

**SLHD Equality Impact Assessment**  
**Key Findings**  
**2010**

<b>Completed equality impact assessments</b>	<b>Key findings</b>	<b>Future actions</b>
<p>Service Area: Chief executive .....</p> <p>Function, policy or proposal name:.....            Communications Strategy            .....</p> <p>Function or policy status: New .....            (new, changing or existing)</p> <p>Name of lead officer completing the assessment:            James Turner .....</p> <p>Date of assessment: 16-Feb-2010 .....</p>	<p>St Leger Homes uses Big Word – a telephone translation service – so that non-English speaking customers can communicate with St. Leger Homes using this facility.</p> <p>The Communications Strategy takes account of equality and diversity issues and will be subject to an Equality Impact Assessment. Publications are available in a variety of languages, large print, audio tape / CD and Braille. These alternative formats are advertised as available in all our publications.</p> <p>The smallest font size St. Leger Homes uses is 9.5. Most publications are size 12 and the Tenants Newsletter HouseProud is currently produced in a large print and audio version. The audio version can be accessed via <a href="http://stlegerhomes.co.uk">stlegerhomes.co.uk</a></p>	<p>Continue to use the translation services and provide information to tenants on these services.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: ICT .....</p> <p>Function, policy or proposal name:.....</p> <p>Home Working Policy .....</p> <p>Function or policy status: Existing ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Steve Taylor .....</p> <p>Date of assessment: 29/07/2010.....</p>	<p>Aids work access and supports staff who may have mobility or access issues</p> <p>Supports family life and makes an allowance for people with dependants</p> <p>Provides clear guidance to staff on the need for security of both IT equipment and SLH information</p>	<p>Continue to support staff and provide clear guidance on the need for security of both IT equipment and SLH information</p>

<b>Completed equality impact assessments</b>	<b>Key findings</b>	<b>Future actions</b>
<p>Service Area: Empty Homes and Services.....</p> <p>Function, policy or proposal name: Gas Policy</p> <p>.....</p> <p>Function or policy status: New ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Lesley Saxelby</p> <p>.....</p> <p>Date of assessment: 16 April 2010.....</p>	<p>Religious Holidays may not be taken into account when making appointments for Gas Servicing,</p> <p>Automatically generated appointments only sent out in English – could be language barriers.</p> <p>Pictorial cards suggested for use by Gas Fitters on home visits. These could explain the work to be done / timescale to address language barriers.</p> <p>Consider adding strapline to bottom of gas servicing letters and ensure CPQ data being utilised in preparing letters..</p> <p>Unmet needs - Ensure CPQ information is accessed for vulnerable tenants e.g. knock loudly on back door or contact relative before visit etc.</p>	<p>To ensure that CPQ information is utilised and that gas servicing appointments give consideration to religious holidays and festivals.</p> <p>Ensure that appointment letters take into consideration language preferences from the CPQ information.</p> <p>Investigate use of pictorial cards for gas fitters to provide details of visit for those whose English is not their first language.</p> <p>Speak to DMBC who send out letter and liaise with Diversity and Comms re preparation of letters in new format</p> <p>Ensure that gas fitters have access to CPQ information before visits for vulnerable tenants.</p>

<b>Completed equality impact assessments</b>	<b>Key findings</b>	<b>Future actions</b>
<p>Service Area: ICT .....</p> <p>Function, policy or proposal name:.....</p> <p>Email Usage, Internet Usage, Mobile Communications and Acceptable Use Policy ...</p> <p>Function or policy status: New ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Steve Taylor .....</p> <p>Date of assessment: 29/07/2010.....</p>	<p>Staff usage is monitored for all staff equally and fairly.</p> <p>Provides clear guidance to staff on members on what is acceptable and prohibited use of IT facilities and equipment</p>	

