

# **Equality Impact Assessment:**

## **Name of Policy/Service/Function**

Anti Social behaviour Strategy

## **Date of Assessment**

25 January 2010

## **Directorate**

Operations

## **Head of Service**

Head of Operations

## **Name and Roles of People**

Janet Wilson, Director of Operations. Strategic overview of anti social behaviour.

Elaine Gosling, Head of Operations – operational responsibility for anti-social behaviour

Sonya Jackson Head of Legal Services and Complaints

Dulal Ahmed Area Manager Operations

Steve Smith Area Manager Operations

Lawyers

Senior Tenancy Services Officer

Tenancy Services Officers

## **Carrying Out the EIA**

### **Why is the EIA being done?**

To assess the impact of the anti social behaviour strategy.

### **1. Introduction and Background**

The anti-social behaviour strategy was developed with residents in 2005 and was subsequently endorsed by the Board. The strategy was for five years and therefore is due for review in 2010. In 2009, a draft of the revised anti social behaviour strategy was produced and was circulated to residents in early January 2010. The objectives for the next three years are to:

- To improve customer satisfaction and tailor the service to resident expectations
- To identify the costs of antisocial behaviour and use this information to

plan and develop services.

- To monitor the diversity of complainants, identify any trends and take appropriate action.
- To keep updated on changes to legislation.
- To reduce the number of tenants and leaseholders who see antisocial behaviour as a serious problem as identified in the STATUS survey results.
- To increase the number of 'A' scores for estate cleaning.
- To deliver an excellent permit parking and towing service to estates.
- To deliver a package of diversionary activities in conjunction with our partners.

Ascham Homes policy is to tackle anti social behaviour in the shortest possible timescale. Our focus is where ever possible to change someone's behaviour and to minimise the number of evictions. The document also sets out our strategy for preventing anti social behaviour and supporting complainants.

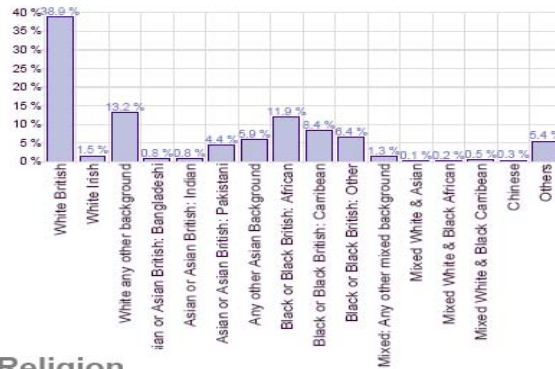
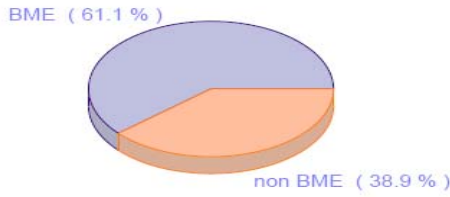
The company is committed to monitoring the delivery of services and change in response to customer priorities and needs.

The anti social behaviour strategy should have an overall positive impact on diverse customer groups.

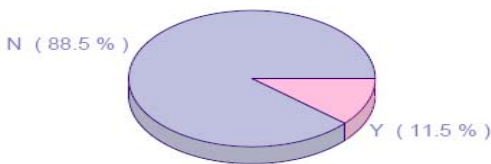
## **2. Profile of groups affected as customers and/or staff and the key equalities issues**

**Ascham Homes Diversity Monitoring report as at: 04/01/2010**

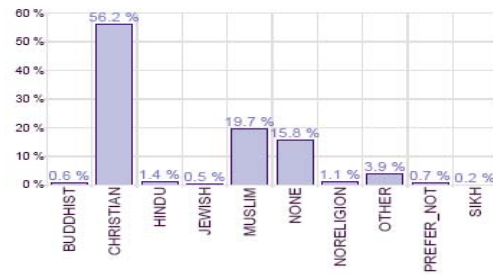
**Ethnicity**



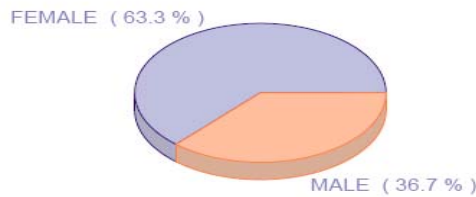
**Disability**



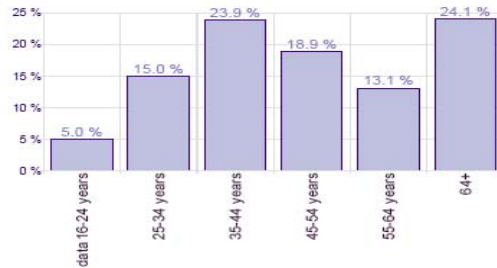
**Religion**



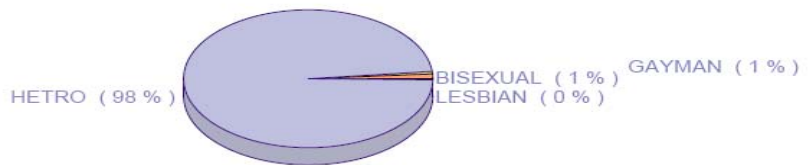
**Gender**



**Age**



**Sexual Orientation**



The key equality issues are:

The extent to which lower levels of satisfaction with overall services amongst younger customers, disabled people and BME customers can be increased. Encouragingly there was an improvement in BME customer satisfaction in the 2008 satisfaction survey. A full description of the issues and an action plan to improve satisfaction is set out in the Diversity strategy EIA. Customer Services and the Policy and development Team have a key role in this.

The extent to which the actions to improve customer care set out in the action plan are implemented. Management action is being taken to ensure the effectiveness of the action plan.

**3. Questions this assessment addresses**

None specific.

**4. Action Planning Questions**

Not applicable.