

## EQUALITY IMPACT ASSESSMENT

<b>Name of Policy/Service/Function</b>	Ascham Homes Services Charges Module on iWorld
<b>Date of Assessment</b>	October 2009
<b>Directorate</b>	Resources and Legal
<b>Head of Service</b>	Mary Nuako
<b>Names and Roles of the people carrying out the EIA</b>	Jiwan Jain Head of Information Technology
<b>Why is the Equality Impact Assessment being done?</b>	Development of new module with possible changes to mode of service delivery

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

#### **1.1 Summary of proposal with comments on the level of relevance to the six equality groups**

Service Charges module is being developed to move Ascham Homes towards an integrated housing management system, which is a part of Company's IT Strategy. The key purpose of the module is to improve the management of leaseholder service charges, making it easier for us to respond to leaseholders enquiries and making the account details visible to authorised users within the company on a need to know basis. The integration would also allow ease of calculation of service charges by providing the 'repairs' and other relevant data from within iWorld.

Although the development of the module does not have a direct interface with the tenants or leaseholders, we felt it necessary to carry out an Equality Impact Assessment to ensure no individual group was being disadvantaged or treated unfairly in our delivery of service to them.

The attached gives details of different diversity strands and the information that we hold against these. These are being added to as and when additional details become available. Introduction of the module will give us an opportunity to focus on missing information and target on capturing this in any contact with the leaseholder.

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

#### **2.1. Age**

Table below provides age profile of current leaseholders. It shows approximately an even distribution within the age bands and we do not expect the solution to have any adverse effect on any particular group.

AGE	Number of	Percentage
<20	0	0.0%
20-30	12	0.7%
30-40	83	4.6%
40-50	93	5.1%
50-60	44	2.4%
60-70	45	2.5%
above 70	83	4.6%
Not known	1460	80.2%

## 2.2 Disability

Table below provides self declared disability profile of current leaseholders.

Disability	Number of	Percentage
Self	52	2.9%
Partner	2	0.1%
None	384	21.1%
Not known	1382	75.9%

## 2.3 Gender

Table below provides gender profile of current leaseholders. It shows a balanced profile of male and female amongst the current group of leaseholders.

Gender	Number of	Percentage
Male	778	42.7%
female	743	40.8%
both	27	1.5%
Not known	272	14.9%

## 2.4 Sexual orientation

Table below provides declared sexual orientation profile of current leaseholders.

Sexual orientation	Number of	Percentage
Hetrosexual	369	20.3%
Bisexual	4	0.2%
Gay Man	7	0.4%
Lesbian	6	0.3%
Transgender	1	0.1%
Not known	1433	78.7%

## 2.5 Ethnicity

Table below provides gender profile of current leaseholders. The table shows a balanced profile of male and female. We have recently provided language translation on our website (using Google translation) which will enable leaseholders of differing languages to be able to all relevant information in their own language.

Ethnicity	Number of	Percentage
African	46	2.5%
Any other dual heritage	1	0.1%
Asian British	9	0.5%
Asian or Asian British	16	0.9%
Bangladeshi	5	0.3%
Black British	9	0.5%
Black other	3	0.2%
Caribbean	32	1.8%
Chinese	7	0.4%
Indian	20	1.1%
No response	8	0.4%
Other	114	6.3%
Pakistani	44	2.4%
Turkish	5	0.3%
White and Asian	1	0.1%
White British	441	24.2%
White Irish	9	0.5%
White Other	30	1.6%
Not known	1020	56.0%

## 2.6 Language and other requirements:

Table below details the expressed language and other requirement for communication of current leaseholders. This will help us to identify these requirements on the Housing system and enable us to deliver services to conform to these.

Contact language or format	Number of	Percentage
Bengali	1	0.1%
British Sign Language	2	0.1%
Chinese	2	0.1%
English	5	0.3%
Gujarati	1	0.1%
Large Print	1	0.1%
Tamil	3	0.2%
Turkish	2	0.1%
Urdu	10	0.5%
Not known	1793	98.5%

**3. How significant is the impact in terms of its nature and the number of people likely to be affected?**

As stated earlier, development of the module does not effect any customer facing services and hence not likely to adversely effect any individual group. However, it will enable us to provide an improved service to all leaseholders by:

- Providing on line access to view their account and payments
- report eligible repairs via an email
- make payments on line