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Customer Services.....</p> <p>Function, policy or proposal name:.....</p> <p>Equality &amp; Diversity Policy .....</p> <p>Function or policy status: Changing ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Nyssa Hird.....</p> <p>Date of assessment: 25.01.10.....</p>	<p>To ensure staff are using diversity information (CPQ data).</p> <p>Make wider groups eg – TARAs more aware of the policy and what it means to them and the services they should expect.</p> <p>Refresh staff on the Policy.</p>	<p>Reality checks to be carried out/ mystery shopping. Quarterly reports to be sent to board.</p> <p>Information to be given through the TARAs and the TARA training programme.</p> <p>Information to be delivered through the Core Brief. Staff training where needed. E&amp;D training at staff induction</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Business Performance.....</p> <p>Function, policy or proposal name: <b>Customer Access strategy</b></p> <p>Function or policy status: Existing ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment: Louise Cameron.....</p> <p>Date of assessment:04/01/2010.....</p>	<p>Face to face contact shown as preferable in the Status Survey and will be continued.</p> <p>Current service provision states that tenants have a choice to speak to someone in private – with use of a private interview room.</p> <p>Survey highlighted that more women than men have made contact.</p> <p>Review of all area offices to be carried out to ensure location and opening hours are suitable to users</p>	<p>Continue developing service to meet customer needs.</p>

<b>Completed equality impact assessments</b>	<b>Key findings</b>	<b>Future actions</b>
<p>Service Area: Customer Relations .....</p> <p>Function, policy or proposal name:.....</p> <p>Compensation &amp; Goodwill Policy.....</p> <p>Function or policy status: New ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Janet Walters .....</p> <p>Date of assessment: 31/08/2010.....</p>	<p>This document will not affect anyone physically. This document is available in alternate formats.</p> <p>This is a generic policy designed to support the needs of individuals. All tenants can request compensation. SLHD will ensure that a failed service is identified before gestures of goodwill or compensation payments are made.</p> <p>Compensation payments will be based on individual cases and circumstances.</p>	<p>Monitor the amount of compensation and goodwill gestures, to identify reasons payments are made. This information will then be used to identify service failure which will require improvement to ensure fewer payments are made in the future.</p>

<b>Completed equality impact assessments</b>	<b>Key findings</b>	<b>Future actions</b>
<p>Service Area: Communications .....</p> <p>Function, policy or proposal name:.....</p> <p>Communications Strategy .....</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: 26/07/10.....</p>	<p>The strategy will support the improvement of events, make better use of the MDU and strengthen communication with ward members and local agencies.</p> <p>All SLHD documents have the language strapline and are available in alternate formats.</p> <p>Posters etc, are designed to suit the audience</p>	

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Business Planning .....</p> <p>Function, policy or proposal name: Board &amp; Committee Succession Plan .....</p> <p>.....</p> <p>Function or policy status:New ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Linda Milan .....</p> <p>Date of assessment:09/03/10.....</p>	<p>The Board has an objective of its make up reflecting the local community. The Board is under-represented by people from Ethnic Groups and backgrounds, but we ensure the E&amp;D section is informed of vacancies and the under-representation is highlighted within these adverts. Young people are also under-represented on the Board. This is thought to be often due to childcare or work/education commitments. This has led to a high proportion of older people on the Board who are well established within their careers or retired.</p> <p>SLHD work towards a target of reflecting the community which we serve. If any group is recognised as being under-represented a small additional weighting during the short listing process.</p>	<p>Continue working with specialist groups to encourage new members – eg, DYTAG and the BME TARA. Advertise the benefits of joining the Board, eg, skills training and career opportunities.</p> <p>Research successful strategies employed by other ALMOs.</p> <p>Advertise the benefits of joining the Board, eg, skills training and career opportunities.</p> <p>Expand &amp; research advertising to the hard to reach groups.</p>

