

Equality Impact Assessment
Key Findings
2009

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Communications.....</p> <p>Function, policy or proposal name: Branding Guidelines.....</p> <p>.....</p> <p>Function or policy status: Existing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>James Turner.....</p> <p>Date of assessment:06/02/09</p>	<p>This document contains no implications.</p>	<p>Continue to provide services. Review document if there are any changes in legislation.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Customer Services ..</p> <p>Function, policy or proposal name:.....</p> <p>Vulnerable Persons Policy</p> <p>Function or policy status: New (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Janet Clarke.....</p> <p>Date of assessment: 25.06.09</p>	<p>This policy has a positive impact on all equality strands. The aim is to ensure all of St. Leger Homes' services are accessible to all groups.</p>	<p>Monitoring systems are to be put into place and outcome, delivery and statistical information will be collated and analysed.</p> <p>Awareness to be raised to all. Information; to be sent out to all supporting organisations and housing associations, passed on through to contractors via customer care groups and E&D Steering group meetings, notifications to be published in Houseproud Magazine and vulnerability awareness to continue being raised during ongoing E&D training for staff.</p>

Completed Equality impact assessments	Key findings	Future actions
<p>Service Area: Communications.....</p> <p>Function, policy or proposal name: Sponsorship.....</p> <p>.....</p> <p>Function or policy status: Existing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>James Turner.....</p> <p>Date of assessment: 30/06/09</p>	<p>This document contains no implications.</p>	<p>Continue to provide services. Review document if there are any changes in legislation.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Capital Investment.....</p> <p>Function, policy or proposal name: Declines Policy</p> <p>.....</p> <p>Function or policy status: Existing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Kevin Middlebrook</p> <p>Date of assessment: 17/06/09</p>	<p>Policy was reviewed, due to decline previously been all elements.</p> <p>Analysis to be done.</p>	<p>Decline can now be per package/ Element.</p>

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<p>Service Area: Repairs and Maintenance.....</p> <p>Function, policy or proposal name: Repairs and Maintenance Policy.....</p> <p>.....</p> <p>Function or policy status: Existing (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Paul Lightfoot.....</p> <p>Date of assessment: 29th May 2009.....</p>	<p>Key utilities or appliances may not be available during the process of repairs.</p> <p>People with poor eyesight may walk into the area of works taking place.</p> <p>The tenant's receipts are only in English, where some tenants might be able to read this.</p> <p>No text repair reporting service available</p> <p>We only offer 4 hour appointment slots.</p> <p>Nothing in policy regarding tenants requesting gender specific needs</p>	<p>Consult with tenants Impact assess needs of tenant prior planning/start of works</p> <p>Consult with tenants Impact assess with tenant and put up barrier to prevent access.</p> <p>Look at the possibility of TASK being able to produce receipts in different languages where required</p> <p>Consult with tenants, review IT capability, review resources</p>

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<p>Service Area: Communications.....</p> <p>Function, policy or proposal name: Media Protocol.....</p> <p>.....</p> <p>Function or policy status: Existing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>James Turner.....</p> <p>Date of assessment: 06/02/09</p>	<p>This document contains no implications.</p>	<p>Continue to provide services. Review document if there are any changes in legislation.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Property Services</p> <p>Function, policy or proposal name: Gas and Solid Fuel Service and No Access policies</p> <p>.....</p> <p>Function or policy status: New (Solid Fuel) Updated (Gas)</p> <p>(new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Kevin Fisher / Terry Crossland</p> <p>Date of assessment: 5th June 2009.....</p>	<p>There are current processes in place for indentifying the cultural and diverse make up of SLHD customers. Information is gathered and is available, but this is on request or by consulting computer systems. Within Property Services this information is not available, at present, on their key reporting computer system. This has a minor impact by slowing down the process of identifying diversity information and putting some responsibility on the customer to inform of any needs.</p>	<p>That the Customer Profile Questionnaire information is made more accessible to proiperty services via their computer systems. This is an ongoing project and no definite target date has been set for this to take place.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Chief Executive Team</p> <p>Function, policy or proposal name: Freedom of Information Policy & Procedure.....</p> <p>.....</p> <p>Function or policy status: Existing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Linda Milan</p> <p>Date of assessment:28.09.09</p>	<p>SLHD provide document/s in alternative languages and formats</p>	<p>Continue to offer these services</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Customer Services</p> <p>Function or policy name: ASB Policy</p> <p>.....</p> <p>Function or policy status: Update of Existing Policy Document.</p> <p>Name of lead officer completing the assessment: Dave Abbott</p> <p>Date of assessment: 16 September 2009</p>	<p>Awareness and training of staff in mental health, gypsy and gay, lesbian and transgender issues.</p> <p>Ensure policy goes through Talkback when approved by all parties.</p>	<p>Training for staff required To be added to training plans.</p> <p>To submit to Talkback.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Customer Services</p> <p>Function, policy or proposal name: Tenant Participation Strategy, Tenant Compact and Tenant Consultation Procedure</p> <p>.....</p> <p>Function or policy status: Existing - Review..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Janet Clarke.....</p> <p>Date of assessment: 03/11/2009</p>	<p>SLHD promotes Equality & Diversity within all Schemes and follows a Single Equality Scheme. We provide support to Special Interest Groups. SLHD have a 'Buddy' Scheme, where members can attend and support newcomers.</p> <p>SLHD has a TARA Corner where people who may not otherwise be able to attend meetings can access information and give feedback via the internet. Feedback forms are available at all area offices, which can be completed and returned.</p> <p>Translations are available on request. Interpreters can be booked for meetings.</p> <p>This document supports communities working with outside agencies to develop safer stronger and sustainable communities. This document supports our Unity in the Community event.</p> <p>SLHD have a Mobile Display Unit, which is taken to community events to offer help, support and advice to tenants and residents. SLHD work closely with the Police by reporting Hate Crime.</p> <p>SLHD attend the LGB&T forum, working with outside agencies to assess the need of the community.</p>	

