

EQUALITY IMPACT ASSESSMENT

This form is for use where an Equality Impact Assessment has not been carried out before on a service area. Please refer to the 'Equality Impact Assessment Toolkit' which provides guidance on completing the form.

Service area that is being assessed:	Responsive Repairs Voids Gas Servicing
Lead Officer/s:	Stephen Sheehan – Property Services Manager

Service Policies:	Service Procedures
Repairs & Maintenance Policy	
Void Policy	Voids & Lettings Joint Procedures
Rechargeable Works Policy	Rechargeable Works Procedure
Gas Servicing Policy	Gas Servicing Procedures

Legislation relating to the six strands of Diversity:			
Strand	Legislation	Purpose of the Legislation	HHL Documents
Race	Race Relation (Amendment) Act 2000	Places a duty on public authorities to promote racial equality by working towards the elimination of unlawful discrimination, promoting equality of opportunity & promoting good relations between persons of different racial groups.	Equality and Diversity Framework & Single Equalities Action Plan Code of Practice on Racial Equality in Housing - Audit
Gender	Sex Discrimination Act 1975 Equality Act 2006	Prohibits sex discrimination & victimization in relation to employment, education, housing & the provision of goods & services Introduces a duty on public sector bodies to promote equality of opportunity between men & woman & eliminate sex discrimination. Registered Providers have a regulatory duty in this respect.	Equality and Diversity Framework & Single Equalities Action Plan Gender Equality Scheme & Action Plan

Legislation relating to the six strands of Diversity:

Strand	Legislation	Purpose of the Legislation	HHL Documents
	Gender Recognition Act 2004	The purpose of the Act is to provide transsexual people with legal recognition in their acquired gender. Legal recognition follows from the issue of a full gender recognition certificate by the Gender Recognition Panel.	
Disability	Disability Discrimination Act 2005	Places a duty on all public authorities to eliminate disability discrimination & harassment, promote equality of opportunity between disabled & non-disabled people & take account of a disabled person's disabilities. Registered Providers have a regulatory duty in this respect.	Equality and Diversity Framework & Single Equalities Action Plan Disability Equality Scheme & Action Plan
Religion or belief	Racial/Religious Hatred Act 2006 Equality Act 2006	Makes it unlawful to stir up hatred against people because of their religious beliefs or lack of them. This can include criminal acts, anti-social behaviour, abuse or harassment or display of material that is threatening, abusive or insulting with the intention or likely effect of stirring up hatred. Makes it unlawful to discriminate on the grounds of religion or belief in the provision of goods, facilities & services.	Equality and Diversity Framework & Single Equalities Action Plan
Sexual Orientation	Equality Act 2006 Civil Partnership Act 2004	Makes it unlawful to discriminate on the grounds of sexual orientation in the provision of good, facilities & services. Provides legal recognition & parity of treatment for same-sex couples and married couples.	Equality and Diversity Framework & Single Equalities Action Plan
Age	Framework for a Fairer Future – Equality Bill	The Bill will include measures to end unjustifiable age discrimination by those providing goods, services & facilities.	Equality and Diversity Framework & Single Equalities Action Plan

Legislation relating to the six strands of Diversity:

Strand	Legislation	Purpose of the Legislation	HHL Documents
		Creating a single new Equality Duty on public bodies. The new duty will cover race, disability and gender, as now, but also include age, sexual orientation, gender reassignment and religion or belief, replacing the three existing, separate duties with a single, more effective framework	

Customer information literature *(include any relevant Corporate documents)*

- Customer information leaflet: 'Your Repairs Service'
- Customer Information leaflet: 'Property Standards for New & Transferring tenants'
- Gas Leaks – Customer Information Sheet
- No Electricity – Customer information Sheet
- Safety Checks – Customer Information Sheet
- Gas Safety Campaign – Bulletin 1, 2 & 3
- Solid Fuel Campaigns
- Communications Strategy, March 2007. The Communications Strategy is committed to promoting the principles of equality and inclusiveness. It aims to ensure that customers can communicate with us by removing any barriers that may prevent this. The Strategy sets out a commitment to provide information in Braille, Large Print, Audio format and other languages, where requested, to promote equality of access. External communications include a multi-lingual box advertising the availability of the information in alternative languages.
- Equality and Diversity Framework September 2008-2011 and Single Equalities Action Plan.

