

EQUALITY IMPACT ASSESSMENT TEMPLATE



Lead Officer: Sue Parker		Service: Business Services Team	
Role: Systems and Quality Manager			
New or Existing area of work? Existing		Area of work to be assessed: Quality Management System	
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>	<p>The Quality Management System (QMS) exists to ensure that the services provided to customers are of a consistently high quality, that standard procedures are followed, that all associated documentation is controlled and that the company works to continually improve the services it provides.</p> <p>The company's QMS is accredited to the ISO 9001 2008 quality standard.</p>	
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>		
2a.	Who is the function, strategy, policy, procedure or service for?		<p>As the QMS controls how our services are delivered, it is relevant to all our customers including tenants, leaseholders and residents.</p> <p>The QMS is relevant to the company's staff who operate the procedures contained within it.</p>

			It is also relevant to the company's Directors of the Board who have responsibility for the strategic management of the company, and to NSDC on whose behalf the company delivers its services.
2b.	Does the function, strategy, policy, procedure or service affect the public directly or indirectly?	Yes	The QMS directly affects any member of the public who is a tenant or leaseholder of NSDC or a resident affected by our operations or using our services.
2c.	Does the function, strategy, policy, procedure or service affect how other policies, services or functions are provided?	Yes	The QMS directly affects how all of the company's customer-facing services are provided as these are all required to be included in the ISO system.
2d.	Have complaints been received from different equality groups about the function, strategy, policy, procedure or service and its effect on them?	No	No complaints have been received which directly relate to the QMS.
2e.	Does the function, strategy, policy, procedure or service have employment implications?	Yes	All staff who are involved in providing services direct to our customers are required to work in line with the requirements of the QMS.
<p>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.</p>			
Full Assessment			
3.	Stakeholders/Beneficiaries Which groups are intended to benefit from this function, strategy, policy, procedure or service	<ul style="list-style-type: none"> • All our customers including tenants, leaseholders and residents; • NSH staff; • Directors of the Board; • NSDC. 	

4.	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.	Not applicable.	
		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?	
5	Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to age?	No	
6.	Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to disability?	No	
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?	No	
9.	Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to religious belief or faith?	No	

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?	Not applicable	
13.	If the adverse impact cannot be justified, does the adverse impact amount to unlawful discrimination?	Not applicable	
14. Consultation			
<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 QMS is externally assessed by an independent expert on a six-monthly basis in order to maintain the ISO accreditation. This assessment includes examination of the appropriateness of the QMS and the identification of possible areas for improvement.</p> <p>The QMS is due to be reviewed during the next 12 months. This review will include consultation with relevant staff on their experience of the system.</p> <p>It is not appropriate to consult with customers specifically on the QMS as it is essentially a system internal to the company. However, as it is the mechanism which controls the delivery of our services to customers, the positive feedback obtained from the overarching STATUS survey and other service-specific satisfaction surveys is relevant in indicating the appropriateness of the QMS.</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>Procedures contained within the QMS are audited on a rolling-programme basis, with priority being given to those that have the greatest impact on customers. Any non-conformances identified are then rectified through the production of an audit action plan.</p> <p>The company's Performance Management Framework contains Performance Indicators relating to the company's overall accreditation to the ISO standard and the number of outstanding ISO audit action plans for each service area.</p>
<p>A list of all Impact Assessments undertaken need to be published on an annual basis</p>	
<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> Where appropriate, information relating to the company's ISO accreditation is communicated to customers through our website and Home from Homes magazine. In addition, the ISO logo is displayed on the company's website, vehicles and relevant documentation.</p> <p><u>Internally:</u> All documents relating to the QMS are available in the Business Management Systems folder on the central network. In addition, Newsflashes are produced when appropriate to circulate information relating to the QMS to staff.</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>None.</p>
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Signed _____

Name in Print: Sue Parker

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

Date: 7 October 2009

Signed _____

Name in Print: Sue Parker

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

Date: 7 October 2009

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
Ensure new staff fully aware of QMS and its application to their role.	Ensure that explanation of QMS is included within the induction checklist for new employees.	Consistency in delivering excellent services to customers in line with agreed processes and procedures.	Systems and Quality Manager October 2009
Improved consultation with those directly affected by the policy or function: staff.	Ensure that consultation with relevant staff on their experience of the QMS is included when the system is reviewed in 2010/11.	Consistency in delivering excellent services to customers in line with agreed processes and procedures, as any amendments to the QMS resulting from the review will have incorporated the views of staff.	Systems and Quality Manager October 2010

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