

## Appendix 2

# Initial Screening Equality Impact Assessment Form

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

- Review of Service Standards 2009

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?

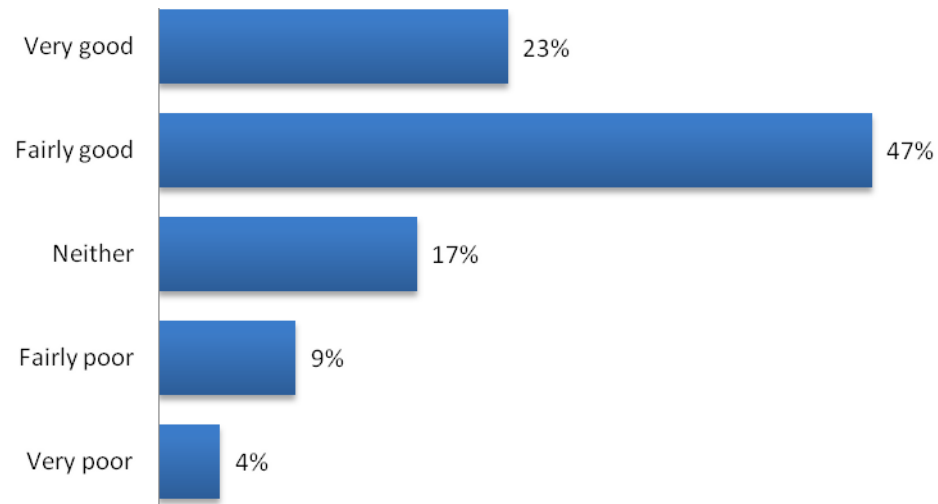
The review of service standards is designed to meet the Race Relations (Amendment) Act duty to promote equality of opportunity. It will do this by delivery of consistent performance by well trained staff, to agreed service standards, which have been set in consultation with residents.

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?

No, there appears to be no adverse impact. The service standards provide a measure/ benchmark for customers showing the level of the service that they can expect from Ascham Homes.

The following extract from the STATUS Survey 2008 indicates that 70% of tenants are satisfied that their landlord keeps them well informed.

**How well tenants' landlord is at keeping them informed about things that might affect them (valid responses only)**



Base = 944

Tenants with a family (17%) and those aged 35-54 years old (15%) were most likely to rate their landlord as poor in terms of keeping them informed. The careful and thorough distribution of service standards to all customer groups through a detailed communications plan should help to mitigate lower levels of satisfaction amongst tenants with a family and the 35-54 age group.

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. Results of a customer survey on the service standards dated Jan 2009. Results of two customer workshops in January 2009

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?

Yes, we consulted contract panels, customers through a large scale survey; we placed an item in the Waltham Forest Magazine inviting comments and held two workshops attended by nearly 40 customers. We used the results to improve the service standards – we revised the service standards in light of customer comments.

6. Have you published the results of that consultation, if so, where?  
Within the June 2009 report to Ascham Homes Executive Management Team “Service Standards”.

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 review of the service standards does not have an adverse impact.


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

N/A

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

STATUS Survey 2010 – satisfaction of customers with landlord keeping them informed.

**There is not an apparent high negative impact arising from the review of service standards and it is recommended that the Service Director decides that there is not a need for a full Equality Impact Assessment.**



Signed by the manager undertaking assessment

Name John Lowe

Dated 22 April 2009 Position in the Company Head of Policy and Development

Signed by the Service Director

Name Jan Taranczuk

Dated \_\_\_\_\_ Position in the Company Interim Director of Property and Investment