EQUALITY IMPACT ASSESSMENT

Lead Officer: *Julie Davidson* Role: *Estates Manager*		Service: *Customer Services Directorate*
New or Existing area of work? New		Area of work to be assessed: *Domestic Violence Policy*
1.	**Identify the main aims of the function, strategy, policy, procedure or service** Briefly describe the aims, objectives and purpose of this policy/service/ function or area of work	*This policy is being implemented to support victims of domestic violence in conjunction with the NSDC Domestic Violence Strategy 2008-2011.*
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?		• *Anyone who is experiencing domestic violence* • *NSH Leaseholders* • *Residents* • *NSH Operational Managers and Staff* • *Stakeholders including NSDC*
2b.	Does the **function, strategy, policy, procedure or service** affect the public directly or indirectly?	**Yes**	*The policy affects the public* • *indirectly through Newark & Sherwood Homes involvement with the Newark and Sherwood Domestic Violence Forum* • *directly as residents and leaseholders of Newark and Sherwood Homes*
2c.	Does the **function, strategy, policy, procedure or service** affect how other policies, services or functions are provided?	**Yes**	• *This policy recognises the need to support other agencies in tackling domestic violence in Newark Sherwood District. This commitment will assist NSDC Housing Options, other statutory bodies such as Nottinghamshire Police and voluntary organisations including Victim Support and Newark & Nottinghamshire Women's Aid.* • *This policy will be delivered in conjunction with the Newark and Sherwood Homes Equalities and Diversity Strategy and the Newark And Sherwood Homes Access and Customer Care Strategy.* • *The NSDC CBL Policy makes provision for victims of domestic violence to be given priority status for a transfer where there is a risk to the household if they were to*

			remain. • *The NSH Vulnerable tenants Repairs Process offers an enhanced service for vulnerable tenants including victims of domestic violence.*
2d.	Have complaints been received from different equality groups about the **function, strategy, policy, procedure or service** and its effect on them?	**No**	*Of the 16 Cases of Domestic Violence recorded by Tenancy and Estates in the period Apr 07- Mar 08 there are no service complaints identified.*
2e.	Does the **function, strategy, policy, procedure or service** have employment implications?	**No**	

Full Assessment		
3.	Stakeholders/Beneficiaries Which groups are intended to benefit from this **function, strategy, policy, procedure or service**	• *Anyone who is experiencing domestic violence* • *NSH Leaseholders* • *Residents* • *NSH Operational Managers and Staff* • *Stakeholders including NSDC* • *Newark and Sherwood Domestic Violence Forum* • *NSDC Housing Options* • *Nottinghamshire Police (Crime Reduction and Public Protection)* • *Victim Support* • *Newark & Nottinghamshire Women's Aid* • *Newark Primary Care Trust* • *Nottinghamshire County Council Children and*

		Young People Services	
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.	*NSH makes a commitment to partnership working to meet policy objectives.* *Feedback from consultation with support agencies included a request for a more comprehensive approach to joint working - Our Improvement plan includes a commitment to promote this policy with partners and support agencies.(See Improvement Plan 1)*	
5	Are there concerns that the **function, strategy, policy, procedure or service** does or could have a differential impact due to age?	**No**	*There is no evidence of any concerns specific to this area. Feedback from Newark Women's Aid includes a recommendation for signposting to Children's Outreach Support delivered by Women's Aid with money from the Children's Fund.(See IP 2)*
6.	Are there concerns that the **function, strategy, policy, procedure or service** does or could have a differential impact due to disability?	**No**	*There is no evidence to suggest that this will have a differential impact on this group. We will ensure that our service is accessible to all regardless of their disability.*
7.	Are there concerns that the **function, strategy, policy, procedure or service** does or could have a differential impact due to gender?	**No**	*The policy offers individual tailored support for men and women although women have an additional option of being temporarily housed in a women's refuge as well as the hostel accommodation available to men and women.*
8.	Are there concerns that the **function, strategy, policy, procedure or service** does or could have a differential impact due to race/ethnicity?	**Yes**	*There are concerns regarding the accessibility of services due to language barriers especially those from the emerging A8 migrant community.(See IP 3)* *There are also concerns that some groups may*

			have less confidence in the service provided due to an historic lack of involvement. Links are being forged with local Gypsy and Traveller groups via the Gypsy & Traveler Accommodation Issues Monitoring Group to improve understanding of the issues faced by these customers. *BME Tenant satisfaction with overall service and opportunities for participation is reported on a monthly basis via BVPI 74 and BVPI 75. The findings are consistent with satisfaction from non BME groups.*
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**	*Newark and Sherwood Homes is aware that some members of the community may prefer to access this service through an 'unconventional' route and has made provision for this within the policy. The same service will be provided regardless of the access route taken.*
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**	
14. **Consultation**			
What does available data and the results of any consultation show about the take up and appropriateness of your			• *Appropriate consultation was carried out via the Newark and Sherwood Domestic Violence*

