

Cambridge City Council

Equality Impact Assessment

What is this template for?

Completing this template will help you to think about what the impact of existing or new strategies, policies, plans, projects, contracts, major changes in services or decisions may be on service users, residents and staff. It will help you to deliver better services by making sure that, as far as possible, they reflect the needs of all our citizens, and of our staff.

When do I need to do an Equality Impact Assessment?

You only need to do an Equality Impact Assessment if your strategy, policy, plan, project, contract, major change in service or decision is **relevant** to equality. The 'relevance test' in the General Guidance notes will help you to decide whether your activity is relevant to equality. The assessment is now a single stage rather than a three stage process as previously.

How do I use the template?

The template is easy to use. You do not need to have specialist 'equalities' knowledge to complete it. It asks you to make judgements based on evidence and experience. There are guidance notes to help you complete this template, which you can refer to. You can also get advice from Andrew Limb, Head of Corporate Strategy on 01223 457004 or email Andrew.limb@cambridge.gov.uk or from your departmental Equalities Link Officer.

Equality Impact Assessment

General Information				
1.	Title of strategy, policy, plan, project, contract, major change in service or decision:	HRA Repair and Maintenance Improvement Plan		
2.	What is the objective or purpose of the strategy, policy, plan, project, contract, major change in service or decision?	<p>Improve the efficiency of the Repairs and Voids Service, making monetary and time savings.</p> <p>Increase turnover per operative.</p> <p>Implement IT system which is fit for purpose.</p> <p>Improve services to customers and increase customer satisfaction.</p>		
3.	Who will be affected by this strategy, policy, plan, project, contract, major changes in services or decision? <i>(Please tick those that apply)</i>	<table border="1"> <tr> <td> <input checked="" type="checkbox"/> Residents <input type="checkbox"/> Visitors <input checked="" type="checkbox"/> Staff </td> <td> A specific client group or groups (please state): Customer Service Centre City Homes Housing Management Board </td> </tr> </table>	<input checked="" type="checkbox"/> Residents <input type="checkbox"/> Visitors <input checked="" type="checkbox"/> Staff	A specific client group or groups (please state): Customer Service Centre City Homes Housing Management Board
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4.	What type of strategy, policy, plan, project, contract, major change in service or decision is this? <i>(Please tick)</i>	<input checked="" type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Existing		
5.	Responsible department, section, service manager and Head of Service.	Department: Resources Section: Estates and Facilities Service Manager: Hilary Newby, Improvement Plan Manager Head of Service: Bob Hadfield		

6.	Are other departments or partners involved in delivering this strategy, policy, plan, project, contract, major change in service or decision?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes (please give details): Customer Service Centre Housing Management Board Corporate ICT City Homes
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Gathering Performance Data

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| 7. | How do you (or how will you) monitor the impact of the strategy, policy, plan, project, contract, major change in service or decision?
<i>(Please tick any that apply and give examples e.g. bench marking with the Housing Quality Network)</i> | <ul style="list-style-type: none"><input checked="" type="checkbox"/> Performance indicators/targets (including end to end times produced through lean systems)<input checked="" type="checkbox"/> Benchmarking with other organisations<input checked="" type="checkbox"/> User satisfaction survey results (tenant and staff)<input checked="" type="checkbox"/> Consultation results<input checked="" type="checkbox"/> Complaints information<input type="checkbox"/> Freedom of Information requests<input type="checkbox"/> Service uptake data<input type="checkbox"/> External verification e.g. inspection results, views of organisations representing equalities groups<input checked="" type="checkbox"/> Staff survey results<input type="checkbox"/> Workforce monitoring data<input type="checkbox"/> Partnership consultation<input checked="" type="checkbox"/> Other (please state:) budget monitoring and monitoring of turnover per operative.<input type="checkbox"/> None |
|----|---|---|

8.	<p>Which of the equalities groups does this monitoring data relate to? (Please tick any that are relevant)</p> <p>Repairs currently provide minor adaptations for disabled/elderly tenants and do repairs that are normally tenant responsibility for this group of people also.</p>	<p><input checked="" type="checkbox"/> Age</p> <p><input checked="" type="checkbox"/> Disability</p> <p><input type="checkbox"/> Gender/transgender (inc gender re-assignment, pregnancy and maternity)</p> <p><input type="checkbox"/> Marriage and Civil Partnership</p> <p><input type="checkbox"/> Race</p> <p><input type="checkbox"/> Religion/belief</p> <p><input type="checkbox"/> Sexual orientation</p> <p><input type="checkbox"/> None</p>	<p>Other factors that may lead to inequality e.g. social class, income or financial exclusion, children in care, ex-offenders (please state):</p> <p>If we reviewed tenant responsibility and increased the scope of jobs which classed as being tenant responsibility this could have financial impact on those on low incomes or possibility affect the service we currently provide to elderly or disabled.</p> <p>Recharging of tenants is to be examined as part of this project. If recharges were to be pursued more rigorously those would have a financial impact on tenants.</p> <p>Following the above we may have to review the EQIA impact assessment accordingly as it is not possible to forecast probable impact currently.</p> <p>If you collect different monitoring data for different groups for different aspects of your service please give details here:</p>
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Analysing Performance Data

