

Equality Impact Assessment Form



Directorate: Housing & Inclusion

Completed by: Peter Morrison

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Subject Title: Customer Feedback – Tenant Scrutiny Review

1. DESCRIPTION

Is a policy or strategy being produced or revised:

No

Is a service being designed, redesigned or cutback:

Yes

Is a commissioning plan or contract specification being developed:

No

Is a budget being set or funding allocated:

No

Is a programme or project being planned:

No

Are recommendations being presented to senior managers and/or Councillors:

Yes

Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty (**Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations**):

Yes

Details of the matter under consideration:

Implementation of recommendations following a review by tenants of customer feedback

*If you answered **Yes** to any of the above **go straight to Section 3***

*If you answered **No** to all the above **please complete Section 2***

2. RELEVANCE

Does the work being carried out impact on service users, staff or Councillors (stakeholders):

Yes

If **Yes**, provide details of how this impacts on service users, staff or Councillors (stakeholders):

Better feedback from customers which should help inform service delivery for landlord services

*If you answered **Yes** go to **Section 3***

If you answered **No** to both Sections 1 and 2 provide details of why there is no impact on these three groups:

You do not need to complete the rest of this form.

3. EVIDENCE COLLECTION

Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	Tenants, staff & contractors
If the work being carried out relates to a universal service, who needs or uses it most? (Is there any particular group affected more than others)?	Changes to feedback mechanisms can affect all tenants who access landlord services
Which of the protected characteristics are most relevant to the work being carried out? Age Gender Disability Race and Culture Sexual Orientation Religion or Belief Gender Reassignment Marriage and Civil Partnership Pregnancy and Maternity	Yes Yes Yes No No No No No No
4. DATA ANALYSIS	
In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?	Tenants who have received a service from the Council acting as a landlord could be asked to provide feedback
What will the impact of the work being carried out be on usage/the stakeholders?	It is envisaged that the new processes will make it easier for service users to provide feedback
What are people's views about the services? Are some customers more satisfied than others, and if so what are the reasons? Can these be affected by the proposals?	More robust views are expected by tailoring communication methods with different service users
What sources of data including consultation results have you used to analyse the impact of the work being carried out on users/stakeholders with protected characteristics?	N/A
If any further data/consultation is needed and is to be gathered, please specify:	N/A
5. IMPACT OF DECISIONS	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	It is not anticipated that there will be a disproportionate impact on any group

6. CONSIDERING THE IMPACT

If there is a negative impact what action can be taken to mitigate it? (If it is not possible or desirable to take actions to reduce the impact, explain why this is the case (e.g. legislative or financial drivers etc.).

N/A

What actions do you plan to take to address any other issues above?

N/A

If no actions are planned state no actions

7. MONITORING AND REVIEWING

When will this assessment be reviewed and who will review it?

As feedback is returned data will be analysed to see if there is any disproportionate impact on people with particular protected characteristics