Performance Monitoring Information

Quarterly Key Performance Information:

- Percentage of routine repairs completed on time, year to date figure as at December 2008 = 99.6% (target = 98.5%)

Performance Monitoring Information

- Percentage of urgent repairs completed on time, year to date figure as at December 2008 = 99.9% (target = 99%)
- Percentage of emergency repairs completed on time, year to date figure as at December 2008 = 99.6% (target = 100%)
- Tenant satisfaction with the responsive repairs service as at December 2008 = 99% (target = 99%)
- Percentage of 'in-date' Gas Safety Certificates as at December 2008 = 99.89% (target = 100%)
- Number of 'out of date' Gas Safety Certificates as at December 2008 = 5 (target = 0)
- Overall property re-let times, year to date figure as at December 2008 = 17.5 calendar days (target = 20.0 calendar days)
- Solid fuel servicing - properties outstanding year to date figure = 0 (target = 0)

Please provide details of any initiatives or partnership working relating to equality and diversity issues

- We are in the process of collecting Resident Census data so that we can tailor our services to meet residents' needs. As at February 2009, the collection rate figure was 4,390 which is 78.5% of current residents – these figures include forms returned where the resident has identified they are not willing to provide the information.
- Emergency repairs can be reported out of normal working hours on 365 days a year.
- Trades colleagues daily activity involves visiting residents to carry out repairs. 'Personal Support Referral Cards,' have been introduced - a process through which a discrete referral can be made to Housing Management if they have concerns about a tenants welfare, vulnerability or other issues after visiting a property.
- We are in the process of 'rolling out' PDA (Personal Digital Assistant) technology which will enable Trades colleagues to fully access information on tenants' communication and diversity needs, and thereby respond accordingly, when visiting to undertake repairs.
- We are in the process of introducing 'scripts' to assist Contact Centre colleagues when processing vulnerable colleagues repair requests.
- Where there is difficulty gaining access to a property to undertake gas servicing, the Gas Access Procedures includes the requirement for a Housing Officer to complete a form relating to any 'vulnerabilities' that the tenant may have. The intention of this is to establish if there are any valid reasons why the tenant has not responded, before enforcement action is taken – this could include those relating to communication e.g. the resident does not speak or read English or any other issues such as mental ill health.

Colleague diversity training undertaken:

Event	Delivered by	Date/s
Equality & Diversity	Equality & Diversity Network	April 2007
Equality Impact Assessment Training (Managers)	Carol Trachonitis – Manager Herefordshire Council Corporate Diversity Team Neville Meredith - Herefordshire Council Corporate Diversity Team	May 2008

1. IDENTIFYING THE PURPOSE AND MAIN AIMS OF THE SERVICE?**1.1 List below the main aims of the service area:**

Service Aims:

- To ensure equality of opportunity and fair access to services. We recognise that the community we serve is made up of different backgrounds, religions and traditions with individual needs and expectations. We will ensure that we reflect this in the way we present and deliver services, in line with our Equality and Diversity Strategy.
- To engage with customers in a participative and empowering manner so that they have the opportunity to contribute and influence the future direction of our services.
- To fulfil our commitment to equality and diversity while delivering repairs and maintenance and gas servicing.
- To seek to identify and respond appropriately to the specific needs of our tenants and ensure that every resident is aware of the importance of the annual gas safety check and service.
- To positively promote the importance of gas safety to our residents through newsletters, bulletins, letters and local press, ensure that relevant information can be made available in audio versions, large print, Braille and in other languages.
- To let good quality, safe and secure accommodation to our customers.
- To meet our statutory, regulatory and contractual obligations in relation to gas servicing, responsive repairs and void properties.
- To plan for and provide adequate resources for immediate as well as long-term maintenance and improvement works; and provide an efficient and effective responsive repairs service to all our residents.