<b>Completed equality impact assessments</b>	<b>Key findings</b>	<b>Future actions</b>
<p>Service Area: Chief executive .....</p> <p>Function, policy or proposal name:.....  Communications Strategy  .....</p> <p>Function or policy status: New .....  (new, changing or existing)</p> <p>Name of lead officer completing the  assessment:</p> <p>James Turner .....</p> <p>Date of assessment: 16-Feb-2010 .....</p>	<p>St Leger Homes uses Big Word – a telephone translation service – so that non-English speaking customers can communicate with St. Leger Homes using this facility.</p> <p>The Communications Strategy takes account of equality and diversity issues and will be subject to an Equality Impact Assessment. Publications are available in a variety of languages, large print, audio tape / CD and Braille. These alternative formats are advertised as available in all our publications.</p> <p>The smallest font size St. Leger Homes uses is 9.5. Most publications are size 12 and the Tenants Newsletter HouseProud is currently produced in a large print and audio version. The audio version can be accessed via <a href="http://stlegerhomes.co.uk">stlegerhomes.co.uk</a></p>	<p>Continue to use the translation services and provide information to tenants on these services.</p>

<b>Completed equality impact assessments</b>	<b>Key findings</b>	<b>Future actions</b>
<p>Service Area: Corporate Services .....</p> <p>Function, policy or proposal name:..... 2010/15 Business Plan .....</p> <p>Function or policy status:..... Existing</p> <p>Name of lead officer completing the assessment:</p> <p>Sally Wilson .....</p> <p>Date of assessment: 30<sup>th</sup> March 2010.....</p>	<p>This document sets out our overarching corporate Vision, Values and Strategic Objectives. We have Strategies, Policies and Procedures in place to make sure that all of the above are delivered correctly with consideration to Equality and Diversity. All other linking documents will be impact assessed.</p>	<p>None required</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Business Planning .....</p> <p>Function, policy or proposal name: SLHD Service Standards .....</p> <p>.....</p> <p>Function or policy status: Existing ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Louise Cameron .....</p> <p>Date of assessment: 03/06/10.....</p>	<p>The website provide 24 hour access to information</p> <p>All area offices are DDA compliant. Format time delays have been taken into consideration to meet the service standards that have been set.</p> <p>Translation time delays have been taken into consideration to meet the service standards that have been set</p>	

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Property Services.....</p> <p>Function, policy or proposal name:.....</p> <p>Vehicle Tracking.....</p> <p>Function or policy status: New ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Mick Werritt .....</p> <p>Date of assessment: 04/03/10.....</p>	<p>The policy supports staff, offers added protection and security.</p> <p>The vehicle tracking system is designed to monitor usage and will assist with meeting Value for Money criteria.</p> <p>The tracking systems may also reduce crime and ASB.</p> <p>Analysing reports will assist with service delivery and could possibly reduce our carbon footprint in line with our Green Strategy.</p>	<p>Future developments in the tracking system itself will be considered as part of the Vehicle Tracking Policy's review and will be implemented, should it be beneficial to the company or staff.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Business Planning .....</p> <p>Function, policy or proposal name:.....</p> <p>Document Retention Policy .....</p> <p>Function or policy status: Existing ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Kay Cottam .....</p> <p>Date of assessment: 16/02/2010.....</p>	<p>Retention of SLHD documents is not yet monitored.</p> <p>For housing applications, information given from external organisations and agencies is only retained on a “need to know” basis. These documents are to be destroyed at the end of tenancy, unless the property is deemed as unsuitable.</p> <p>Translated documents are also covered by this policy</p>	<p>SLHD to look into suitable monitoring systems to ensure legal, financial and Data protection requirements are met.</p> <p>No future action to be taken</p> <p>No future action to be taken</p>

