EQUALITY IMPACT ASSESSMENT TEMPLATE

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: Freedom of Information
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	Compliance with national legislation and guidance. To minimize number of complaints regarding Freedom of Information and ensuring transparency in the way the Company operates. To maximize the information freely available via NSH website.
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)	
		The general public and individuals. Other

2a.	Who is the **function, strategy, policy, procedure or service** for?		organisations (businesses, other public bodies, third sector bodies). FOI requests are mainly from the media, suppliers and individuals carrying out research on particular issues.
2b.	Does the **function, strategy, policy, procedure or service** affect the public directly or indirectly?	**Yes/ No**	*Yes*
2c.	Does the **function, strategy, policy, procedure or service** affect how other policies, services or functions are provided?	**Yes /No**	*Yes*
2d.	Have complaints been received from different equality groups about the **function, strategy, policy, procedure or service** and its effect on them?	**Yes/No**	*No*
2e.	Does the **function, strategy, policy, procedure or service** have employment implications?	**Yes/No**	*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			
3.	Stakeholders/Beneficiaries Which groups are intended to benefit from this **function, strategy, policy, procedure or service**	• Tenants, leaseholders and residents • NSH staff • Partners and contractors • Voluntary or statutory agencies working on behalf of our customers	
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?	**Yes**	Information mainly available on NSH website which may not accessible by all age groups. Risk that traditional access channels may be withdrawn as part of drive to deliver e-services Requests are accepted in writing, email and web application.
6.	Are there concerns that the **function, strategy, policy, procedure or service** does or could have a	**Yes**	Customers with sight difficulties may need assistance to make a request and staff would

	differential impact due to disability?		assist in this provision. Information leaflets are available in large print and Browsealoud is enabled on the NSH website.
7.	Are there concerns that the **function, strategy, policy, procedure or service** does or could have a differential impact due to gender?	**Yes**	No known problems.
8.	Are there concerns that the **function, strategy, policy, procedure or service** does or could have a differential impact due to race/ethnicity?	**No**	Possible issues with access to information about Freedom of Information for customers whose first language is not English. Documents are available on request in alternative languages rather than being readily available.
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**	No known problems.
10.	Are there concerns that the **function, strategy, policy, procedure or service** does or could have a differential impact due to sexual orientation?	**No**	No known problems.
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**			
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. 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		Freedom of Information is referenced 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’.	

may not need to be detailed.	
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?	Each request is determined on a case by case basis in accordance with legislative requirements and guidance.
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):	*Externally* Information regarding Freedom of Information is communicated through NSH website, Home from Homes magazine, through information sharing with suppliers and contractors in accordance with the relevant legislation. *Internally* All staff are made aware of NSH's approach to Freedom of Information as part of the induction process, NSHs website and specialized training for officers.
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)	Refresher training to be arranged for all officers during 2010.

Signed Sue Parker

Name in Print Sue Parker

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

Date 26 November 2009

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)

Improvement Plan			
Issues to be addressed	Action to be Undertaken	Desired Outcome	Who is Responsible and Timescale
Training to ensure consistent and application of legislative requirements	Refresher training for BS staff	Low level of complaints regarding Freedom of Information	Systems and Quality Manager 2010

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