

EQUALITY IMPACT ASSESSMENT TEMPLATE



<h2 style="text-align: center;">EQUALITY IMPACT ASSESSMENT TEMPLATE</h2>		
Lead Officer: Andy Dewberry Role: Asset Management & Investment Manager		Service: Customer Service Directorate
New or Existing area of work? Existing		Area of work to be assessed: Gas Service Framework & Policy
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>This framework and Policy has been produced to ensure that Newark and Sherwood Homes long-term Gas servicing procedures and policies in relation to the Mandatory Annual Gas Service to Gas Boilers and other Gas Heating appliances in properties maintained by Newark and Sherwood Homes</p> <p>And to ensure compliance with the companies Equality and Diversity Statement and its Equal Opportunities Policy.</p> <p>We aim to ensure that tenants, residents and other customers receive effective, responsive and culturally sensitive services, which recognise particular issues of discrimination and harassment.</p>

2.	Assessing Relevance Who is affected by the function, strategy, policy, procedure or service 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)		
2a.	Who is the function, strategy, policy, procedure or service for?		<ul style="list-style-type: none"> • Newark and Sherwood District Councils Tenants who have Gas Boilers and other Gas appliances in their homes. • Newark and Sherwood District Council • Newark and Sherwood Homes Ltd • Leaseholders of Newark and Sherwood Homes
2b.	Does the function, strategy, policy, procedure or service affect the public directly or indirectly?	Yes	The Gas framework, policy and procedures affects the public directly as it sets out the framework for the way that we deliver our Gas Service works
2c.	Does the function, strategy, policy, procedure or service affect how other policies, services or functions are provided?	Yes	<ul style="list-style-type: none"> • Newark and Sherwood District Councils - CBL Policy • Newark and Sherwood Homes Voids Process • Equal Opportunities Policy

			<ul style="list-style-type: none"> • Access and Customer Care Strategy • Customer Insight Strategy • Asset Management Strategy • Access and Customer Care strategy • Equalities and Diversity Strategy 2008-2011
2d.	Have complaints been received from different equality groups about the function, strategy, policy, procedure or service and its effect on them?	No	
2e.	Does the function, strategy, policy, procedure or service have employment implications?	Yes	<p>Contractors must comply with Newark and Sherwood Homes</p> <ul style="list-style-type: none"> • Equal Opportunities Policy • Access and Customer Care Strategy <p>And non compliance with these strategies / policies could result in disciplinary procedures or dismissal.</p> <p>The CRE code of practice on Racial Equality in Housing sets out responsibilities for housing organizations on recruitment and training of staff for compliance with RRA obligations. Newark and Sherwood Homes has self assessed against the Code and is satisfied that its recruitment and training programme complies with Racial Equality legislation and guidance</p>

<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"> • Newark and Sherwood Homes Ltd • Newark and Sherwood District Council • Tenants, Leaseholders, Stakeholders of Newark and Sherwood District Council • Partners, contractors and suppliers to Newark and Sherwood Homes Ltd • Newark and Sherwood District Council tenants who have Gas fired heating / cooking • Newark and Sherwood Homes staff

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>	<p>Newark and Sherwood Homes Ltd works with a number of partners to deliver this service</p> <ul style="list-style-type: none"> • We work with Newark and Sherwood District Council to consider requests for Legal proceedings. • Disabled Facilities Grants are approved by Newark and Sherwood District Council Environmental Services • We work with a principle contractor to provide our Gas Service operations Power-minster Ltd. <p>All contracts are awarded within EU Procurement legislation and tenders are evaluated according to their Equalities and Diversity policies as part of a robust procurement process. This is in accordance with the Code of Practice on Racial Equality in Housing.</p>	
		<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>	<p>Yes</p>	<p>The Framework and policy states that generally it will not be considered reasonable and practicable not to carry out Gas Servicing to properties where the resident is of old age. We are aware that this might cause additional upheaval to tenants during the Gas Service. Consultation with tenants, staff and Contractor will take place where concerns that older</p>