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<p>Service Area: Customer Services</p> <p>Function, policy or proposal name: Procedure for using Deaf Equipment</p> <p>.....</p> <p>Function or policy status: Existing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Nyssa Hird & Vivien Binks</p> <p>Date of assessment: 18.07.09</p>	<p>The Deaf equipment can assist tenants with breaking down communication barriers</p>	<p>Continue to offer this service to tenants within VFM guidelines</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Customer Services</p> <p>Function, policy or proposal name: Procedure to offer assistance through the Safe In Doncaster Scheme</p> <p>.....</p> <p>Function or policy status: Existing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Nyssa Hird & Vivien Binks</p> <p>Date of assessment: 18.07.09</p>	<p>This service can assist tenants with breaking down barriers and supporting them with links to mainsream services within the health care sector</p>	<p>Continue working in partnership with ChAD and supporting them with the SiD Scheme. Continue to signpost tenants on to ChAD services and offer support where required.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Customer Services</p> <p>Function, policy or proposal name: Procedure for requesting translations and interpretation...</p> <p>Function or policy status: Existing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Nyssa Hird & Vivien Binks</p> <p>Date of assessment: 18.07.09</p>	<p>The Braille and BSL service can assist tenants with breaking down communication barriers</p> <p>The translation & Interpretation service supports none English speakers breaking down language barriers</p>	<p>Continue offering services to tenants within VFM guidelines.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Customer Services</p> <p>Function, policy or proposal name: Procedure for processing a request for translations and interpretation</p> <p>.....</p> <p>Function or policy status: Existing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Nyssa Hird & Vivien Binks</p> <p>Date of assessment: 18.07.09</p>	<p>The Braille and BSL service can assist tenants with breaking down communication barriers</p> <p>The translation & Interpretation service supports none English speakers breaking down language barriers</p>	<p>Continue offering services to tenants within VFM guidelines.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Customer Services</p> <p>Function, policy or proposal name: Procedure for organising meetings, focus groups, consultations and the conduct of the attendees within the meeting</p> <p>.....</p> <p>Function or policy status: Existing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Nyssa Hird & Vivien Binks</p> <p>Date of assessment: 18.07.09</p>	<p>Offers all tenants a voice, opportunities to become involved and participate in shaping our services</p>	<p>Continue to work closely with the tenants and residents</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Customer Services</p> <p>Function, policy or proposal name: Procedure for contacting tenants with mental health issues.....</p> <p>.....</p> <p>Function or policy status: Existing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Nyssa Hird & Vivien Binks</p> <p>Date of assessment: 18.07.09</p>	<p>SiD offers support to people with mental health issues, we work to support ChAD in delivery of this scheme and sign post to their services</p> <p>SiD offers support to people who care for others with mental health issues, we work to support ChAD in delivery of this scheme and sign post to their services</p>	<p>Continue to work closely with the ChAD, continue to sign post tenants towards ChAD's services.</p>

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<p>Service Area: Customer Relations.....</p> <p>Function, policy or proposal name:</p> <p>.....</p> <p>Function or policy status: New (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Terry Killick</p> <p>Date of assessment:20/8/09</p>	<p>Previously, if we had been approached by a tenant with a physical disability that wanted to get involved with Reality Checking we may not have fully investigated the feasibility and just assumed that their lack of mobility would not allow them to carry out Reality Checks.</p>	<p>Following discussions if a physically disabled tenant does show an interest in becoming a Reality Checker we will fully investigate the possibility i.e. transport, extra assistance and accessibility. Such an addition to the team would have added benefits in terms of providing a new viewpoint on Reality Checks.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Customer Services</p> <p>Function, policy or proposal name:</p> <p>Tenancy Agreement</p> <p>Function or policy status: To promote sustainable communities. (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Ian Bateman</p> <p>Date of assessment:</p>		<p>Review the document on a regular basis to ensure it is fit for purpose. Also that it replicates on going changes to the Housing Act and housing legislation.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Customer Services</p> <p>Function, policy or proposal name: Procedure for carrying out Equality Impact Assessments</p> <p>Function or policy status: Existing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Nyssa Hird & Vivien Binks</p> <p>Date of assessment: 18.07.09</p>	<p>The EIA process is designed to identify any inequalities within SLHD Policies, Procedures, Schemes, Strategies and address these issues</p> <p>Actions created from the EIA will enforce equality through SLHD service delivery</p>	<p>Continue to carry out EIA's on all SLHD Policies, Procedures, Schemes and Strategies – Add all key findings onto the SLHD web page. All actions to be inputted into COVALENT.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Chief Executive Team</p> <p>Function, policy or proposal name: Data Protection Policy & Procedure</p> <p>.....</p> <p>Function or policy status: Existing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Linda Milan</p> <p>Date of assessment:28.09.09</p>	<p>SLHD provide document/s in alternative languages and formats.</p> <p>Monitoring system to be set up, to ensure the Principles contained within the Data Protection Act are adhered to.</p>	<p>Continue to offer these services.</p> <p>Devise monitoring systems and regularly test.</p>