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. 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). 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.	*Forum with members from all interested parties including Victim Support, Nottinghamshire PCT, Nottinghamshire Police, local solicitors, NSDC Housing Options and Newark Women's Aid. The draft policy was approved by all parties.* • *NSH has representation on the Newark and Sherwood Domestic Violence Practitioner's Network where good practice is shared amongst housing providers, police, solicitors, drug workers, education providers etc.* • *Further consultation was carried out at Newark and Sherwood Homes Customer Impact Day where specific issues of equality groups were addressed Those present included representatives from Newark Women's Aid, staff and residents. The following observations were made:* *"Summary document would be useful e.g. pamphlet" (See IP 4)* *"Stronger statement needed in tenancy agreement regarding dealing with Domestic Violence" (See IP 5)* *"There should be a higher profile for Domestic Violence" (See IP 9)* *"Quicker reactions needed to cases or better observations of time scales when dealing with cases"*

15**. Monitoring**	
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?	*All cases of Domestic Violence will be monitored and reported to the N & S Domestic Violence Forum on a quarterly basis.* *Current corporate performance indicators show no complaints referencing equality and diversity – these PI's are currently being reviewed to ensure that the data is being correctly interpreted. (IP 6)*
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):	*<u>Externally</u>* *Website* *Home from Homes tenant magazine* *Through membership of Newark and Sherwood Domestic Violence Forum* *Bassetlaw and Newark and Sherwood Domestic Violence Practitioner's Network* *<u>Internally</u>* *Team meetings* *Training* *Home Comforts staff magazine*

17. **Training** Please list any staff training issues on equalities, diversity or inclusion arising from this assessment (and include this in your improvement plan attached)	*Staff training needs identified by this process:* *Familiarity training with EIA process required by all staff. (See IP 7)* *DV Awareness training for all frontline staff (IP 8)*

EIA Team:

- **Maria Brambles**
- **Julie Davidson**
- **Constance Hall**
- **Sue Rockley**

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)

Domestic Violence Policy - Improvement Plan			
Issues to be addressed	Action to be Undertaken	Desired Outcome	Who is Responsible and Timescale
1.Lack of awareness of policy with partners	*To be shared with partners at Bassetlaw and Newark and Sherwood Domestic Violence Practitioner's Network*	*Promotion of policy with partner agencies and wider community*	*Julie Davidson – December 2008*
2.No signposting to Outreach Services including Children's Outreach	*Add Link on NSH website to increase awareness in community of alternative types of support for Domestic Violence outreach services for victims of DV*	*Increase awareness in community of alternative types of support for Domestic Violence*	*Julie Davidson – 29.08.08*
3.Difficulty in accessing services for Polish, Latvian, Lithuanian community	• *Strapline to incorporate Polish* • *Contact 'Together' (local Polish/eastern European community group)to get information on services available*	*Improve accessibility for emerging A8 community groups*	• *Kamala Atwal – June 2008* • *Julie Davidson- October 2008*
4.Need summary of policy	*Draft DV pamphlet and upload to NSH website*	*Improve access to service*	*Julie Davidson- 29.08.08*
5.Statement on DV in Tenancy Agreement needs to be expanded	*Revise Tenancy Agreement*	*To ensure tenants are aware of responsibilities of tenancy agreement*	*Julie Davidson – March 2009*
6.Concern that complaints on E & D are not being captured	*Review Corporate PI's*	*To ensure capture of E & D complaints*	*Caroline Meek – September 2008*
7.Staff training needs identified by this process. Familiarity training with EIA process required by all staff.	*E & D Training to be delivered by HQN on conducting EIA's*	*EIA process will become embedded in policy/ service development across the company*	*Caroline Meek 03.07.08*

8. Lack of awareness of DV issues of staff	*Arrange a training programme of DV training for all frontline staff*	*Improve service delivery*	*Frank Bartle – September 2008*
9. No assistance on NSH website for DV victims	*Upload DV policy and reporting form onto NSH website*	*Provide another access route for victims of DV*	*Julie Davidson- 29.08.08*

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