

EQUALITY IMPACT ASSESSMENT TEMPLATE



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| Lead Officer: Sue Parker Role: Systems and Quality Manager | | Service: Business Services Directorate |
| New or Existing area of work? Existing | | Area of work to be assessed: Complaints, Compliments and Suggestions scheme |
| 1. | <p>Identify the main aims of the function, strategy, policy, procedure or service</p> <p>Briefly describe the aims, objectives and purpose of this policy/service/ function or area of work</p> | The Complaints, Compliments and Suggestions scheme (CCSS) aims to ensure that comments from customers are logged formally, that any outstanding complaints are resolved as necessary, and that NSH can learn and improve through the comments of its customers. |
| 2. | <p>Assessing Relevance</p> <p>Who is affected by the function, strategy, policy, procedure or service</p> <p>Please assess the relevance of the policy/service/ function to the promotion of equality of each of the six equality strands (race, gender, disability, sexual orientation, religion or belief and age)</p> | |

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| 2a. | Who is the function, strategy, policy, procedure or service for? | | <ul style="list-style-type: none"> • The CCSS scheme is for all our customers including tenants, leaseholders and residents; • NSH staff; • Partners and contractors; • Voluntary and statutory agencies working on behalf of our customers; • Newark and Sherwood District Federation of Tenants and Residents Associations. |
| 2b. | Does the function, strategy, policy, procedure or service affect the public directly or indirectly? | Yes | The CCSS scheme affects any member of the public who is a tenant or leaseholder of NSDC or a resident affected by our operations. |
| 2c. | Does the function, strategy, policy, procedure or service affect how other policies, services or functions are provided? | Yes | The CCSS scheme affects all customer-facing services provided by NSH, by providing a standard mechanism through which customer comments can be managed. |
| 2d. | Have complaints been received from different equality groups about the function, strategy, policy, procedure or service and its effect on them? | Yes | A number of complaints and feedback logged through the CCSS scheme refer to a delay in dealing with customer complaints or requests. |
| 2e. | Does the function, strategy, policy, procedure or service have employment implications? | No | |

If the answer to some or all of the above questions is yes, then that function or policy will be 'relevant' – **please continue with the assessment.** If you are sure that your answer is no to all of the above questions, then you do

not need to continue. However, it may help to check that you are correct in this assumption by continuing for the next few questions.

Full Assessment

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| 3. | <p>Stakeholders/Beneficiaries Which groups are intended to benefit from this function, strategy, policy, procedure or service</p> | <ul style="list-style-type: none"> • All our customers including tenants, leaseholders and residents; • NSH staff; • Partners and contractors; • Voluntary and statutory agencies working on behalf of our customers; • Newark and Sherwood District Federation of Tenants and Residents Associations. | |
| 4. | <p>Outsourced Services If your function, strategy, policy, procedure or service is partly or wholly provided by external organisations/agencies on behalf of the service, please list any arrangements you have to ensure that the function/service promotes equality. Include this in your improvement plan.</p> | Not applicable. | |
| | | <p>If the answer to any of the Questions 5-10 below is yes, please indicate in the appropriate cell below what existing evidence (either anecdotal or documented) do you have for this? Complaints/Feedback/Consultation/Research/Data?</p> | |
| 5 | <p>Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to age?</p> | Yes | <p>Possible issues with access to information about the CCSS scheme. However, the scheme is well publicised in all our offices, through literature and on the website, while all</p> |

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| | | | staff can provide details of the scheme to customers, as required. |
| 6. | Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to disability? | Yes | Possible issues with access to information about the CCSS scheme, particularly for customers with limited mobility. Also similar issues possible for people with sight difficulties, although information can be made available in large print or Braille, while the NSH website has been upgraded to improve visual accessibility and also now has the 'Browsealoud ' facility. |
| 7. | Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to gender? | No | |
| 8. | Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to race/ethnicity? | Yes | Possible issues with access to information about the CCSS scheme, particularly for customers whose first language is not English, as documents are available in other languages on request, but are not readily available. However, the corporate strapline on all documents was recently changed to include a Polish translation to reflect the increased number of this group amongst our customers. Consultation with residents at the Customer Impact Day on 8 th July 2008 highlighted the need to improve accessibility of services for non-English speaking customers. |
| 9. | Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due | No | |

