EQUALITY IMPACT ASSESSMENT TEMPLATE

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: Aids and Adaptations Framework & 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 framework and Policy has been produced to ensure that Newark and Sherwood Homes long-term sick and disabled customers are able to remain in their homes and carry out essential daily activities, or if this is not possible or practical, find them suitable alternative accommodation. And to ensure compliance with the companies Equality and Diversity Statement and its Equal Opportunities Policy. 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.

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?		• Newark and Sherwood District Councils tenants who have a disability • Partners of Newark and Sherwood District Councils tenants who have a disability • Immediate family member of a tenant who have a disability and permanently resident in the household. • Newark and Sherwood Homes staff • Newark and Sherwood District Councils Environmental Services • Occupational Health, Adult Social Care and Health, Nottinghamshire County Council • Partners , Contractors and Supplies of Newark and Sherwood Homes Ltd
2b.	Does the **function, strategy, policy, procedure or service** affect the public directly or indirectly?	**Yes**	The Aids and Adaptations Framework affects the public directly as it sets out the framework for the way that we deliver our service

2c.	Does the **function, strategy, policy, procedure or service** affect how other policies, services or functions are provided?	**Yes**	• Newark and Sherwood District Councils - CBL Policy • Newark and Sherwood Homes Voids Process • Equal Opportunities Policy • Access and Customer Care Strategy • Customer Insight Strategy • Newark and Sherwood District Councils Disabled Facilities Grants Scheme • Nottinghamshire Adult Social Care and Health – Occupational Therapy • 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?	**Yes**	3 complaints have been logged through the formal complaints procedure. They were all from disabled tenants who had requested or had adaptations carried out. There is no pattern to the complaints they range from dissatisfaction with the standard of the work, to dissatisfaction with the level of service eg. Delay in responding to complaints. (See Improvement Plan 1)

2e.	Does the **function, strategy, policy, procedure or service** have employment implications?	**Yes**	Contractors must comply with Newark and Sherwood Homes • Equal Opportunities Policy • Access and Customer Care Strategy • And non compliance with these strategies / policies could result in disciplinary procedures or dismissal. 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
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**	• Newark and Sherwood Homes Ltd • Newark and Sherwood District Council Environmental Services • Tenants, Leaseholders, Stakeholders and Residents of Newark and Sherwood District Council • Partners, contractors and suppliers of Newark and Sherwood Homes Ltd • Newark and Sherwood District Council tenants who have a disability • Partners of Newark and Sherwood District Council tenants who have a disability • Immediate family member of a tenant who have a disability and permanently resident in the household. • Newark and Sherwood Homes staff • Occupational Health, Adult Social Care and Health, Nottinghamshire County Council •
4.	Outsourced Services If your **function, strategy, policy, procedure or**	Newark and Sherwood Homes Ltd works with a number of partners to deliver this service

	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.	• We work with Occupational Health, Adult Social Care and Health, Nottinghamshire County Council to consider requests for adaptations. • Disabled Facilities Grants are approved by Newark and Sherwood District Council Environmental Services • We work with various contractors to provide minor and major adaptations including: L F Taylor, PJ Lilley, Carmalor Construction and our Decent Homes partners Connaught and Bullock. 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 .	
		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**	The Framework and policy states that generally it will not be considered reasonable and practicable to carry out major adaptations to a family house (where the adaptations would have to be removed from the property when relet), if Newark & Sherwood District Council can offer suitable alternative accommodation to the tenant. This may cause additional upheaval to tenants of family accommodation who

			require adaptations. Consultation with tenants, staff and Occupational Health raised concerns that older people and vulnerable people may have difficulty in applying for adapted properties through • Perceived barriers to accessing services for older people due to unfamiliarity with new technology – e.g. mobile phone text service • Choice Based Lettings.(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?	**Yes**	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. In the case of recycling of aids and adaptations in properties. It relies on the Newark and Sherwood District Councils CBL policy to ensure sufficient information is advertised and that the property is allocated to someone with a need for the adaptation.(See IP 3) 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

			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 disabled persons
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 that the framework could have a differential impact due to the access routes to the service. There is a traditional reliance on social services to raise awareness of this function. These concerns were aired by residents and partners from Occupational Health at a consultation day in July 2008 (See IP4). Non English speaking tenants could find accessing the service more difficult. We have translation services available on request but this could cause a delay in responding to the request report. Newark and Sherwood Homes Literacy Policy has been developed to improve access to services for those who have English as a second language We follow good practice as set out in the CRE Code of Practice on Racial Equality in Housing to eliminate unlawful discrimination.
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**	We use our monitoring systems to capture information on faith and belief and will use this to tailor our services. The framework / Strategy has been developed to help disabled residents with adaptations to enable them to remain in their homes – there is no evidence of differential impact due to religious belief.

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 IP6)
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**			

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 may not need to be detailed.	This framework was tabled at the Welfare Adaptations Partnership Group. Detailed feedback from staff, service users and partners including Occupational Therapy, Nottinghamshire County Council at Newark and Sherwood Homes at a Customer Impact Day in July 2008 has raised concerns regarding the promotion of the service. It was thought that a more customer focused approach was needed and this focus should sit with vulnerable groups especially older people. (See IP 4)
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?	• Performance against Aids and Adaptations Service Standards • Monthly Welfare Adaptations Partnership Group meeting with Occupational Health • Monthly meetings with Contractor partners • 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

	• *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):	*Externally* • Tenant & Leaseholder handbooks • Home from Homes Magazine • Equalities & Diversity Leaflet • Consultation exercises with residents and support agencies • Website • Adaptation Pamphlet • Information sharing with Federation of Tenants and Residents Association • Posters • Big Word • Signing *Internally* • Website • Home Comforts magazine • Team meetings • Email • File sharing • Home Comforts staff magazine • Team Meetings • Big Word • Signing • Equality and Diversity Statement

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 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.

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
1.Dissatisfaction with Aids and Adaptations service	*Ensure that all work is carried out according to NSH Aids and Adaptations Framework and that all complaints are dealt with in line with the NSH Service Standard for Aids and Adaptations and Customer Care*	*To provide service of an equitable standard for all customers*	*Chris Gold / Jason Cannon - December 2008* *Completed*
2.Vulnerable and Older People may have difficulty in applying for advertised adapted properties through CBL	*Develop CBL process to help those applicants who have been identified as vulnerable*	*Improve accessibility of bidding system for vulnerable customers*	*Tanya Keeley – March 2009*
3.Concerns regarding the recycling of adaptation resources	*Develop process for removing void properties from CBL for customers on tenant adaptation waiting list in partnership with Housing Choice Team.*	*Ensuring that adaptation resources are 'recycled' to maximum benefit*	*Chris Gold / Jason Cannon – August 2008* *Completed*
4.Lack of promotion of function	*Aids and Adaptations poster promotion at all NSH schemes*	*Increase awareness of assistance available through Newark and Sherwood Homes Aids and Adaptations Framework*	*Chris Gold - March 2009* *Completed*
5.Lack of knowledge of customer base with regard to sexual orientation	*Involve Lesbian/Gay/Bisexual and Transgender groups in NSH consultation process*	*Raise staff awareness of the issues faced by this equality strand and provide a more sensitive service*	*CM*