2. MAKING AN ASSESSMENT OF THE IMPACT OR EFFECTS ON DIFFERENT COMMUNITIES AND CUSTOMER GROUPS.

The Guidance Notes will help you complete the following section.

2.1 Race *(This includes, race, colour, nationality, ethnic origin, national origin).*

List below any relevant customer information that already exists in relation to the service. This could include monitoring information, customer feedback and consultation, complaints etc.

Resident Census Data: (as at February 2009)

Of the completed forms received 97.7% of residents describe themselves as White British. The remaining 2.3% describe themselves as follows:

	Total
White - Irish	18
Romany/Gypsy	6
Traveller	7
Any Other White background	41
Asian or Asian British - Indian	3
Asian or Asian British - Pakistani	4
Any other Asian background	2
Black or Black British - Caribbean	2
Black or Black British - African	4
Chinese	3
Mixed – White & Black Caribbean	3
Mixed – White & Asian	2
Mixed – White & Black African	1
Any Other mixed background	3
Any other Ethnic group	10

2.2 Identify the ways in which your service seeks to promote fair access to people who may be disadvantaged because of their race:

- The customer information leaflets relating to Repairs and Maintenance, Voids and Gas Servicing have a language box in Polish, Portuguese and Russian. This says what the leaflet is about and gives information on how to request a translation of the document. These languages are currently used, following advice from Herefordshire Council that they are the most commonly used minority languages in Herefordshire. It is recognised however, that this may not be the case for HHL tenants and that, when Resident Census data collection is completed, it may be necessary to review this to comply with the minority language needs of HHL tenants.
- Written procedures are in place for HHL colleagues to access interpreters and translation services. We will arrange for main documents to be translated, where necessary. The comprehensive step-by-step guide is available on our intranet. In addition, all front-line officers have received training in how to access the interpreter and translation service.
- All three of our offices, at Legion Way, City Centre and South Wye, have language

2.2 Identify the ways in which your service seeks to promote fair access to people who may be disadvantaged because of their race:

identification posters on display.

- Trades colleagues carry Language Line Identification cards, which enables a non-English speaking tenant to point to the language they require. The cards also provide information on how to access interpreters by telephone at the point of contact.
- HHL's website has the capability to translate key information, including repairs reporting, into Polish, Russian and Portuguese.
- Our Equality & Diversity Framework and Action Plan 2008-2011 sets out our commitment to do all that we can to eliminate discrimination in all areas of diversity, including race.
- Before recourse to legal action is considered in relation to access difficulties for gas servicing, a process is in place to ensure this is not due to communication issues e.g. difficulty understanding written or spoken English.

2.3 Identify any potential adverse impact or barriers:

- Potential language barriers – until census information data is completed for the majority of tenants we cannot be certain that the translation box printed on published information accurately reflects the language needs of HHL tenants.
- Potential repairs under-reporting – until the profile of those reporting repairs is analysed consistently against baseline resident profile data, we cannot be certain that adverse impacts or barriers are not operating for those who may be disadvantaged because of their race.
- Whilst the translatable information on our website gives information on how to report a repair the gas safety campaign bulletins and the Safety Checks Information Sheet is not currently translatable.
- Until satisfaction levels with these services are analysed consistently by race we cannot be sure that this equates equally with non-BME service users.
- Lack of awareness training on the needs of BME communities, specifically Portuguese and Eastern European residents.

2.4 Please list here any improvements that you think could be made for people experiencing disadvantage because of their race:

- Analyse census data to more accurately identify written language requirements and respond appropriately.
- Provide translatable information on the website relating to our gas safety campaign and the Safety Checks Information Sheet.
- Investigate potential under-reporting – if there is evidence to suggest this, identify why

2.4 Please list here any improvements that you think could be made for people experiencing disadvantage because of their race:

this is happening and the service improvements that are necessary to address this.

