

## Appendix 3

# Equality Impact Assessment Form

1. What is the name of the service/policy/procedure/project etc to be assessed?

The Repairs policy and The Void Management policy

2. Briefly describe the aim of the service/policy etc? What needs or duties (RRAA)\* is it designed to meet? How does it differ from any existing services/policies etc in this area?

The policies aim to deliver responsive and efficient day-to-day repairs for tenants and ensure that empty homes are relet quickly to minimise rent loss. The policies are designed to meet the Race Relations (Amendment) Act duty to promote equality of opportunity.

There is emphasis in the policies on customers and customer care, for example continuous monitoring of customer satisfaction through a range of channels, telephone, postal and internet. A focus on clear and timely communications with customers for example a plain English service standard developed with customers. A focus on making repair reporting as easy and cost free as possible.

There is a Passporting/Discretionary repair Scheme which enables vulnerable customers (elders and people with a limited range of serious disabilities) to be eligible for an extended listing of repairs.

There is a comprehensive section on diversity starting with the basic position of providing services in a non discriminatory manner, providing details of how information about diversity will be used to identify gaps in service provision, and how the resident profile and information provided by residents will be used to improve service delivery.

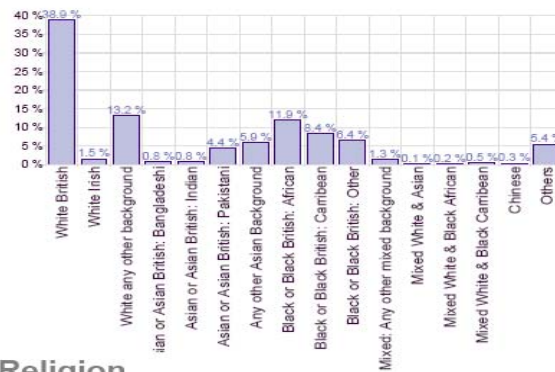
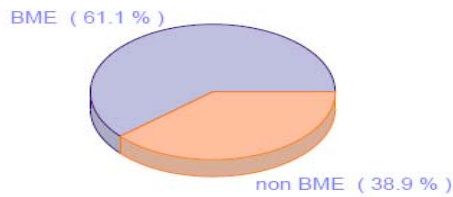
There is a scheme to assist vulnerable customers' homes, funded by the repairs budget. There is a clear approach to aids and adaptations.

3. Is there any evidence to suggest that this could affect minority ethnic groups, men and women, disabled people, lesbians and gay men, young and other people and faith communities. Is there an adverse impact? What are the reasons for this adverse impact?

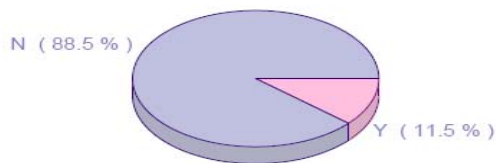
The following chart shows the current resident profile.