<b>Completed equality impact assessments</b>	<b>Key findings</b>	<b>Future actions</b>
<p>Service Area: Corporate Services .....</p> <p>Function, policy or proposal name:.....</p> <p>Anti Fraud and Corruption Policy.....</p> <p>Function or policy status: Existing (renewal) .... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Linda Milan.....</p> <p>Date of assessment: 28.05.2010.....</p>	<p>All cases will be dealt with on its own merit and in accordance to the circumstances. The 7 equality strands would impact o the operation or delivery of this policy.</p>	<p>Continue to use this policy to reduce the numbers of fraudulent actions</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Procurement .....</p> <p>Function, policy or proposal name: Value for Money Strategy .....</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 Coxon.....</p> <p>Date of assessment:12/04/2010.....</p>	<p>This strategy is intended to set a clear and unequivocal message that the purpose of VFM and efficiency is to deliver better services for our customers. Throughout this strategy we have made a number of statements to demonstrate our commitment to value for money.</p> <p>This strategy promotes partnership opportunities with other organisations. Customer feedback is used (diversity data is collected to help monitor services), to monitor service delivery.</p>	<p>Continue to provide customers with a high quality standard of work. Ensure Value for Money throughout the business.</p>

<b>Completed equality impact assessments</b>	<b>Key findings</b>	<b>Future actions</b>
<p>Service Area: Communications .....</p> <p>Function, policy or proposal name:.....</p> <p>Sponsorship Policy.....</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: 26/07/10.....</p>	<p>The project provides a benefit to council tenants and their communities. It acts as a kick-start for diversionary activities that will benefit communities. The Sponsorship Grant is designed to support local social enterprises.</p> <p>This policy is monitored against Equality &amp; Diversity information to ensure fairness.</p>	<p>Continue to support staff and tenants with sponsorship.</p>

<b>Completed equality impact assessments</b>	<b>Key findings</b>	<b>Future actions</b>
<p>Service Area: Capital Investment .....</p> <p>Function, policy or proposal name:.....</p> <p>Full Respite for Decency Tenants Policy .....</p> <p>Function or policy status: New ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Christine Murray .....</p> <p>Date of assessment:04/08/2010.....</p>	<p>Care for vulnerable tenants during decency works in their home will be given in line with Central Government's Department of Health criteria, St. Leger's policy for vulnerable tenants and individual needs.</p>	<p>Policy to be reviewed annually. Monitored and improved constantly.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Repairs and Maintenance</p> <p>Function, policy or proposal name: Repairs and Maintenance Policy</p> <p>Function or policy status: Existing</p> <p>Name of lead officer completing the assessment: Jackie Linacre</p> <p>Date of assessment: 1<sup>st</sup> July 2010</p>	<p>Requests for gender-specific operatives can be fulfilled in some trade areas. Where this is not possible we can send a gender-specific member of staff to accompany the operative.</p> <p>We offer appointments to fit around school opening times.</p> <p>We offer passwords to anyone who feels vulnerable.</p> <p>We offer a Big Word Telephone Interpretation Line service</p> <p>A letter sent in the customer's alternative language requested, informs how to contact SLHD using the Telephone Interpretation Language.</p> <p>Preventative Maintenance Letter translated into 8 Community languages</p> <p>The tenant repairs receipt and our calling cards include a strap line showing different languages – these can be translated on request.</p> <p>Vulnerable persons' policy in place</p> <p>IT includes diversity information gathered from CPQ to assist agents when raising repairs. This information is also passed to operatives.</p> <p>Vulnerable Persons' Policy in place</p> <p>Typetalk, Minicom and Hearing Loops and fax and email facilities available for customers to report repairs.</p> <p>Will work around people with disabilities. Our policy includes a commitment to ensure that utilities and appliances are kept available where required for vulnerable customers where repairs or major works are taking place.</p> <p>IT includes diversity information gathered from CPQ to assist agents when raising repairs. This information is also passed to operatives.</p> <p>Text messaging service available to confirm appointment date and time to tenant.</p> <p>Reporting on Web, email, fax and free phones in SLHD offices. A landline access number has been introduced for customers who wish to report repairs using a mobile</p>	

<b>Completed Equality impact assessments</b>	<b>Key findings</b>	<b>Future actions</b>
<p>Service Area: Customer Services.....</p> <p>Function, policy or proposal name:.....</p> <p>Income Management Strategy, Financial Inclusion Strategy and Rent Collection &amp; Arrears Policy .....</p> <p>Function or policy status: New ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Rebecca Wilkie.....</p> <p>Date of assessment: 29.01.2010.....</p>	<p>The Financial Inclusion Strategy promotes equality and raises awareness of available support.</p> <p>Translation requests can cause a delay in actions that English users might not necessarily encounter.</p> <p>Translations may cause a delay in services, causing indirect discrimination to other tenants</p> <p>Rent free weeks are based around Christian celebrations, which could cause offence to other religions or faith groups</p>	<p>Create a standard template for each language and kept on server for quick access. Legal documents must be translated separately</p> <p>Check the current wording and make alterations where necessary</p>

Completed Equality impact assessments	Key findings	Future actions
<p>Service Area: Property Services .....</p> <p>Function, policy or proposal name: Property Standard .....</p> <p>.....</p> <p>Function or policy status: Changing..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment: Sharon Adam .....</p> <p>Date of assessment: 20.04.10 .....</p>	<p>Written instructions on how to use the central heating system, to be given to tenants at appointment but these will not be available in other languages.</p> <p>Wardens Emergency Pull cords are not checked as part of the Property Standard or empty homes inspection on the property.</p> <p>Property Standards are to be shared with prospective tenants at viewing – CPQ data is not currently checked prior to visit</p> <p>Health &amp; Safety issues with lack of records available to establish if annual check has been carried out on hard wired smoke alarms in void properties.</p>	<p>Basic instructions may have to be translated into different languages if required need to liaise with Gas Section and Diversity once library of instructions has been set up.</p> <p>Central Control is aware is there are any faults on system as it is remotely monitored. But they have no objections to the empty homes surveyors testing the pull cords when they inspect the property as long as they inform Central Control of the test on 01302 323444. Need to incorporate into procedures.</p> <p>Checking of CPQ data need to incorporate into the accompanied viewing procedure.</p> <p>Central Control have advised that hard wired smoke alarms on yearly contract. Need to update empty homes procedures for electricians re fitting of smoke alarms.</p>

<b>Completed equality impact assessments</b>	<b>Key findings</b>	<b>Future actions</b>
<p>Service Area: Procurement .....</p> <p>Function, policy or proposal name:.....</p> <p>Procurement Strategy .....</p> <p>Function or policy status: Existing ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Kevin Coxon .....</p> <p>Date of assessment: 12/04/2010.....</p>	<p>SLHD actively encourage social enterprises and local businesses to apply for contracts within regulations.</p> <p>Diversity information is collected from all tender applications. The pre-qualifying process has been simplified for ease of use, making it more accessible to small businesses.</p> <p>EU directive ensure SLHD advertise all goods and services over £150,000 to the whole of the EU.</p>	<p>Procurement; Continue to develop ways to engage with local Businesses. Continue to promote E &amp; D with suppliers.</p> <p>Value for Money; Continue to develop ways to engage with local Businesses. Continue to pursue VfM whilst maintaining moral and ethical dimension.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Asset Management / Leasehold</p> <p>Function, policy or proposal name: Asset Management - Leasehold Team.....</p> <p>.....</p> <p>Function or policy status: Existing ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Kerry Brentnall.....</p> <p>Date of assessment: 1<sup>st</sup> November 2010 .....</p>	<ol style="list-style-type: none"> <li>1. There is a comprehensive Leaseholder Handbook in place that sets out to customers the services available.</li> <li>2. The team tailors service requirements to the needs of customers. This is possible by collation of CPQ information and one to one contact with customers.</li> </ol>	<ol style="list-style-type: none"> <li>1. Continue to collate CPQ information on Leaseholders.</li> </ol>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Capital Investment .....</p> <p>Function, policy or proposal name:.....</p> <p>Land Sales Policy.....</p> <p>Function or policy status: Existing ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Mervyn Hudson .....</p> <p>Date of assessment: 13/04/2010.....</p>	<p>There are no potential Equality Impacts. The document and its function are not advertised by SLHD, although information can be found on the SLHD website.</p> <p>Written applications to buy land can be made by a third party</p>	<p>Information to be made available on the SLHD website and in alternate languages and formats on request.</p> <p>Having consulted again with DMBC's Asset Management team the decision has been made not to promote this 'service'.</p> <p>Both DMBC's and SLHD Land &amp; Leasehold team's view is that this is a policy that was required to standardise the way we deal with unsolicited enquiries/requests to purchase small pieces of land which are directly connected to property already owned by the enquirer rather than a service they would want to promote. DMBC are not actively looking to dispose of the the pieces of land and, for various reasons, they are not able to respond positively to many requests.</p> <p>As DMBC are not obligated to sell the land any sales that are agreed are through a commercial arrangement.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Business Planning .....</p> <p>Function, policy or proposal name:.....</p> <p>IT Strategy .....</p> <p>Function or policy status: Existing - Review ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Steve Taylor .....</p> <p>Date of assessment: 17 Feb 2010.....</p>	<p>There are Proposals to improve: Customer access options Staff access from home and remote working.</p> <p>Offer IT training to staff and tenants</p>	<p>Improve customer access Improve home working and remote working access</p> <p>Assess training needs and develop training programme</p>

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<p>Service Area: ICT .....</p> <p>Function, policy or proposal name:.....</p> <p>Information Security Policy .....</p> <p>Function or policy status: New ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Steve Taylor .....</p> <p>Date of assessment: 29/07/2010.....</p>	<p>Usage monitored for all staff equally and fairly.</p> <p>Protects personal information of staff and customers.</p> <p>Provides clear guidance to staff and members on the importance of protecting both IT equipment and also SLH information</p>	

Completed Equality impact assessments	Key findings	Future actions
<p>Service Area: Customer Services.....</p> <p>Function, policy or proposal name:.....</p> <p>Income Management Strategy, Financial Inclusion Strategy and Rent Collection &amp; Arrears Policy .....</p> <p>Function or policy status: New ..... (new, changing or existing)</p> <p>Name of lead officer completing the assessment:</p> <p>Rebecca Wilkie.....</p> <p>Date of assessment: 29.01.2010.....</p>	<p>The Financial Inclusion Strategy promotes equality and raises awareness of available support.</p> <p>Translation requests can cause a delay in actions that English users might not necessarily encounter.</p> <p>Translations may cause a delay in services, causing indirect discrimination to other tenants</p> <p>Rent free weeks are based around Christian celebrations, which could cause offence to other religions or faith groups</p>	<p>Create a standard template for each language and kept on server for quick access. Legal documents must be translated separately</p> <p>Check the current wording and make alterations where necessary</p>

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<p>Service Area: Estate Management</p> <p>Function, policy or proposal name: Estate Management</p> <p>Function or policy status: (new, changing or existing) Existing</p> <p>Name of lead officer completing the assessment: Nikki Giles</p> <p>Date of assessment: 09/12/10</p>	<p>Insufficient parking available on estates. No support is offered to families of tenants who have passed away, with regard to rent payments and vacating the property. No support is offered to tenants who are moving, with regard to rent or removal. No Fencing budget available. Preconceptions and lack of education can result in young people being falsely accused of ASB. Sustainability Assessments are carried out after an offer has been made, this can result in a property being given to someone who will not be able to sustain a tenancy. Visits can be made at alternate location to suit the customers needs. E&amp;D training is delivered to staff on a regular basis. All Area Offices are Hate Crime Reporting Centres. A Traffic Light system is in place to identify potential vulnerability and sustainability issues. Target Hardening – Support for customers to remain within their property. Partnership working with other agencies to tackle and resolve all types of ASB. CPQ Data is collected and checked prior to visits. Hot Spot areas have been identified to address ASB. Tenancy Verification visit may identify vulnerability issues. Noise Nuisance Reporting service is advertised. Safeguarding procedures are in place and staff receive training on these. We have a special interest group for young people – DYTAG. We work in partnership with SY Fire to deliver Life Courses to young people. Quarterly Inspections are carried out. A Cleaning service is provided where required. End of Tenancy Surveys are inputted into SNAP and monitored. Dogs are now allowed to be kept in flats, with written permission, but the owner must sign and adhere to a Responsible Dog Owners Contract. Tenants can end their tenancies via telephone. We signpost to support services. Referrals to other organisations such as DIAL and Refurnish who can offer removal services to families of tenants who have passed away. Decoration packs are available to assist tenants.</p> <p>Detailed viewing is given to tenants. Welcome bowls are given to new tenants. Under 18's can now have a tenancy with a guarantor. CPQ Data is collected and checked prior to visits. Support is offered if required. Sensitive issues are handled in confidence. Welcome bowls are given to new tenants.</p> <p>Rechargeable repairs carried out can be repaid through a payment plan. If a new tenant is moving into a property, their rent will not be paid by benefits until they are actually in the property. If this causes a debt, this can be repaid through a payment plan.</p>	<p>Ensure the fencing policy is followed, this will ensure the budget is spent on priority cases.</p> <p>Further training for estates staff on the support networks available, particularly around mental health issues.</p> <p>Ensure translation service is available when requested &amp; try to use a family member / friend when there may be a delay in the service</p> <p>Investigate what other organisations do to help relatives when a tenant dies or is moving home.</p> <p>Investigate if the sustainability survey can be done at the allocations stage.</p>

Completed equality impact assessments	Key findings	Future actions
<p>Service Area: Estate Management</p> <p>Function, policy or proposal name: ASB</p> <p>Function or policy status: Existing (new, changing or existing)</p> <p>Name of lead officer completing the assessment: Nikki Giles</p> <p>Date of assessment: 09/12/10</p>	<p>Visits can be made at alternate location to suit the customers needs.</p> <p>E&amp;D training is delivered to staff on a regular basis. All Area Offices are Hate Crime Reporting Centres. A Traffic Light system is in place to identify potential vulnerability and sustainability issues. Target Hardening – Support for customers to remain within their property. Partnership working with other agencies to tackle and resolve all types of ASB. CPQ Data is collected and checked prior to visits. Hot Spot areas have been identified to address ASB.</p> <p>Tenancy Verification visit may identify vulnerability issues.</p> <p>Noise Nuisance Reporting service is advertised. Safeguarding procedures are in place and staff receive training on these. We offer same sex staff to attend visits on request. Domestic Violence support available for both sexes. Translations are available on request. BAME TARA attended by staff to discuss issues and offer support. Staff receive cultural awareness training. We offer same sex staff to attend visits on request. Handy Man service and gardening service is available on request. We have DDA compliant offices.</p> <p>We have many networks and can signpost to other support agencies.</p> <p>SY Fire service referrals and checks are made. Local lettings policies are being investigated. Support is offered if required. Sensitive issues are handled in confidence. We have a special interest group for young people – DYTAG.</p> <p>We work in partnership with SY Fire to deliver Life Courses to young people. Carers can report ASB on behalf of the tenant. Out of hours appointments may be given in exceptional circumstances. The Religious Calendar is used as a reference by all staff.</p>	<p>Ensure the fencing policy is followed, this will ensure the budget is spent on priority cases.</p> <p>Further training for estates staff on the support networks available, particularly around mental health issues.</p> <p>Ensure translation service is available when requested &amp; try to use a family member / friend when there may be a delay in the service</p>