

## 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: Customer Satisfaction	
1.	<p><b>Identify the main aims of the function, strategy, policy, procedure or service</b></p> <p>Briefly describe the aims, objectives and purpose of this policy/service/ function or area of work</p>	Customer satisfaction surveys of various forms are used across the Company to obtain our customers' views on the services we provide. The information obtained is used to shape and improve services for the future.	
2.	<p><b>Assessing Relevance</b></p> <p><b>Who is affected by the function, strategy, policy, procedure or service</b></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 <b>function, strategy, policy, procedure or service</b> for?		<p>Customer satisfaction mechanisms are relevant to:</p> <ul style="list-style-type: none"> <li>• Our customers including tenants, leaseholders and residents;</li> <li>• NSH staff;</li> <li>• Directors of the NSH Board</li> <li>• Our partners and contractors;</li> <li>• NSDC on whose behalf the company delivers its services.</li> </ul>

2b.	Does the <b>function, strategy, policy, procedure or service</b> affect the public directly or indirectly?	<b>Yes</b>	Our customer satisfaction mechanisms directly affect any member of the public who is a tenant or leaseholder of NSDC or a resident affected by our operations or who uses our services.
2c.	Does the <b>function, strategy, policy, procedure or service</b> affect how other policies, services or functions are provided?	<b>Yes</b>	The customer satisfaction information obtained is used to shape and improve the provision of the company's services.
2d.	Have complaints been received from different equality groups about the <b>function, strategy, policy, procedure or service</b> and its effect on them?	<b>No</b>	
2e.	Does the <b>function, strategy, policy, procedure or service</b> have employment implications?	<b>Yes</b>	Staff across the company are involved in undertaking satisfaction surveys. In addition, the actions of staff in delivering services are a key factor in determining the satisfaction levels of our customers.
<p>If the answer to some or all of the above questions is yes, then that function or policy will be 'relevant' – <b>please continue with the assessment.</b> 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>			
<b>Full Assessment</b>			
3.	Stakeholders/Beneficiaries Which groups are intended to benefit from this <b>function, strategy, policy, procedure or service</b>	<ul style="list-style-type: none"> <li>• All our customers including tenants, leaseholders and residents;</li> <li>• NSH staff;</li> <li>• Directors of the Board;</li> <li>• NSDC.</li> </ul>	
4.	Outsourced Services If your <b>function, strategy, policy, procedure or service</b> is partly or wholly provided by external	The annual STATUS survey is undertaken by an external contractor, in addition to occasional ad-hoc surveys. When such contracts are tendered, the potential	

	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.	contractors are required to submit details of their equality and diversity policies.	
		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 <b>function, strategy, policy, procedure or service</b> does or could have a differential impact due to age?	No	
6.	Are there concerns that the <b>function, strategy, policy, procedure or service</b> does or could have a differential impact due to disability?	Yes	Possible difficulties in completing paper-based satisfaction surveys for people with sight difficulties. Although information can be made available in large print or Braille, these are currently available on request.
7.	Are there concerns that the <b>function, strategy, policy, procedure or service</b> does or could have a differential impact due to gender?	No	
8.	Are there concerns that the <b>function, strategy, policy, procedure or service</b> does or could have a differential impact due to race/ethnicity?	Yes	Possible issues with the ability to participate in satisfaction surveys, particularly for customers whose first language is not English. Documents are available in other languages on request.
9.	Are there concerns that the <b>function, strategy, policy, procedure or service</b> does or could have a differential impact due to religious belief or faith?	No	
10.	Are there concerns that the <b>function, strategy,</b>		

	<b>policy, procedure or service</b> does or could have a differential impact due to sexual orientation?	<b>No</b>	
11.	With regard to Questions 5-10 above, does your assessment show that a <b>function, strategy, policy, procedure or service</b> is adversely affecting relations between different equality groups?	<b>No</b>	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?	<b>Not applicable</b>	
13.	If the adverse impact cannot be justified, does the adverse impact amount to unlawful discrimination?	<b>Not applicable</b>	
<b>14. Consultation</b>			
<p>What does available data and the results of any consultation show about the take up and appropriateness of your <b>function, strategy, policy, procedure or service</b>. 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>Consultation with customers is integral to assessing customer satisfaction. All customer satisfaction surveys undertaken by the company request monitoring data on the seven equalities strands. The Customer Satisfaction Protocol gives guidance on corporate areas for analysis of surveys.</p> <p>The annual STATUS survey is commissioned and undertaken in such a way to enable the results to be broken down into the following groups:</p> <ul style="list-style-type: none"> <li>• BME/ non-BME tenants</li> <li>• Supported Housing / General Needs tenants</li> </ul> <p>The most recent survey showed some variation in the responses from these different groups, but these were not regarded as significant.</p>	

<b>15. Monitoring</b>	
How are you going to monitor or carry out regular checks on the effects this <b>function, strategy, policy, procedure or service</b> has on different racial/equality target groups?	All customer satisfaction surveys undertaken by the company request monitoring data on the seven equalities strands. Detailed analysis by these separate strands is required under the recently introduced Customer Satisfaction Survey Protocol. In addition, performance indicators linked to customer satisfaction levels for each Service Area are contained within the performance management framework.
A list of all Impact Assessments undertaken need to be published on an annual basis	
<b>16. Publishing &amp; Communication</b>	
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><u>Externally:</u> Information on customer satisfaction is made available on our website, in Home from Homes magazine, through information sharing with the Federation of Tenants and Residents Associations and through performance posters at our local offices. In addition to the publicising of satisfaction survey results, information is also made available to advise customers when specific surveys are being undertaken.</p> <p><u>Internally:</u> The Customer Satisfaction Survey Protocol and associated documents are available in the Business Management Systems folder on the central network. In addition, Home Comforts contains customer satisfaction results, where appropriate.</p>

<p><b>17. Training</b></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>
---	--------------

Signed Sue Parker

Signed Sue Parker \_\_\_\_\_

Name in Print Sue Parker

Name in Print Sue Parker

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

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

Date 2 November 2009

Date 2 November 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

Version 1  
Created on 11/08/08  
Created by Caroline Meek