- Satisfaction Survey to be analysed annually against the diversity strands, including race, to ensure that satisfaction levels with the service are, at least, equal to those of non-BME service users.
- Put in place a plan to capture the remaining 20% of customer census data. It is probable that customers who have not returned a form include those whose first language is not English. Potentially, therefore, these customers include those who have the most difficulty in accessing information on service provision.
- Continue to identify minority populations amongst HHL tenants and put in place race awareness training tailored to meet these needs.

3.1 Disability:

List below any relevant customer information that already exists in relation to the service. This could include monitoring information, customer feedback and consultation, complaints etc.

Resident Census Data:

- 1,824 residents and their partners identified that they suffered from one or more disability. This equates to 38% of the replies received as follows:
 - Physical disability = 68.8%
 - Visual impairment = 9.9%
 - Hearing impairment = 14.9%
 - Mental ill health = 16.7%
 - Learning disability = 4.2%
 - 'Other' disabilities = 12.3%

(the above figures will not add up to 100% as an individual may have more than one type of disability)

399 households included someone who is carer (11.2%)

3.2 Identify the ways in which your service seeks to promote fair access to people who may be disadvantaged because of their disability:

People with physical or mobility impairments

- All three of our officers at Legion Way, City Centre and South Wye are wheelchair accessible.
- The Resident Census form asks about physical and mobility impairments. This information will be logged on our Orchard database and will enable Trade colleagues to provide a service, which is more effectively tailored to

3.2 Identify the ways in which your service seeks to promote fair access to people who may be disadvantaged because of their disability:

individual needs.

- The Census form also asks if residents need extra time to answer the door. If this is the case, trade colleagues are advised of this when visiting.
- Trade colleagues fit some Aids and Adaptations, below the value of £2,000 to residents properties to promote independent living e.g. grab rails, level taps, small ramps and step alterations. In order to ensure that any such works below the value of £250 are carried out quickly, there is no requirement for an Occupational Therapist (OT) referral and recommendation in such cases. Depending on the type of work we have time-scales for completion within 10 working days or 20 working days.
- Adapted void properties are advertised through Home Point as 'preference will be given to a disabled person' with details of the types of adaptations that have been carried out.
- When a property becomes void and it is designated for occupation by a disabled person we will redecorate any rooms that require it.
- All Disability Discrimination Act (DDA) Priority 1 works were completed by the end of November 2008. This included works to sheltered housing schemes such as combining two toilets into once wheelchair accessible toilet, widening doorways and new concrete ramps etc.
- The 'Accessibility' section of our website provides navigation assistance for people who have restricted mobility and may prefer to use the keyboard rather than a mouse to move around the site.
- Our Equality & Diversity Framework sets out our commitment to do all that we can to eliminate discrimination in all areas of diversity, including disability.
- In terms of our targets for responding to responsive repairs we will always try to work flexibly and where a disabled person may be disproportionately disadvantaged we will try to complete the repair sooner.

Identify any adverse impact or barriers:

- Potentially, attitudinal barriers – some people may have pre-conceived ideas about what disabled people are like, probably because they have had little contact with them in the past.¹ This can lead to patronising attitudes or intolerance. People can, unintentionally, adopt a discriminatory attitude by making an incorrect assumption about a disabled person.
- Potential under-reporting - until the profile of those reporting repairs is analysed

¹ Information taken from Disabled Living Foundation – Disability Awareness Factsheet

Identify any adverse impact or barriers:

consistently against baseline resident profile data, we cannot be certain that adverse impacts or barriers are not operating for those who may be disadvantaged because of their disability.

- Until satisfaction levels with the services provided by Property Services are analysed consistently by disability we cannot be sure that this equates equally with service users who are not disabled.

