p>Gay male / female – 0.78%</p> <p>Heterosexual / Straight - 94.9%</p> <p>Other – 3.24%</p>
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20	<p>Where do you think improvements could be made for people experiencing disadvantage because of their sexuality?</p> <p>Please see individual EIAs for each service area.</p>		

Other Categories

21	Rural/Urban Considerations for rural/urban factors are included within all EIAs for separate service areas.
22	Any other N/A

Customer Access

23	<p>How do customers currently access the service i.e. what are the access channels e.g. web, telephone, letter etc. VFM not applicable for this question, contained within EIAs for separate service areas. Please see point 7. Corporate points and considerations are made within the Customer Service and Access Strategy; this has a separate EIA and contains all improvement actions.</p> <p>What improvements can be made? Please see individual service area EIAs for specific improvement actions.</p>
	<p>Are there any physical barriers to accessing the service? No</p> <p>How are they overcome? As above</p>
	<p>What customer involvement in setting the customer service standards i.e. opening hours, response times, availability etc.</p> <p>All new strategies, policies and service reviews have a commitment to tenant involvement and they are asked to comment on value for money within this consultation process. For more information on the tenant involvement and consultation surrounding value for money please see individual service EIAs. Corporate value for money considerations are taken to the Involvement Management Group (tenant group including FNEDTR) as part of the performance challenge and improvement process.</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
Benchmarking Information	National and local benchmarking groups. Quarterly.	HouseMark and local groups	Comparison with other landlords in terms of VFM	

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>VFM is not a specific service, this is considered within all individual service areas and assess appropriately. Please see Access and Customer Care EIA. Work being carried out to identify level of access to all services by tenants and customers. Planning for improvements always considers the tenant profile.</p>
	<p>If there is a lack of information, what research will be carried out, and for which groups?</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>Review annual efficiency statement on a monthly basis. Any other efficiency gains are reviewed on half yearly basis.</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>No comments have yet been received.</p>
	<p>If you need to carry out further consultation, who will you be consulting with and by what methods?</p> <p>N/A</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 Corporate Service Action Plan