			<p>people and vulnerable people may have difficulty in letting us have access to the property through</p> <ul style="list-style-type: none"> • Perceived barriers to accessing services for older people due to unfamiliarity with new technology – e.g. mobile phone text service
6.	<p>Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to disability?</p>	<p>Yes</p>	<p>From our tenant census – 61.9% of tenants have a declared disability and this data is stored as a flag on our IT Housing Management System. According to Census 2001 data, 19.7% of our community experience a long term limiting illness; This framework has been developed to positively benefit disabled residents.</p> <p>In the case of Gas servicing</p> <ul style="list-style-type: none"> • Appointment letter are sent. • Reminder Cards are posted the day before service is due • Password security • Specific appointment times (see IP 1) <p>Our Equalities and Diversity Strategy 3 year action plan makes a commitment to implement mandatory diversity training for all residents on resident group committees; Work with contractors and suppliers to provide services sensitive to diverse needs (including disability/ vulnerability) and to ensure all Newark and Sherwood Homes offices are all DDA</p>

			compliant.
7.	Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to gender?	No	The impact of this strategy could have a positive benefit based on ensuring equality for Tenants using persons using this service
8.	Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to race/ethnicity?	Yes	<p>There are concerns that the framework could have a differential impact due to the access routes to the service.</p> <p>Non English speaking tenants could find accessing the service more difficult.</p> <p>All letters / literature have a strap-line at the bottom informing Tenants that</p> <p>We have all our literature available in other formats</p> <p>We have translation services available on request</p> <p>We do signing but this could cause a delay in responding to the request report.</p> <p>Newark and Sherwood Homes Literacy Policy has been developed to improve access to services for those who have English as a second language</p> <p>We follow good practice as set out in the CRE Code of Practice on Racial Equality in Housing to eliminate unlawful discrimination.</p>
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	<p>We use our monitoring systems to capture information on faith and belief and will use this to tailor our services.</p> <p>The framework / Strategy has been developed to help residents understand the need for Gas Servicing – there is no evidence of differential impact due to religious belief.</p>

10.	Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to sexual orientation?	Yes	The tenant census shows that we currently have 0% tenants from gay/lesbian/bisexual/transgender groups. We recognize that this may not be fully representative of our customer base as a whole but we are working to improve knowledge of the wider community.(See IP3)
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?	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?	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			

<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>This framework was tabled at the Gas Servicing Focus Group.</p> <p>Detailed feedback from the Group, staff, service users and partners including Occupational Therapy, Nottinghamshire County Council.</p> <p>Newark and Sherwood Homes had a Customer Impact Day in July 2008 this raised concerns regarding the promotion of the service.</p> <p>It was thought that a more customer focused approach was needed and this focus should sit with vulnerable groups especially older people. (See IP 2)</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>	<ul style="list-style-type: none"> • Performance KPIs for the Gas Service programmed Service Standards • Monthly Gas Service Partnership Focus Group meeting with Contractors ,Federation Members TRA Members and Tenants. • Via the Service Development Group • Via the Service Improvement Group • Quarterly update to Newark and Sherwood Homes board • Monthly Performance Indicators • Benchmarking with peers and other housing providers

	<ul style="list-style-type: none"> • Customer Satisfaction Questionnaires
A list of all Impact Assessments undertaken need to be published on an annual basis	
16. Publishing & Communication	
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></p> <ul style="list-style-type: none"> • Tenant & Leaseholder handbooks • Home from Homes Magazine • Equalities & Diversity Leaflet • Consultation exercises with residents and support agencies • Website • Gas Service information Pamphlet • Information sharing with Federation of Tenants and Residents Association • Posters • Big Word • Signing <p><u>Internally</u></p> <ul style="list-style-type: none"> • Website • Home Comforts magazine • Team meetings • Email • File sharing • Home Comforts staff magazine • Team Meetings • Big Word • Signing

	<ul style="list-style-type: none"> • Equality and Diversity Statement
<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>Staff training needs have been identified by the EIA process, and through the 1.2.1 process and S.D.I process Familiarity training with EIA process required by all staff.</p>

EIA Team

Andy Dewberry
Chris Gold

Signed _____

Name in Print

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

Date

Signed _____

Name in Print

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

Date

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

Aid and Adaptations Framework - Improvement Plan

Issues to be addressed	Action to be Undertaken	Desired Outcome	Who is Responsible and Timescale
<i>1. Vulnerable and Older People may have difficulty in allowing access into their home</i>	<i>Develop CBL process to help those applicants who have been identified as vulnerable</i>	<i>Improve accessibility into properties of Tenants to enable first time access for the function of carrying out this Legal requirement in the specified timed periods</i>	<i>Chris Gold/ Andy Dewberry – March 2009</i> <i>Completed</i>
<i>2. Lack of promotion of function</i>	<i>Gas Servicing poster promotion at all NSH schemes</i>	<i>Increase awareness of assistance available through Newark and Sherwood Homes Gas Service Policy / Framework</i>	<i>Chris Gold / Andy Dewberry- March 2009</i> <i>Completed</i>
<i>3. Lack of knowledge of customer base with regard to sexual orientation</i>	<i>Involve Lesbian/Gay/Bisexual and Transgender groups in NSH consultation process</i>	<i>Raise staff awareness of the issues faced by this equality strand and provide a more sensitive service</i>	<i>CM</i>

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