People with sensory impairments

- Our website has been constructed to conform to level Double-A of the WC3 Web Content Accessibility Guidelines 1.0:
 - There are three text sizes ranging from medium to extra large.
 - All pages have 'text only' versions; which allows the site to be viewed without any images or colour.
 - Once in 'text only' mode, the colour scheme of the page can be changed to suit individual needs.
 - The website has a browsaloud facility which enables all information on the website to be read out aloud.
- Our customer information leaflets, 'Your Repairs Service,' and 'Property Standards for New and Transferring Tenants,' can be made available in Large Print, Braille or on Audio Cassette.
- Written procedures are in place for HHL colleagues to access BSL signers. The comprehensive step-by step guidance is published on our intranet.
- All our office reception areas are fitted with mobile hearing loops.
- We will always try to tailor our service provision to meet the needs of individual residents, for example, we communicate with a resident with a hearing impairment by fax.
- The tenant census form asks about sensory impairments. This information will be logged on our Orchard database and will enable Officers to provide a service, which is more effectively tailored to individual needs.

Identify any adverse impact or barriers:

- Potentially, attitudinal barriers – as above
- Potential under-reporting – as above
- Lack of analysis of satisfaction levels by disability – as above
- Disabled people may find it difficult to carry out those property maintenance tasks which are the tenants responsibility such as decorating, changing batteries in smoke alarms, garden maintenance etc.

People with learning disabilities / Learning difficulties	<p>This section includes specific learning difficulties such as dyslexia, where the disability relates to reading, writing and spelling.</p> <p>Where this question has been completed on the Resident Census form, 10.7% of residents (303 people) where this question had been answered, said that they had had difficulties with reading and writing.</p> <ul style="list-style-type: none"> ▪ For people who have difficulties with reading and writing our information leaflets can be made available on Audio Cassette. ▪ Repairs can be reported by telephone or in person there is no requirement to put this in writing. ▪ The tenant census form asks about learning disabilities. This information will be logged on our Orchard database and will enable Officers to provide services, which are more effectively tailored to individual needs.
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Identify any adverse impact or barriers:

- Potentially, attitudinal barriers – as above
- Potential under-reporting – as above
- We do not currently have procedures in place to provide main information in easy read/pictorial formats
- Lack of analysis of satisfaction levels by disability – as above
- We are currently unaware if we need to have procedures in place to access Makaton signers.

People who use mental health services:	<ul style="list-style-type: none"> ▪ The Resident Census Form asks about mental ill health. This information will be logged on our Orchard database and will enable the provision of services, which are more effectively tailored to individual needs. ▪ Before recourse to legal action is considered in relation to access difficulties for gas servicing, a process is in place to ensure this is not due to a mental ill health issue.
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Identify any adverse impact or barriers:

- The nature of the mental ill health may in itself form a barrier to accessing services
- Potentially, attitudinal barriers – as above
- Potential under-reporting – as above
- Lack of analysis of satisfaction levels by disability – as above

People who have a non-visible condition such as epilepsy or diabetes:	<ul style="list-style-type: none"> ▪ People with epilepsy and diabetes are covered by the terms of the Disability Discrimination Act 2005, as both are considered to be long-term health conditions. ▪ The tenant census form asks about long-term illness. This information will be logged on our Orchard database and will enable Officers to provide a service, which is more effectively tailored to individual needs.
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Identify any adverse impact or barriers:

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| <ul style="list-style-type: none"> ▪ Potentially, attitudinal barriers – as above ▪ Potential under-reporting – as above ▪ Lack of analysis of satisfaction levels by disability – as above |
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3.3	Please list here any improvements that you think could be made for people experiencing disadvantage because of their disability:
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| <ul style="list-style-type: none"> ▪ Review customer care training, paying specific attention to the needs of disabled customers through the inclusion of Disability Awareness training. ▪ Satisfaction Surveys to be analysed annually to ensure that disabled service users are, at least, as equally satisfied with service provision as service users who are not disabled. ▪ Investigate if there is a need to put in place procedures to access main documents in easy read/pictorial formats. ▪ Investigate if potential under-reporting of responsive repairs is taking place. ▪ Make contact with all residents who have not used the repairs service for two years to ensure that this is not due to underlying factors such as mental ill health or other disability. ▪ Increase customer involvement in the development of the Disability Equality Scheme (DES) 2008-2011 and its associated Action Plan as this will impact upon the delivery of front-line services such as those relating to responsive repairs and gas servicing. ▪ Put in place a plan to capture the remaining 20% of customer census data. It is probable that customers who have not returned a form include those who have difficulty with reading and writing. Potentially, therefore, these customers include those who have the most difficulty in accessing information on service provision. ▪ Explore the option of a chargeable Handy Person Scheme. |
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4.1	Religion or belief
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List below any relevant customer information that already exists in relation to the service. This could include monitoring information, customer feedback and consultation, complaints etc.

i. Census Data:

	%
Christian	78.3%
Buddhist	0.3%
Hindu	0.0%
Muslim	0.2%
Jewish	0.1%
Sikh	0.1%
None	20.2%
Other	0.8%

The resident census data received to date shows that, of the tenants who indicated that they had a religion, only a small number identified this to be other than Christian.

4.2	Identify the ways in which your service seeks to promote fair access to people who may be disadvantaged because of their religion or belief:
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- Our Equality & Diversity Framework and Action Plan 2008-2011 sets out our commitment to doing all that we can to eliminate discrimination in all areas of diversity, including religion or belief.

4.3	Identify any adverse impact or barriers:
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- Potentially, a lack of awareness relating to cultural and religious sensitivities and observances. Colleagues may not be aware of:
 - cultural sensitivities when entering and working in people’s homes
 - times of religious observances when it may be inappropriate to visit
 - dates of religious festivals when it may be inappropriate to visit.
- Potential under-reporting - until the profile of those reporting responsive repairs is analysed consistently against baseline resident profile data, we cannot be certain that adverse impacts or barriers are not operating for those who may be disadvantaged because of their religion or belief.
- Until satisfaction levels services provided are analysed consistently by religion or lack of religion, we cannot be sure that these are consistent across the service.

4.4	Please list here any improvements that you think could be made for people experiencing disadvantage because of their religion or belief:
	<ul style="list-style-type: none"> ▪ Put in place processes to ensure that HHL colleagues are aware of religious and cultural sensitivities and that these are observed in service planning and delivery. ▪ Investigate if potential under-reporting is taking place through the analysis of the profile of those reporting incidents against baseline resident profile data. If there is evidence to suggest that this is the case, put in place mechanisms to identify why this is happening and the service improvements that are necessary to address this. ▪ Satisfaction Surveys to be analysed annually by all strands of diversity, including religion or belief, to ensure that satisfaction levels are consistent across our resident base. ▪ Develop a trade colleague Repairs and Maintenance Equality and Diversity Procedure Handbook.

5.1	Sexual Orientation
	List below any relevant customer information that already exists in relation to the service. This could include monitoring information, customer feedback and consultation, complaints etc.
	<p>Census Data</p> <ul style="list-style-type: none"> ▪ 0.7% of residents who have responded to this question identify themselves as Gay or Lesbian. ▪ 0.3% of residents who responded to this question identify themselves as Bisexual.

5.2	Identify the ways in which your service seeks to promote fair access to people who may be disadvantaged because of their sexual orientation:
	<ul style="list-style-type: none"> ▪ Our Equality & Diversity Framework and Action Plan 2008-2011 sets out our commitment to doing all that we can to eliminate discrimination in all areas of diversity, including sexual orientation.