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| | to religious belief or faith? | | |
| 10. | Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to sexual orientation? | No | |
| 11. | With regard to Questions 5-10 above, does your assessment show that a function, strategy, policy, procedure or service is adversely affecting relations between different equality groups? | No | If no, please go directly on to Q 14. |
| 12. | If Yes, can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or as part of a wider strategy of positive action in relation to particular groups? | Yes/No | If yes, please explain, in the Improvement Plan section below, what steps you will take to limit this adverse impact, or any potential it may have for damaging relations between groups, or consider alternative policies that might better achieve the promotion of equality? Please explain your plan of action for each relevant equality heading (questions 5 - 10) on the Improvement Plan (e.g. adapt the policy; find another way to meet policy objectives; consider specific provision ; adopt changes in communication methods; language support; disability measures etc for relevant groups) |
| 13. | If the adverse impact cannot be justified, does the adverse impact amount to unlawful discrimination? | Yes/No | Where the adverse impact is unlawful, the function, strategy, policy, procedure or service or the element of it that is unlawful must be changed or abandoned. If an adverse impact is unavoidable, then it must be justified, as outlined in the question above. |
| 14. Consultation | | | |

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| <p>What does available data and the results of any consultation show about the take up and appropriateness of your function, strategy, policy, procedure or service. This should include consultation from those who are likely to be directly affected by the policy e.g. users/potential users from the six equality categories; staff; relevant interest groups.</p> <p>Where there is insufficient data or knowledge about the equalities target groups' needs, you will need to undertake further consultation (include details of any future consultation exercises planned, or planned improvements as a result of consultation, in your Improvement Plan attached).</p> <p>The extent of the consultation exercise should be in proportion to the effect that the policy is likely to have, and may not need to be detailed.</p> | <p>The CCSS Scheme is contained within the overarching NSH Access and Customer Care Strategy. Consultation on this document took place at two specific events held in 2008: a consultation and review meeting and a 'Customer Impact Day'.</p> <p>In addition, direct feedback from customers who have used the CCSS scheme is obtained through a feedback questionnaire which is sent to them following the closure of their case. The results of these are analysed to determine satisfaction with the scheme and to identify possible areas for improvement.</p> |
| <p>15. Monitoring</p> | |
| <p>How are you going to monitor or carry out regular checks on the effects this function, strategy, policy, procedure or service has on different racial/equality target groups?</p> | <p>A report is produced on a quarterly basis which gives details of the cases logged through the CCSS system. Included in this is a detailed breakdown of all activity by the six equality streams.</p> <p>In addition, there are a number of KPIs linked to the CCSS system which are produced on a monthly basis. These are reported to ELT, with performance being reported to the Directors of the Board on an exceptions basis.</p> |
| <p>A list of all Impact Assessments undertaken need to be published on an annual basis</p> | |

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| <p>16. Publishing & Communication</p> | |
| <p>What methods do you use to communicate this function, strategy, policy, procedure or service? (Include review and assessment of methods, media, translations, interpretation etc, bearing in mind the extent to which these media forms are accessible to all sector of the community):</p> | <p><u>Externally</u> Information of the CCSS scheme is communicated through our website, Home from Homes magazine, through information sharing with the Newark and Sherwood Homes Federation of Tenants and Residents Associations and through a suite of information leaflets made available at our local offices.</p> <p><u>Internally</u> All staff have been made aware of the CCSS system via team meetings, while the electronic system and its supporting documents are available in the Business Management Systems folder on the IS network.</p> |
| <p>17. Training</p> <p>Please list any staff training issues on equalities, diversity or inclusion arising from this assessment (and include this in your improvement plan attached)</p> | <p>The CCSS scheme is included in the training on Customer Care and Service Standards which all staff receive as part of a rolling programme.</p> |

Signed _____

Name in Print

(Service Leader Responsible for implementing this function, strategy, policy, procedure or service)

Signed _____

Name in Print

(Lead officer with responsibility for the effective working of this function, strategy, policy, procedure or service)

Date

Date

Please list actions that you plan to take as a result of this assessment (continue on separate sheets as necessary)

Improvement Plan

| Issues to be addressed | Action to be Undertaken | Desired Outcome | Who is Responsible and Timescale |
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