



## Equality Impact Assessment (EIA) Summaries

April 2010 – October 2010

Policy Being Assessed	Alerting staff to customers who pose a risk
Lead Officer	Marc Whalley
Reason for EIA	New Policy
Date Completed	12/04/2010
Summary	A significant component of the research for developing this policy centred around ensuring staff did not record their own prejudices when engaging with customers, and that only objective data relating to a genuine need to inform other colleagues of customers to protect staff safety. The policy goes into details as to what kinds of scenarios staff should be alerted to, to minimise as much as possible, the possibility that this policy could result in staff recording pieces of information about customers that aren't necessary.
Further Action	No negative impacts for any equality groups. EIA to be revisited in line with regular policy review.

Policy Being Assessed	Retirement Homes Schemes – Good Practice Guide
Lead Officer	Steve Kirkham
Reason for EIA	Review of Procedure
Date Completed	16.06.10
Summary	<p>The Good Practice Guide helps staff to take residents needs' into account for prior to the commencement of any works, for example respite facilities, health &amp; safety, communication methods (plain English, large text).</p> <p>Consultation was carried out with tenants in retirement housing schemes. Feedback included kitchen units being fitted too high. New units were therefore introduced that allowed the height of</p>

	cupboards to be easily adjusted. Lockable cupboards for storing medicine were also made standard rather than optional.
Further Action	There are some areas of the Good Practice Guide that need updating e.g. adding web links, clearer information relating to communication needs, cultural issues etc. The recommendations will be discussed at the document control group for review and implemented by September 2010.

Policy Being Assessed	Project Delivery Team Good Practice Guide
Lead Officer	Mike Haughan
Reason for EIA	Review of Procedure
Date Completed	14.09.10
Summary	<p>The function of the Good Practice Guide (GPG) is to provide clear guidance to the Project Delivery Team to enable them to take ownership of the project from inception to completion and the technical administration and management of a construction project.</p> <p>The GPG takes into account resident needs at all stages of the process, including communication needs and provision of respite facilities. It also ensures that minor adaptations are offered to tenants alongside the works, for example grab rails. Any major adaptations are to be referred to MEAP.</p>
Further Action	The Project Delivery Team will review each scheme to determine where lessons learned can be used to influence future projects.

Policy Being Assessed	Allocations Policy for new build Bungalows
Lead Officer	Anne Duffield
Reason for EIA	New Policy
Date Completed	31.07.10
Summary	<p>The Allocations Policy is for 32 new build bungalows funded through the LANB programme.</p> <p>30 of the 32 properties are available for people over the age of 60 only. This is due to Right to Buy legislation as well as the bid being premised on the</p>

	<p>properties being allocated to people who are releasing larger family properties. The policy is also written to ensure that applicants who have a medical need and need ground floor accommodation are prioritised. These are often older tenants.</p> <p>The bungalows are built to DDA2 and Homes for Life standard and are therefore suited to those with a disability. Due to the funding being allocated to also release family homes and therefore current tenants, there may be other applicants who cannot be considered for these homes at this time who live in the private sector or are lodging with family or friends. There may also be younger applicants who are not tenants who have a disability and require such accommodation.</p>
Further Action	<p>As this is a first let policy only then all properties from second let onwards will be let under MCCs Allocations Policy.</p> <p>While 30 of the properties will still be available for applicants over 60 only to mitigate the access to the RTB, where possible properties will not be restricted to the social tenure or those solely under-occupying family homes. This will give a wider access to these properties in the future mitigating many of the issues raised above.</p>

Policy Being Assessed	Complaints and Compliments Policy
Lead Officer	Sharon McBride
Reason for EIA	Policy Review
Date Completed	09.06.10
Summary	<p>The policy outlines systems and procedures in place to enable residents to give positive/negative feedback on the service, and to guide employees on how to respond.</p> <p>The original EIA was reviewed in line with the policy review. The process continues to monitor satisfaction trends and access to the complaints procedure for all equality groups. No new areas of concern were identified.</p>
Further Action	Review EIA in line with next policy review.

Policy Being Assessed	Dignity at Work Policy
Lead Officer	Lisa Fish
Reason for EIA	Revised Policy
Date Completed	13.04.10
Summary	<p>The policy aims to ensure that all employees are treated with dignity and respect, and work in an environment which is free from bullying and harassment. The policy also aims to raise awareness and understanding of the issue of bullying and harassment, to outline the responsibilities of all parties and to give details of how concerns and complaints will be managed and resolved.</p> <p>All areas of equality addressed in the policy. Data has not shown significant trends for any of the equality groups.</p>
Further Action	The policy and the EIA will be reviewed on an annual basis or more frequently if required. Training being delivered to all managers through the DEER programme on dignity at work. E&D Training in June 2010 will raise awareness to all other employees.

Policy Being Assessed	One 2 One Specialist Advisors Service - Pilot
Lead Officer	Tara Kelly
Reason for EIA	New Initiative
Date Completed	26.04.10
Summary	<p>One 2 One aims to provide extra support to residents with learning disabilities or mental health problems to contact Northwards over the telephone.</p> <p>The services will be piloted over a six month period. Tenants will be registered as One 2 One members and will be given a telephone number to put them in direct contact with specialist advisors at the Customer Services Centre, whom they will have had the opportunity to meet and discuss their individual support and communication requirements.</p> <p>While it is envisaged that service will positively impact on the lives of vulnerable tenants, the EIA raised concerns that the word of mouth promotion of the pilot may indirectly exclude tenants whose first language is</p>

	not English.
Further Action	If the pilot is successful and it is agreed to open it out to all tenants, Northwards must ensure that the service is promoted equally to all tenants including those tenants whose first language is not English.

Policy Being Assessed	Party Wall Good Practice Guide (GPG)
Lead Officer	Elliot Simm
Reason for EIA	Review of Procedure
Date Completed	23.08.10
Summary	<p>This GPG provides guidance for staff where proposed building works may involve the implementation of the Party Wall Act 1996. This will apply where works are commissioned by Northwards and where work is to be carried out by contractors working adjacent to privately owned properties.</p> <p>The Act requires agreement from owner occupiers that allows work to be undertaken to the party wall of adjoining properties. There are potential issues that could arise if the initial communication process is not undertaken as per the procedure. Although there is a potential for negative impacts on particular groups, no evidence of this has been gathered during the undertaking of this EIA.</p> <p>Careful consideration of the needs and requirements of all groups should continue to minimise any disputes.</p>
Further Action	Amendments to the GPG are to be forwarded to the document review group for further consideration and discussion. This will ensure that the GPG mitigates, as far as possible, against less favourable service or treatment to any groups or individuals. Target date for completion is November 2010.

Policy Being Assessed	Family Friendly Policy
Lead Officer	Lisa Fish
Reason for EIA	Revised Policy
Date Completed	01.06.10

Summary	<p>The policy aims to support employees to balance their working life with personal commitments. It promotes and reinforces work life balance, ensures the process is fair and helps to reduce the cost of absence by the provision of alternative unpaid leave.</p> <p>No negative impacts were highlighted for any groups. A range of positive benefits for employees included carers leave, grandparents leave and time off work for hospital appointments.</p>
Further Action	<p>The policy and the EIA will be reviewed on an annual basis or more frequently if required. KPI's are produced monthly to calculate to usage of the policy - the new HR system will enable monitoring by equality stand.</p>