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

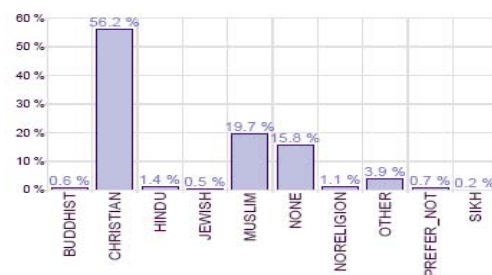
### Ethnicity



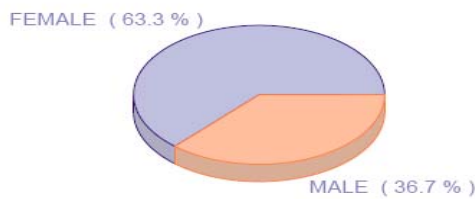
### Disability



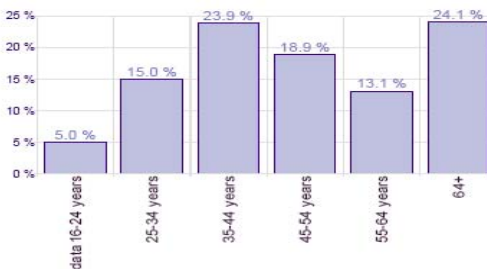
### Religion



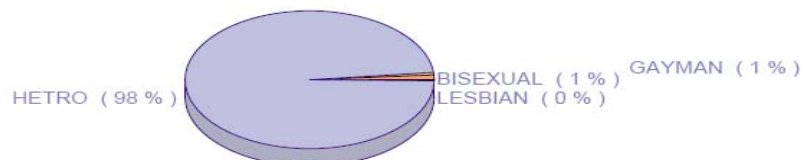
### Gender



### Age



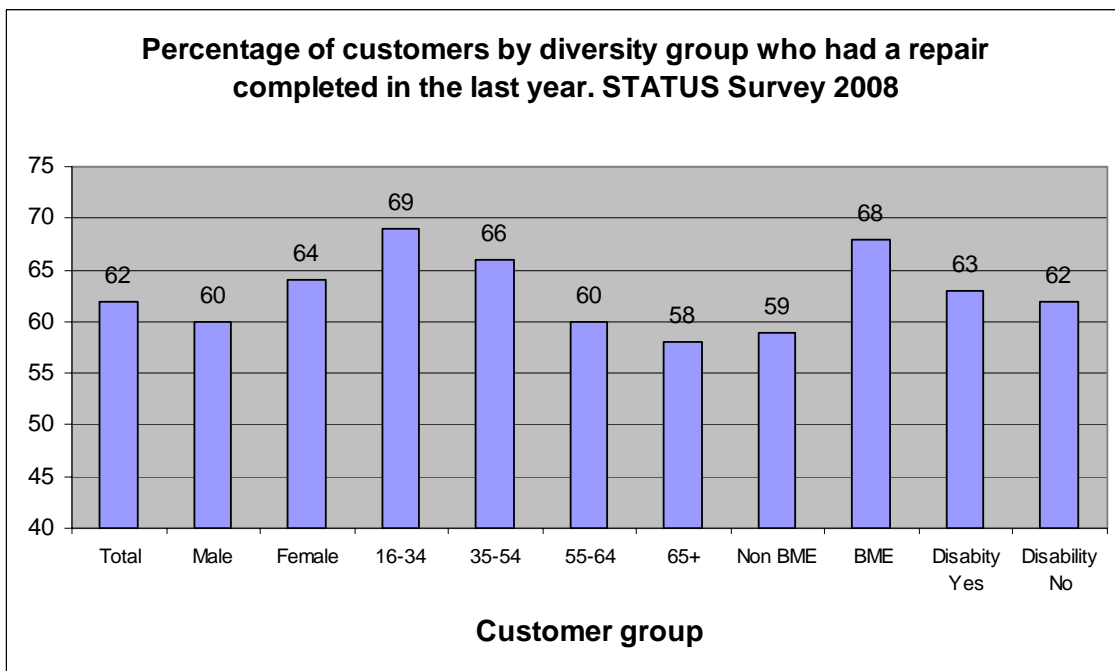
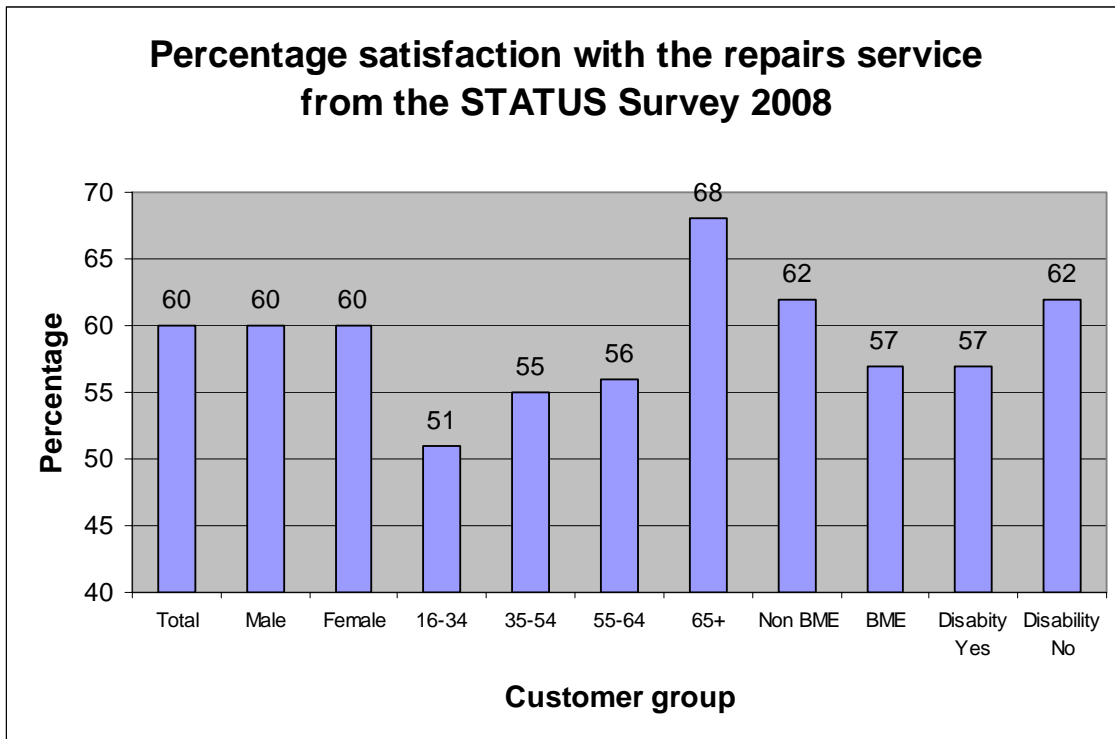
### Sexual Orientation