5.3	Identify any adverse impact or barriers:
	<ul style="list-style-type: none"> ▪ Potential under-reporting – until the profile of those reporting responsive repairs is analysed consistently against baseline resident profile data, we cannot be certain that adverse impacts or barriers are not operating for those who may be disadvantaged because of their sexual orientation. ▪ Until satisfaction levels with the services provided are analysed consistently by sexual orientation we cannot be sure that these are consistent across our resident base. ▪ Potentially, negative stereotyping

5.4.	Please list here any improvements that you think could be made for people experiencing disadvantage because of their sexual orientation:
	<ul style="list-style-type: none"> ▪ Investigate if potential under-reporting is taking place through the analysis of the profile of those reporting incidents against baseline resident profile data. ▪ Satisfaction Surveys to be analysed annually by all strands of diversity, including sexual orientation, to ensure that satisfaction levels are consistent across our resident base. ▪ Ensure that front-line officer equalities training includes sexual orientation.

6.1	Identify the ways in which your service seeks to promote fair access to people who may be disadvantaged because of their age:
	<ul style="list-style-type: none"> ▪ Our Equality & Diversity Framework sets out our commitment to doing all that we can to eliminate discrimination in all areas of diversity, including age. ▪ When a property becomes empty and it is designated to be let to an older person we will redecorate any rooms that require it. ▪ In terms of our targets for responding to responsive repairs we will always try to work flexibly and where an older person may be disproportionately disadvantaged we will try to complete the repair sooner.

6.2	Identify any adverse impact or barriers:
	<ul style="list-style-type: none"> ▪ Economically active residents may not be accessing services because of employment restrictions – whilst repairs can be reported 24 hours a day, we do not currently undertake repairs outside of normal working hours. ▪ Potential under-reporting – this would include younger tenants who lack experience of independent living. Until the profile of those reporting repairs are analysed consistently against baseline resident profile data, we cannot be certain that adverse impacts or barriers are not operating for those who may be disadvantaged because of their age. ▪ Until satisfaction levels with repairs and gas servicing are analysed consistently by age we cannot be sure that these are consistent across our resident base.

6.3	Please list here any improvements that you think could be made for people experiencing disadvantage because of their age:
	<ul style="list-style-type: none"> ▪ Investigate if potential under-reporting is taking place through the analysis of the profile of those reporting incidents against baseline resident profile data. If there is evidence to suggest that this is the case, put in place mechanisms to identify why this is happening and the service improvements that are necessary to address this.

6.3	Please list here any improvements that you think could be made for people experiencing disadvantage because of their age:
	<ul style="list-style-type: none"> ▪ Satisfaction Surveys to be analysed annually by all strands of diversity, including age, to ensure that satisfaction levels are consistent across our resident base. ▪ Put in place plans to pilot an evening and Saturday repairs services.

7.1	Gender
List below any relevant customer information that already exists in relation to the service. This could include monitoring information, customer feedback and consultation, complaints etc.	
Census Data	
As at February 2009, 59.6% of tenants who had returned a Resident Census form were female and 40.4% were male.	

7.2	Identify the ways in which your service seeks to promote fair access to people who may be disadvantaged because of their gender:
	<ul style="list-style-type: none"> ▪ Our Equality & Diversity Framework sets out our commitment to eliminating discrimination in all areas of diversity, including gender.

7.3	Identify any adverse impact or barriers:
	<ul style="list-style-type: none"> ▪ All of our trade colleagues are male. There is the potential that some sole female residents may feel uncomfortable at being alone in a property with a male trade operative. This could, for example, be as a consequence of religious prohibitions or personal circumstances e.g. previous domestic abuse. ▪ Potential under-reporting - until the profile of those reporting responsive repairs are analysed consistently against baseline resident profile data, we cannot be certain that adverse impacts or barriers are not operating for those who may be disadvantaged because of their gender. ▪ Until satisfaction levels with responsive repairs and gas servicing are analysed consistently by gender we cannot be sure that these are consistent across our resident base.