		Same impact	Not same impact	Positive (P) / / Negative(N)	Insufficient evidence	
9.	Using the monitoring information that you have or will be collecting, please indicate if the impact of the strategy, policy, plan, project, contract, major change in service or decision is/is likely to be the same	Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Gender (Inc pregnancy and maternity)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

for the equalities groups as it is for the population or the workforce as a whole.	Transgender (<i>inc gender re-assignment</i>)	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Marriage and Civil Partnership	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Race	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Religion/belief	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Sexual orientation	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other factors that may lead to inequality (please state):				
	1. Implementation of technology to front line staff not used to using IT.	<input type="checkbox"/>	<input type="checkbox"/>	N	<input type="checkbox"/>
	2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	None	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Equalities Group Affected	What the potential negative impact is	Evidence of potential negative impact if there is any.
10.	<p>List and explain any negative impacts identified in Qu 9. State which equalities group is/may be affected, what the negative impact is/may be and give details of any evidence of this impact/potential impact e.g. document titles, web links.</p> <p>If you have no evidence of the negative impact but believe it may exist, please say so.</p>	Age	Unable to use technology to maximum capability impacting on doing the job.	Some staff unable to use mobile phones to send or receive texts or pick up voicemail messages.

11.	<p>Are or will people from equalities groups take up services associated with the strategy, policy, plan, project, service, contract, major change in service or decision at the same rate as the population or the workforce as a whole?</p> <p><i>(Please tick)</i></p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Insufficient evidence</p>	<p>If no, please provide details....</p>
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12.	<p>Is your strategy, policy, plan, project, service, contract, major change in service or decision likely to exclude or disadvantage equalities groups in the longer term?</p> <p><i>(Please tick)</i></p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input checked="" type="checkbox"/> Insufficient evidence</p>	<p>If yes, please indicate which groups will be affected and what the impact will be...</p>
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Conclusions and Next Steps		
14.	a) The evidence has not identified any disadvantages or negative impacts.	No further action required. Sign off this form and send to Andrew Limb, Head of Corporate Strategy, Andrew.limb@cambridge.gov.uk who will arrange for it to be published on the Internet and Intranet.
	b) The evidence indicates that there are no disadvantages or negative impacts that cannot be easily addressed.	Complete the Action Plan X
	c) It has not been possible to say whether or not there is a disadvantage or negative impact e.g. there is insufficient evidence.	Go to Question 15 X
	d) The evidence indicates potential disadvantages or negative impacts that cannot be easily addressed.	Complete Action Plan

Gathering additional information

15.	<p>What additional evidence are you going to gather? <i>(Please tick any that apply)</i></p>	<p><input type="checkbox"/> Advice from experts</p> <p><input type="checkbox"/> Demographic profile e.g. Census</p> <p><input type="checkbox"/> Existing consultation results</p> <p><input type="checkbox"/> Existing user data</p> <p><input type="checkbox"/> External verification e.g. expert views of people/organisations representing equality group(s)</p> <p><input type="checkbox"/> Local needs analysis e.g. Joint Strategic Needs Assessments</p> <p><input type="checkbox"/> National best practice information e.g. Audit Commission reports</p> <p><input checked="" type="checkbox"/> New consultation with a specific equality group(s)</p> <p><input type="checkbox"/> Research reports</p> <p><input checked="" type="checkbox"/> Relevant staff group expertise</p>	<p>Other <i>(please state)</i>:</p>
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16.	If you have any additional comments please add them here.	It is intended to do a further EQIA at the end of the project on new processes and procedures that will have been put in place to ensure equality for tenants and staff.
Completion		
17.	Name and job title of assessment lead officer:	Rowena Pilsworth, Improvement Plan Support Officer
	Date of completion:	14 February 2012
	Names of other assessment team members and people consulted:	Hilary Newby, Improvement Plan Manager Bruce Carter, Site Supervisor Rowena Pilsworth, Improvement Plan Support Officer
	Date of next review of the EqIA <i>This should be within three years of the date of completion of the original EqIA.</i>	September 2013

Note: when completed a copy of this form should be saved with the relevant strategy, plan, policy, project, contract, major change in service or decision and an electronic copy sent to Andrew Limb, Head of Corporate Strategy, Andrew.limb@cambridge.gov.uk who will arrange for publication on the Council's web pages and the Intranet.

ACTION PLAN

Equality Impact Assessment Title: HRA Repairs and Maintenance Improvement Plan

Date: 14 February 2012

Equality Group	Details of possible disadvantage or negative impact	Action to be taken to address the disadvantage or negative impact	Officer responsible for progressing the action	Date action to be completed by
Age	Unable to operate handheld technology which could hinder ability to do job efficiently.	Operatives to be involved in writing specification for the procurement of IT to make sure it is user friendly. Adequate initial training and additional training when requested. Operatives to visit other organisations who use same technology	Hilary Newby	Sept 2013
Disability	Unable to operate handheld technology which could hinder ability to do job efficiently.	As above.	As above	As above
Gender/Transgender <i>Inc gender reassignment and Pregnancy and Maternity</i>				
Marriage and Civil Partnership				
Race/ethnicity				
Religion or belief				

Sexual orientation				
Other factors that may lead to inequality				

Name and Job Title of Officer completing the Action Plan: **Rowena Pilsworth, Improvement Plan Support Officer**

Department/Service: **Estates and Facilities, Resources**

This plan will next be updated (*Please give date*): **August 2012 (or when specification has been drafted for IT)**