



St. Leger Homes of Doncaster – Equality Impact Assessments (2007)

Listed below are the first round of Equality Impact Assessments undertaken during 2007:

<ul style="list-style-type: none">• Equality & Diversity Strategy• Race Equality Scheme• Disability Equality Scheme• BME Housing Strategy• Tenant Participation Strategy• Smoke Free Environment• Health & Safety Policy• Decent Homes Declines Procedure• Decent Homes Appeals Procedure• The Decent Homes Procurement Strategy• Consequential Damage Decoration Voucher,• Decent Homes Procedures x 4• Information Strategy for Leaseholders & Strategy for the Management of Leasehold Service	<ul style="list-style-type: none">• Business Continuity Plan• Emergency Plan• Sponsorship• Data Protection Policy• Investment Strategy• Value for Money Strategy• Procurement Strategy• Complaints & Compliments• Customer Care & Service Standards• Rent & Arrears Recovery Policy• Dealing with Vulnerable Tenants (Rents Team)• Tenancy Management,• Anti-Social Behaviour
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St. Leger Homes of Doncaster Equality Impact Assessments

Completed Equality Impact Assessments	Key Findings	Future Actions
<p>Function or Policy Name:</p> <p>Equality & Diversity Strategy</p> <p>Function or Policy Status:</p> <p>New</p> <p>Name of Lead Officer Completing the Assessment & Others Involved:</p> <p>Mahroof Hussain & Catherine Foster</p> <p>Date of assessment:</p> <p>24/4/07</p>	<p>The Equality & Diversity Strategy aims to promote equalities issues throughout the organisation and to our customers.</p> <p>It specifically aims to remove any adverse impact or barriers, to eliminate disadvantage and to promote equality for all.</p>	<p>Performance Management of the E&D Strategy to ensure it is fully implemented.</p> <p>To look at feasibility of providing written translations & audio versions of the summary E&D Strategy, upon request.</p> <p>Review of strategy and action plan with stakeholders planned for summer 2008.</p>

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Completed Equality Impact Assessments	Key Findings	Future Actions
<p>Function or Policy Name:</p> <p>Race Equality Scheme</p> <p>Function or Policy Status:</p> <p>New</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Mahroof Hussain, Catherine Foster & Viv Binks</p> <p>Date of Assessment:</p> <p>24/4/07</p>	<p>The RES aims to mainstream and promote race equality so that SLHD shows a continuous improvement in our performance.</p> <p>It specifically aims to remove any adverse impact or barriers, to eliminate disadvantage and to promote equality.</p> <p>Central to embedding race equality will be the implementation of the RES action plan across all of SLHD.</p>	<p>Performance Management of the RES to ensure it is fully implemented.</p> <p>To look at feasibility of providing written translations & audio versions of the summary E&D Strategy, upon request.</p> <p>Break down stat's to identify possible multiple inequalities, ensure information is available on Corporate HR System.</p> <p>Need to take into account religious needs of staff e.g. availability of prayer space</p> <p>Review of strategy and action plan with stakeholders planned for summer 2008. Particular engagement needed with Gypsy & Traveller community, as well as new communities of interest.</p>

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<p>Function or Policy Name:</p> <p>Disability Equality Scheme</p> <p>Function or Policy Status:</p> <p>New</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Mahroof Hussain, Catherine Foster & Viv Binks</p> <p>Date of Assessment:</p> <p>24/4/07</p>	<p>The DES aims to mainstream and promote disability equality so that SLHD shows a continuous improvement in our performance.</p> <p>It specifically aims to remove any adverse impact or barriers, to eliminate disadvantage and to promote equality.</p> <p>Central to embedding disability equality will be the implementation of the DES action plan across all of SLHD.</p>	<p>Performance Management of DES to ensure it is fully implemented.</p> <p>To look at feasibility of providing written translations & audio versions of the summary DES, upon request.</p> <p>Break down stat's to identify possible multiple inequalities, ensure information is available on Corporate HR System.</p> <p>Further consultation needed with SLHD staff that suffer from mental health.</p> <p>Disability monitoring needs to be included in equality questionnaires sent out by procurement team to contractors.</p> <p>Staff need to be monitored in terms of disability e.g. identifying under-representation of disabled staff within SLHD</p>

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<p>Function or Policy Name:</p> <p>BME Housing Strategy</p> <p>Function or Policy Status:</p> <p>New</p> <p>Name of the Lead Officer Completing the Assessment and Others Involved:</p> <p>Mahroof Hussain & Catherine Foster</p> <p>Date of Assessment:</p> <p>24/4/07</p>	<p>The BME Housing Strategy aims to meet the differing aspirations and needs of the communities we serve. We also have a legal obligation to provide a housing service that helps to eliminate unlawful discrimination and promote equality of opportunity and good race relations.</p> <p>Central to embedding the BME Housing Strategy will be the implementation of the BME HS action plan across all of SLHD.</p>	<p>Performance Management of BME Housing Strategy to ensure it is fully implemented.</p> <p>To look at feasibility of providing written translations & audio versions of the summary BME Housing Strategy, upon request.</p> <p>Analysis of allocations list (under new CBL Scheme) needed.</p> <p>Need to analyse BME tenants with mental health needs to improve access to services.</p> <p>Ongoing focus groups and surveys to assess accessibility of tenants.</p>

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<p>Function or Policy Name:</p> <p>Tenant Participation Strategy</p> <p>Function or Policy Status:</p> <p>Changing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Sue Bowie & Karl Chapman</p> <p>Date of Assessment:</p> <p>24/4/07</p>	<p>The Tenant Participation Strategy aims to help tenants participate effectively, as well as ensuring tenants groups are democratic & accountable. The overall outcome is to broaden opportunities for Tenants & Residents to become fully and meaningfully involved.</p> <ul style="list-style-type: none"> • Promote good community relations through TARA's • Range of methods for involvement have increased • Training provided promotes E&D • Positive feedback achieved from tenants 	<p>Ensure all information provided in an appropriate format e.g. strap-line on all leaflets etc</p> <p>Possibility of introduction packs for new TARA members to welcome and increase confidence levels.</p> <p>Ensuring TARA's are more representative.</p> <p>Risk assessments carried out on all existing venues. Explore alternative venues if current ones not accessible.</p> <p>Consider if there is a need for a women's group and aim to encourage better gender mix at all meetings.</p> <p>Religious Calendar of Involvement to be distributed amongst all TARA's</p> <p>Further rolling-out of Tenant Training Programme.</p>

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<p>Function or Policy Name:</p> <p>Smoke Free Environment</p> <p>Function or Policy Status:</p> <p>Changing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Susan Clarkson & Catherine Foster</p>	<p>The Smoke Free Environment Policy is directly influenced by the Health Act 2006 & will make virtually all (substantially) enclosed public and work places, including vehicles, smoke-free.</p> <p>The main findings of the policy include closely monitoring its effect on men due to more male employees being in the operative trade & the effects on disabled staff e.g. accessibility to a designated smoking area.</p>	<p>Continuing the promotion of healthy living amongst smokers & protecting non-smokers from potential harmful effects caused by passive smoking.</p> <p>Further awareness training on policy needed to prevent peer pressure amongst young people.</p> <p>Close monitoring of exclusion areas needed to ensure disabled staff able to access smoking zones.</p> <p>Close monitoring of impact on operatives who are unable to smoke when on duty and when in uniform.</p>

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<p>Function or Policy Name:</p> <p>Decent Homes Declines Procedure</p> <p>Function or Policy Status:</p> <p>Existing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Kevin Middlebrook & Dave Hanks</p>	<p>The Declines Procedures offers tenants a chance to decline capital works, (However, this is not an option if works are required for H&S reasons)</p> <p>Tenants with a disability have the option to choose what works they want.</p>	<p>Continue with giving disabled tenants the opportunity to decline an element of work</p> <p>Continue to monitor statistics as to why tenants are declining works.</p>

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<p>Function or Policy Name:</p> <p>Health & Safety Policy</p> <p>Function or Policy Status:</p> <p>Changing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Diane Marshall & Catherine Foster</p>	<p>The Health & Safety Policy enables SLHD to comply with current legislation and provides information to all employees on how to comply.</p> <p>Health & Safety legislation is designed to protect the health, safety and welfare of everyone at work, regardless of race, gender or ability.</p> <p>Health & Safety legislation allows for certain levels of justifiable discrimination.</p>	<p>Continue to closely monitor justifiable forms of discrimination.</p>

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<p>Function or Policy Name:</p> <p>Procurement Strategy</p> <p>Function or Policy Status:</p> <p>Existing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>John Brayshaw, Jane Davies & Joanne Crossley</p>	<p>The Procurement Strategy ensures that SLHD are complying with current legislation.</p> <p>E&D questionnaires part of contract monitoring</p> <p>Feedback available for unsuccessful tender applicants</p> <p>Access to alternative formats available upon request</p>	<p>Translation of tender documents will be considered upon request</p> <p>Proactive advertising needed in order to encourage tendering from under-represented groups. Better promotion of 'Meet the Buyer' days</p> <p>Increased monitoring & analysis of statistics e.g. in terms of race, disability & gender</p> <p>Encourage contractors to develop positive links with under-represented groups e.g. LGBT, Older People, Young People, People with Caring Responsibilities etc</p>

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<p>Function or Policy Name:</p> <p>Decent Homes Appeals Procedure</p> <p>Function or Policy Status:</p> <p>Existing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Kevin Middlebrook & Dave Hanks</p>	<p>The Decent Homes Appeals Procedure sets in place guidance for tenants on their right to appeal. The procedure aims to result in a more robust delivery of the Decent Homes programme, by ensuring that decisions made by officers working on the programme are open to the scrutiny of tenants.</p> <p>The procedure is open and transparent for all tenants to use, particularly because it is available in alternative formats.</p> <p>Appeals currently not monitored closely enough so unsure whether discrimination occurring.</p>	<p>Need to begin monitoring all appeals in terms of race, gender, age & disability. Monitoring tool to be created.</p>

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<p>Function or Policy Name:</p> <p>Business Continuity Plan</p> <p>Function or Policy Status:</p> <p>New</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Linda Milan & Ellie Kershaw</p>	<p>The Business Continuity Plan shows how SLHD would prioritise services and keep the business running in the case of disruption from an external influence.</p> <p>No adverse impact identified due to the policy being service based and not aimed at individuals</p> <p>All groups have been considered during the formulation of the plan</p>	<p>Gather feedback if and when the policy has to be implemented</p> <p>Need to monitor new starters in terms of possibility of staff having a disability. All managers to ensure that any service plans take individual needs into account.</p>

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<p>Function or Policy Name:</p> <p>Rent & Arrears Recovery Policy</p> <p>Function or Policy Status:</p> <p>Existing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Dave Harrison & Jeanette Nielson</p>	<p>The Rent & Arrears Recovery Policy sets in place specific guidance for staff on how to implement the process.</p> <p>Debt profiling exercise carried out on those cases submitted for court action, no particular groups showing as being disadvantaged.</p> <p>Wide range of payment methods and increasing number of contact methods.</p>	<p>No anomalies identified on policy, procedural issues to be investigated to ensure that all needs are catered for.</p> <p>Further consultation needed with suitable stakeholders to obtain a wider range of views on policy impact.</p>

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<p>Function or Policy Name:</p> <p>Emergency Plan</p> <p>Function or Policy Status:</p> <p>Existing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Linda Milan & Ellie Kershaw</p>	<p>The Emergency Plan provides information on how St. Leger Homes' Emergency Team will gather together incase of an emergency to provide an appropriate response.</p> <p>The policy was deemed to be non-exclusionist. The role forms part of the responsibility of the job holder e.g. Director of Business Planning and the post holder would therefore carry out the role regardless of race/gender/disability</p>	<p>No actions required</p>

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<p>Function or Policy Name:</p> <p>The Decent Homes Procurement Strategy</p> <p>Function or Policy Status:</p> <p>Existing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>John Brayshaw, Joanne Crossley & Jane Davies</p>	<p>The Policy aims to achieve the Doncaster Decent Homes Standard, secure best value for St. Leger Homes, create a flexible framework able to meet the changing needs of the stock & to meet the needs and aspirations of the stakeholders.</p> <p>Equality & Diversity monitoring is a part of the procurement process and in delivery throughout the life of the contract.</p>	<p>Procurement advertising to be extended to relevant forums and arenas to raise awareness.</p> <p>Robust monitoring of BME employees to review and inform future procurement.</p> <p>Need to encourage contractors to liase with Doncaster College on employment of female construction staff.</p> <p>Need to encourage contractors to work with disabled groups.</p>

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<p>Function or Policy Name:</p> <p>Data Protection Policy</p> <p>Function or Policy Status:</p> <p>Changing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Linda Milan & Ellie Kershaw</p>	<p>The policy objectives are to abide by data protection legislation, to ensure that customers are confident that any personal information will be handled sensitively, stored appropriately and not shared without permission.</p> <p>Possibility of some groups being unable to understand the policy e.g. learning disabled.</p>	<p>Introduce data request form to ascertain whether the service is being equally accessed.</p> <p>Consideration of introducing a data password to ensure that data is only shared 'safely.' Ensure any identification questions do not have any indirect racial discrimination.</p>

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<p>Function or Policy Name:</p> <p>Complaints & Compliments</p> <p>Function or Policy Status:</p> <p>Changing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Janet Walters & Gaile Peacock</p>	<p>The main aims & objectives of the Complaints & Compliments policy are to ensure customers that are unhappy with SLHD services have accessible methods of making a complaint, complaints are dealt with efficiently and fairly and complaints information is used to drive service improvements.</p> <p>Policy document itself does not have a 'strapline' for alternative formats.</p> <p>Policy and reporting mechanisms allow for monitoring by tenant group</p>	<p>Include strapline during policy review to ensure that all diverse groups can access the policy.</p>

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<p>Function or Policy Name:</p> <p>Sponsorship</p> <p>Function or Policy Status:</p> <p>Changing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Linda Milan & Ellie Kershaw</p>	<p>The policy aims to ensure a fair, consistent and transparent approach to requests and offers of sponsorship from the community & other organisations.</p> <p>There are no barriers to making an application. No diversity questions are asked as applicants generally represent a group, not themselves.</p>	<p>None identified.</p>

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<p>Function or Policy Name:</p> <p>Consequential Damage Decoration Voucher</p> <p>Function or Policy Status:</p> <p>Existing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Kevin Middlebrook & Dave Hanks</p>	<p>SLHD have decided to implement a new decoration voucher scheme which will replace the old 'consequential damage to decoration payment'. The new scheme will issue 'contribution vouchers' for Decency Works carried out and will assist the tenants in repairing any damages caused by works carried out.</p> <p>Adverse impact identified in terms of mobility issues e.g. tenants with physical or mobility impairments may be unable to decorate</p>	<p>Need to look at possibility of reviewing internal decoration scheme for those tenants physically unable to decorate.</p>

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<p>Function or Policy Name:</p> <p>Tenancy Management</p> <p>Function or Policy Status:</p> <p>Existing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Dave Abbott & Sharon Hoskins</p>	<p>The policy aims to outline key areas of tenancy management, mainly: breaches of tenancy agreement, estate management practices, issues connected with individual tenancies & arrangements for monitoring.</p> <p>Impact Assessment raised issues of how the tenancy agreement impacts on an individuals lifestyle. Targeted information needed of different minority groups. Joint Tenancies not widely advertised. Shortage of properties adapted for the disabled. Accessible housing register available. Clause in new tenancy agreement on domestic violence. Dogs only allowed in flats with own external entrance.</p>	<p>Inform customers of housing rights in connection with their tenancy by producing a leaflet on the policy & law concerning joint tenancies, succession, assignment, surrender & same sex couples.</p> <p>Identify location of properties allocated to disabled tenants to ascertain whether parking spaces are available and/or if tenants require a parking space.</p> <p>Identify if any problems with visually impaired people obtaining a property. Ascertain whether the housing registration form identifies if an applicant has a guide dog & whether such tenants would get priority under CBL.</p> <p>Improve understanding of the garden scheme by producing a leaflet to explain entry criteria and service standards.</p> <p>Work with mental health teams to understand problems and barriers to obtaining housing, in order to ensure applicants with mental health problems do not have difficulties accessing social housing.</p>

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<p>Function or Policy Name:</p> <p>Anti-Social Behaviour</p> <p>Function or Policy Status:</p> <p>Existing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Dave Abbott, Lesley Saxelby & Nikki Sharpe</p>	<p>The purpose of the ASB Policy is to ensure St. Leger Homes have a fair, transparent and consistent approach to how we prevent, tackle and react to reports of anti-social behaviour and neighbour nuisance.</p> <p>Need to identify satisfaction levels from BME communities in terms of racist crime being identified/monitored.</p> <p>Policy doesn't currently specify same sex officers in cases where domestic violence could be an issue. No current breakdown available of gender in terms of complainants/perpetrators.</p> <p>Possibility of a Target Hardening Scheme & a Sanctuary Scheme for victims of domestic violence.</p>	<p>Investigate whether we can identify ASB cases on SAFFRON by race, disability and gender as there could be a connection.</p> <p>Organise staff training on mental health and learning disabilities as there could be a problem of staff not fully understanding the problems experienced by people suffering from such conditions.</p>

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<p>Function or Policy Name:</p> <p>Information Strategy for Leaseholders & Strategy for the Management of Leasehold Services</p> <p>Function or Policy Status:</p> <p>Changing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Kerry Wilkinson & Lisa Wallace</p>	<p>Both policies set out the objectives for delivering and managing leasehold services.</p> <p>All leaseholders treated equally & all tenants are made aware of their right to purchase their property.</p> <p>Equality strap-line is on all leasehold documents & accessible venues used for all leasehold forums.</p> <p>Leaseholders team work with other agencies to resolve issues and provide assistance to leaseholders regardless of their ethnicity, ability or gender.</p> <p>Full consultation carried out with leaseholders to ensure transparency</p>	<p>Need to record all Leaseholder information, access of leasehold customer profile needs to be achieved in order to do this.</p> <p>CPQ Saffron Report needs amending in order to change system reports so that leasehold returns can be analysed.</p>

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<p>Function or Policy Name:</p> <p>Investment Strategy</p> <p>Function or Policy Status:</p> <p>Existing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Jane Davies & Julie Dobson</p>	<p>The Policy objectives are to enable sustainable and sound investment on properties as well as other investment objectives identified in policy.</p> <p>Indicators and assessment via this process do not take into account any customer profile information as the assessment is of stock conditions only and therefore no adverse impact is apparent.</p> <p>Adaptation work identified at stage of property survey and work undertaken with Decent Homes, thus minimising disruption for tenant & maximising impact while improving quality of life.</p> <p>Prioritisation of bungalows yet OAP's living in other accommodation are not prioritised</p>	<p>Review of indicators needed to take into account OAP's living on other estates, other than those with bungalows.</p>

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<p>Function or Policy Name:</p> <p>Value for Money Strategy</p> <p>Function or Policy Status:</p> <p>New</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Jane Davies & Dean Rothwell</p>	<p>The policy aims to support the Governments & DMBC's drive to achieve efficiencies and direct resources to areas of need and where it impacts on our customers.</p> <p>No adverse impact identified as efficiencies are sought across services, not at the expense of customers. Efficiencies are made to enable money to be redirected to service improvements.</p> <p>Information to customers on efficiencies is made available via the tenants newsletter – available in alternative formats.</p>	<p>None identified</p>

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<p>Function or Policy Name:</p> <p>Dealing with Vulnerable Tenants (Rents Team)</p> <p>Function or Policy Status:</p> <p>Existing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Dave Harrison & Jeanette Nielson</p>	<p>The procedure aims to cover those tenants who may be considered as vulnerable throughout the arrears process.</p> <p>The procedure covers a wide array of issues, which could result in arrears including: tenants whose first language is not English, Tenants who cannot read or write, tenants who have an allocated social worker/in receipt of social care services, tenants who have a learning disability, tenants who have a history of mental health problems/illnesses, tenants re-housed as homeless more than once in the past 2yrs, tenants awarded tenancies due to domestic violence, tenants who have had some tenancy support/voluntary agency support, tenants who have had/having major medical treatment & tenants who are under 18yrs old.</p> <p>Improvements to procedure made on a regular basis & will be continually assessed.</p> <p>Analysis of court actions reflect percentage breakdown of tenants e.g. similar gender mix going through courts as gender mix amongst tenants.</p> <p>Provision for disabled tenants to be visited at home by CAB worker</p>	<p>None identified due to many examples of positive impact.</p>

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<p>Function or Policy Name:</p> <p>Customer Care & Service Standards</p> <p>Function or Policy Status:</p> <p>Changing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Christine Tolson, Gaile Peacock & Janet Walters</p>	<p>The policy aims to inform customers of the level of services they can expect & sets out the standards in customer care.</p> <p>Strap-line needed for document to ensure all groups are able to read the service standards.</p> <p>Women with children can only access some services through area office e.g. mutual exchange register – some services try to accommodate during school runs but not all areas able to.</p> <p>No specific target for responding to minicom.</p> <p>Contact details for carers/support workers to be registered against disabled tenants records</p>	<p>All forms to be submitted online e.g. housing application, mutual exchange register etc.</p> <p>Ensure that all diverse groups can access the policy by including SLHD strap-line during policy review.</p> <p>Include target for responding to minicom during new policy and service standard review.</p>

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<p>Function or Policy Name:</p> <p>Decent Homes Procedures x 4 (Tenant Choice & Notification Works, Tenant Launch Event, Tenant Surgery Procedure & Post Scheme Meeting Procedure)</p> <p>Function or Policy Status</p> <p>Existing</p> <p>Name of the Lead Officer Completing the Assessment & Others Involved:</p> <p>Kevin Middlebrook & Rob Sleight</p>	<p>The main aims & objectives of the procedure are to assist in delivering the Decent Homes Programme.</p> <p>One of the main barriers identified was that tenant choice venues being used had sometimes been held in a public house where no alternative could be found.</p> <p>New trailer being launched to improve processes at the event as it will act as an alternative to the tenant choice venue. Possibility of monitoring tenants who did attend to analyse stat's.</p> <p>Demographics of areas assessed in order to ensure timing of events are convenient for all groups.</p> <p>Presentation at launch event both written and verbal.</p> <p>More stringent procedure in place now for inviting tenants to Choice Events.</p> <p>Also DVD now created due to being recognised as a need.</p>	<p>Need to attempt to source appropriate 'choice event' venues before an event is due to take place in a particular area.</p>