7.4	Please list here any improvements that you think could be made for people experiencing disadvantage because of their gender:
	<ul style="list-style-type: none"> ▪ Put in place actions and targets to increase the number of women employed in the 'customer facing' maintenance service. ▪ Ensure all information relating to the service is gender neutral, or addresses specific issues relating to gender

7.4	Please list here any improvements that you think could be made for people experiencing disadvantage because of their gender:
	<ul style="list-style-type: none"> ▪ Investigate if potential under-reporting is taking place through the analysis of the profile of those reporting incidents against baseline resident profile data. If there is evidence to suggest that this is the case, put in place mechanisms to identify why this is happening and the service improvements that are necessary to address this. ▪ Satisfaction Surveys to be analysed annually by all strands of diversity, including gender, to ensure that satisfaction levels are consistent across our resident base.

8.1	Identify the ways in which your service seeks to promote fair access to people who may be disadvantaged for other reasons: <i>(This could include, for example, those experiencing rural isolation, or on low incomes etc)</i>
	<p>Awareness of responsive repairs and gas servicing are promoted through the following:</p> <ul style="list-style-type: none"> ▪ New tenants are provided with a 'Property Services Sign-Up Pack' which includes the 'Your Repairs Service' booklet. ▪ Information on gas servicing and the gas safety bulletins are included in the 'Sign-up Pack.' ▪ Rural Road shows have been undertaken to promote HHL services – a 'handyman' went along with the Road Show bus to undertake any small repair jobs requested by residents. ▪ Information on responsive repairs and gas servicing is available on our website.

8.2	Identify any adverse impact or barriers:
	<p>All work relating to responsive repairs and gas servicing is, by its very nature carried out in people's homes. There is no evidence to suggest that there are any barriers operating due to factors such as rural isolation or low household income, which would lead to a greater reluctance to report repairs and provide access for gas servicing.</p>

8.3	Please list here any improvements that you think could be made for people experiencing disadvantage for other reasons:
	<p>None Identified.</p>

3. PARTNERSHIP WORKING, PROCUREMENT AND COMMISSIONING

The following questions relate to the financial years 2008-2011 and only apply if your service area:

- a) has/or is employing a contractor/s and
- b) HHL's Standing Orders and Financial Regulations apply

3.1 How do you ensure contractor compliance with HHL's approach to equality and diversity?

Contractors are required to:

- a) provide details of their equality and diversity policies, which are checked to ensure compliance with our approach, or
- b) Sign a declaration confirming their commitment to adhere to HHL's policies whilst contracted

4. CONSULTATION

4.1 Please describe the consultation processes you have undertaken in relation to this Equality Impact Assessment:

- Consultation undertaken with the Herefordshire Tenants Disability Group at their meeting on 19th February 2009
- Consultation undertaken with the Rainbow Forum (LGB Group) on 26th March 2009
- Further consultation will need to be undertaken around issues relating to, for example, race. This will be done as part of the work that is being undertaken in our Tenancy Services Team to more effectively involve our BME residents.

5. ACTION PLANNING

- 5.1 Having completed your assessment of what needs to be changed, or what could be improved, the next stage is to identify what actions are necessary to achieve this. The Action Plan template that you will need to complete is the same as that used for annual service planning and is shown overleaf.

6. MONITORING AND REVIEW

- 7.1 Once you have completed the Equality Impact Assessment and Action Plan you will need to present this to the Diversity Working Group for approval.

7.2 Any agreed actions arising out of the Equality Impacts Assessment will need to be included in your annual service plan so that delivery can be monitored as an integral part of the service planning process.

Date Completed:	February 2009	Date presented to the Diversity Working Group:	31 st March 2009
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[Name of] Action Plan				
Ref	Specific Outcome	How this will be Measured	Milestones to Achieve this outcome	Realistic Timeline
Key to progress monitoring:				
RED	- danger. Not on schedule to meet deadline set. Extra work or resource needed to meet this Action or factors external to the team prevent it being met as planned.			
AMBER	- be alert. Work has commenced, extra resource (time, budget, people) have now been committed. Deadline will be met if progress continues in this way.			
Green	- Complete or on target to complete by given date			
A target date that needs to be amended for whatever reason will be struck through rather than deleted and a new date added				
Plan approved by:				Date: