

Equality (Impact) Assessment Form



Organisation or Department	Environmental Services Department
Service Area / Section	Leigh Building Services

Section	Date Started	Reviewing officers:	Name (alphabetic order)	Job Title	Date Completed
Part A		Lead officer(s)	Sharon Smith	Performance, Planning & Information Manager	February 2008
		Others on the review team	Andrea Yates	Leigh Building Services Manager	
Part B		Lead officer(s)	Sharon Smith	Performance, Planning & Information Manager	April 2008
		Others on the review team	Andrea Yates	Leigh Building Services Manager	
Part C		Lead officer(s)	Sharon Smith	Performance, Planning & Information Manager	April 2008
		Others on the review team	Andrea Yates	Leigh Building Services Manager	
Part D		Lead officer(s)	Sharon Smith	Performance, Planning & Information Manager	April 2008
		Others on the review team	Andrea Yates	Leigh Building Services Manager	
Part E		Lead officer(s)			

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		Others on the review team			
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Part A: Assessing Relevance and Prioritising Areas

List functions and policies	For which of the following parts of the general duty, in the areas of gender, disability and race does it apply? 1. Promoting equality of opportunity 2. Eliminating discrimination 3. Encouraging participation and positive attitudes and relations between groups			Are there other groups that need to be considered Age, class, faith, sexuality	Priority 1, 2 and 3 = high Any 2 = medium Any 1 = low
	Disability	Gender	Race	Please state which groups below:	
Repair & maintenance to the Councils housing stock	1	1	1	No	Low
Repair & maintenance to the Councils corporate buildings ie Public buildings, offices & schools	1	1	1	No	Low

Go to part B

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Part B: Assessment of services and policies

How is your service organised?

	Answer and evidence to show this	Action Points
1. Purpose of the service	To carry out a repairs and maintenance service to clients and external customers.	
2. List policies included in this assessment	All Corporate policies are adhered to.	
3. Please list your stakeholders and customers	Wigan Council, Wigan and Leigh Housing, Norfolk Property Services, Council tenants and Corporate Property Users.	
4. Considering the type of service you provide and who your customers are, please outline how your service intends to communicate with different groups of people e.g. pictorial representations, tapes etc. Please ensure that priority is given to making services accessible rather than making information about services accessible. You should consider issues such as literacy, language and disability. Please refer to the Council's guidance on Plain English, Corporate standards and the Council's Translation and interpretation policy.	LBS provide language cards to cater for a number of varying languages, utilise password protection for vulnerable tenants when required .	

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Part B: Assessment of services and policies

Working in partnership working, procurement and commissioning

5. Please list any aspects of your functions or policies that are delivered externally or with external partners	All Corporate policies are shared with external partners.	
6. Has the procurement equality procedure been followed in each case?	Yes the procurement equality procedure has been followed as far as we are aware.	
7. Please list any aspects of your functions or policies that are provided under contract for external organisations or partners	All Corporate policies are shared with external organisations or partners.	
8. Are you aware of the other organisation's/ partner's Procurement Equality Policy and how this differs from our own policy?	LBS is aware of Wigan and Leigh Housing's Procurement Equality Policy.	
9. Has the procurement equality procedure been followed for items your service procures?	Yes the procurement equality procedure has been followed as far as we are aware.	

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Part B: Assessment of services and policies

Evidence to show whether the service is provided and accessed fairly

	Answer and evidence to show this	Action Points
<p>10. Please list all the information gathered that might help you decide whether or not the service is being applied fairly to all social identity groups</p> <p>If you do not have sufficient data or are not confident making decisions using the existing data please see the Equality Monitoring Guidance</p>	<p>LBS provide language cards to cater for a number of varying languages, utilise password protection for vulnerable tenants when required.</p> <p>Equal Opportunities and Customer Care training is also provided to all employees.</p> <p>All Corporate policies are followed.</p> <p>LBS are reliant on information being available from their clients and can only act on the information provided.</p>	

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Part B: Assessment of services and policies

Is your service provided and accessed fairly?

Consider each equality group in turn and state which aspects of your work:

- Affect some groups differently, state how and why
- Promote equality and address unmet need
- Contribute to inequality
- Encouraging participation, and positive attitudes and relations between groups

		Answer and evidence to show this	Action Points
11. Age	Affect some groups differently	The service is not affected and is accessed fairly.	
	Promote equality and address unmet need	Additional support may be given to the elderly in terms of furniture removal when operational staff are carrying out repairs.	
	Contribute to inequality	The service does not contribute to inequality as far as we are aware.	
	Encourage participation, positive attitudes and relations between groups	LBS encourage participation from all customers and partners by offering an appointment system for repairs, joint site visits and providing adequate provision for accessibility to the service	
12. Class	Affect some groups differently	The service is not affected and is accessed fairly as far as we are aware.	
	Promote equality and address unmet need	LBS promote equality for all concerned and would address any unmet needs accordingly.	
	Contribute to inequality	The service does not contribute to inequality as far as we are aware..	

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	Encourage participation, positive attitudes and relations between groups	LBS encourage participation from all customers and partners by offering an appointment system for repairs, joint site visits and providing adequate provision for accessibility to the service
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Part B: Assessment of services and policies

Is your service provided and accessed fairly? Continued...

		Answer and evidence to show this	Action Points
13.	Disability	Affect some groups differently	The service is not affected and is accessed fairly as far as we are aware..
		Promote equality and address unmet need	LBS promote equality for all concerned and would address any unmet needs accordingly.
		Contribute to inequality	The service does not contribute to inequality as far as we are aware...
		Encourage participation positive attitudes and relations between groups	LBS encourage participation from all customers and partners by offering an appointment system for repairs, joint site visits and providing adequate provision for accessibility to the service
14.	Ethnicity	Affect some groups differently	The service is not affected and is accessed fairly as far as we are aware...
		Promote equality and address unmet need	LBS promote equality and would address any unmet needs accordingly. This has never been an issue.
		Contribute to inequality	The service does not contribute to inequality as far as we are aware...

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	Encourage participation, positive attitudes and relations between groups	LBS encourage participation from all customers and partners by offering an appointment system for repairs, joint site visits and providing adequate provision for accessibility to the service	
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Part B: Assessment of services and policies

Is your service provided and accessed fairly? Continued...

15. Gender	Affect some groups differently	The service is not affected and is accessed fairly as far as we are aware...	
	Promote equality and address unmet need	LBS promote equality for all concerned and would address any unmet needs accordingly.	
	Contribute to inequality	The service does not contribute to inequality as far as we are aware..	
	Encourage participation, positive attitudes and relations between groups	LBS encourage participation from all customers and partners by offering an appointment system for repairs, joint site visits and providing adequate provision for accessibility to the service	
16. Religion	Affect some groups differently	The service is not affected and is accessed fairly as far as we are aware..	
	Promote equality and address unmet need	LBS promote equality for all concerned and would address any unmet needs accordingly.	
	Contribute to inequality	The service does not contribute to inequality as far as we are aware..	

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	Encourage participation, positive attitudes and relations between groups	LBS encourage participation from all customers and partners by offering an appointment system for repairs, joint site visits and providing adequate provision for accessibility to the service	
17. Sexuality	Affect some groups differently	The service is not affected and is accessed fairly as far as we are aware.. .	
	Promote equality and address unmet need	LBS promote equality for all concerned and would address any unmet needs accordingly.	
	Contribute to inequality	The service does not contribute to inequality as far as we are aware...	
	Encourage participation positive attitudes and relations between groups	LBS encourage participation from all customers and partners by offering an appointment system for repairs, joint site visits and providing adequate provision for accessibility to the service	
18. Other Groups e.g. carers, homeless	Affect some groups differently	The service is not affected and is accessed fairly. Due to the nature of the business. LBS do not get involved with homelessness.	
	Promote equality and address unmet need	LBS promote equality for all concerned and would address any unmet needs accordingly. LBS do not get involved with homelessness.	
	Contribute to inequality	The service does not contribute to inequality. LBS do not get involved with homelessness.	
	Encourage participation positive attitudes and relations between groups	LBS encourage participation from all customers and partners by offering an appointment system for repairs, joint site visits and providing adequate provision for accessibility to the service. LBS do not get involved with homelessness.	

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Go to part C

Part C: Consultation

Please see the Plain English Guidance and Consultation Toolkit for advice. Please try to organise your consultation in partnership with other departments/sections and remember to feedback afterwards.

	Answer and evidence to show this	Action Points
1. Who will you consult with?	Please refer to Client departments.	
2. What consultation method/s will you use?	Please refer to Client departments.	
3. Are any groups of people likely to be missed out of the consultation? What can we do to prevent this happening?	Please refer to Client departments.	
4. Are there effective mechanisms to record and analyse the consultation responses?	Please refer to Client departments.	
5. Date (and place if applicable) of consultation	Please refer to Client departments.	
6. Can you prove who you consulted with?	Please refer to Client departments.	
7. Summary of consultation findings	Please refer to Client departments.	
8. Where can full details of the consultation findings be found?	Please refer to Client departments.	

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Go to part D

Part D: Action Plan

Organisation/ Department	Environmental Services
Service Area	<i>Leigh Building Services</i>
Responsible Officer	Sharon Smith

Transfer the action points identified whilst completing the previous sections, from the consultation and any rolled over from the previous Equality (Impact) Assessment into the first column. Using the test for relevance in part A indicate a level of importance for each action point in the second column. Complete the rest of the columns outlining who will complete the task and when and how this will be measured.

Action Points	Importance	Person responsible	Start and end date	Resources (approved?)	Measure	Target
Ensure regular representation with the Client with reference in particular to Equality & Diversity.						

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Completed by		Date	
Has the action plan been ratified? E.g. Cabinet, DMT		Date	
Have the actions been mainstreamed into the service plan?		Date	
Who will the results of the Equality (Impact) Assessment be shared with?		Date	
How will the Equality (Impact) Assessment be published?		Date	
How and when will the action plan be monitored?			
Date of the next assessment			

Please email your completed Equality (Impact) Assessment to the Equality Policy Officer.

Part E: How do changes or new policies affect different groups?

	Answer and evidence to show this	Action Points
1. Function/policy	Please refer to Corporate Sector	
2. Have you reviewed Parts A & B	Please refer to Corporate Sector	

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3. Outline any proposed changes to the policy or service	Please refer to Corporate Sector	
4. How will service users be affected by these changes	Please refer to Corporate Sector	
5. Who is better off because of these changes	Please refer to Corporate Sector	

Part E: How do changes or new policies affect different groups? Continued...

	Answer and evidence to show this	Action Points
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6.	Who is worse off because of these changes?	Please refer to Corporate Sector	
7.	Who else do the changes affect?	Please refer to Corporate Sector	
8.	Will these changes affect the social identity groups differently? If yes please explain how and why this is appropriate.	Please refer to Corporate Sector	
9.	Can any adverse impact be justified in relation to the wider aims of policy? If so explain why.	Please refer to Corporate Sector	
10.	What is the potential effect on community cohesion?	Please refer to Corporate Sector	

Go to part C, then update part D.