There may be an impact on customers who frequently incur rechargeable repairs, for example elders or vulnerable customers who lose their front door keys. The impact of this will be mitigated by a discretionary repair service for vulnerable groups.

The following charts show the level of satisfaction amongst diverse customer groups with the overall service, and the proportion of each diversity grouping who ordered a repair in the preceding year. The 16-34 age group has the lowest level of satisfaction. They also had the lowest levels of satisfaction with all aspects of the repairs service except for the overall quality of work. This could be due to higher expectations of the service, and dissatisfaction with the condition of their new home (new tenants are more likely to be within younger age groups). Satisfaction amongst BME and disabled customers is below overall satisfaction levels. There is a potential adverse impact on these customer groups from the delivery of the repairs service.

The End Table shows the level of satisfaction of diverse customer groups with various aspects of the repairs service. "The time taken before works started" was an area where BME customer satisfaction is four points below overall levels and this may be an area where remedial work can be carried out, perhaps around improving communication about the reasons for delay in carrying out repairs.



4. Please describe the evidence you have used to make your judgment. What existing data for example (qualitative or quantitative) have you used to form your

judgment? Please supply the evidence you used to make your judgment separately (by race, gender, disability, age, faith and sexual orientation etc).

STATUS surveys showing levels of satisfaction and the resident profile.

5. Have you consulted externally as part when drafting your policy? Who have you consulted? What methods did you use? And what have you done with the results i.e. how do you intend to use the information gathered as part of the consultation?

A Service Development Group of tenants and leaseholders worked with staff throughout the Best Value Review of the Repairs Service 2006. Tenants and Leaseholders were consulted on the content of the repairs and voids service standards in January 2009. The 'Tick scheme' group reviewed the service standards for plain English and user focus in June 2009. Customers were consulted at the Repairs Day in February 2009 and again at the second repairs day in November 2009. The results have been incorporated into the Repairs and Voids Management Policies.

6. Have you published the results of that consultation, if so, where?

The results of the Best Value review were sent to the SDG, the service standards will be published in January 2010.

7. Is there a public concern (in the media etc) that this function or policy is being operated in discriminatory manner?

No

8. If in your judgment, the proposed service/policy etc does have an adverse impact? Can that impact be justified? You need to think whether the proposed service/policy etc will have a positive or negative effect on the promotion of equality opportunity, if it will help eliminate discrimination in any way, or encourage or hinder good community relations.

The Repairs and Void Management policies will not result in an adverse impact on diverse customer groups. The policies will help to deliver more consistent and transparent services and should have an overall positive impact on the promotion of equal opportunity, help to eliminate discrimination in service delivery and foster good community relations. However there are lower levels of satisfaction amongst younger tenants, BME groups and disabled people – this needs to be addressed.

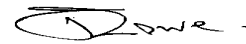
9. If the impact cannot be justified, how do you intend to deal with it?

Action Required	Lead Officer	Time Scale	Comments /Outcomes
Monitor customer satisfaction with the repairs service, and analyse whether services are being delivered fairly and equally to all customer groups.	Saadia Chowdhury	2010 STATUS Survey	
Monitor the profile of customers who complain about the repairs service, and address issues arising	Patricia Coghiel	March 2010	
Identify better ways to deliver services to younger customers, such as using new technology to improve communication.	Peter James	March 2010	
Provide customers with periodic updates on the likely waiting times for programmed works.	Peter James	March 2010	

10. Kindly provide separate evidence of how you intend to monitor the impact/actions in future

Performance against targets on repairs and void management will be reported to each Board meeting, and to contract panels each quarter. Performance and Development Committee will consider a detailed report on repairs performance twice a year, this will include performance against performance indicators and commitments given in the Repairs service standard.

If you need more space for any answers please continue on a separate sheet.



Signed by the manager undertaking assessment \_\_\_\_\_

Name John Lowe

Dated 4 January 2009 Position in the Company Head of Policy and Development