

## **Equality Impact Assessment Template**

To complete the template, please refer to the Equality Impact Assessment Process & Guidance Notes. Section 5 (5.1 to 5.8) in pages 11 to 17 provides a step-by-step guide on how to carry out initial, partial and full impact assessments.

- (1) The General Information section must be completed in all assessments.
- (2) For an Initial Impact Assessment, complete Sections 1 - 4
- (3) For a Partial Impact Assessment, proceed to complete Section 5
- (4) For a Full Impact Assessment, proceed to complete Sections 6- 8

<b>General Information</b>	
Name of function/policy: Dispute Resolution Procedure	
Subsidiary/Directorate: PCHA	
Officer completing the assessment	
Name:	Job title: Policy Officer
Tel. no:	Email address:
Date of assessment: 26/09/08	
Is this an existing or proposed function/policy? Proposed	
<b>Initial Impact Assessment (Sections 1- 4)</b>	
<b>Section 1. Responsibility and Ownership</b> (refer to 5.1 in pages 11 & 12 in guidance notes)	
1.1 Who is responsible for this function/policy at senior management level? (this could be a named individual or a group e.g. DEG) Head of Business Support	
1.2 Who is responsible for this function/policy on a day-to-day basis? (this could be a named individual or a group) Customer Relations Manager Housing Services Manager	
1.3 Who else, both internally and externally, influences delivery of this function/policy? All staff and contractors	
<b>Section 2. Aims and Objectives of the Function or Policy</b> (refer to 5.2 in page 12 in guidance notes)	
2.1 What are the aims and objectives of this function/policy? This procedure aims to ensure that disputes are resolved efficiently and that complainants are informed of progress at each stage. PCHA recognises that legal action should be a last resort to be used after the exhaustion of alternative ways to	

resolve the dispute. The formal procedure should only be used after officers have investigated the issue and given a response to the resident. If the dispute is not resolved, the case should be referred through this procedure.

2.2 Who are the target groups that will benefit from this function/policy?  
Residents who pay a variable service charge

2.3 What are the intended outcomes of this function/policy?

- To manage disputes about service charge effectively and to capture problems early on
- To prevent escalation to the Leasehold Valuation Tribunal by aiming to resolve disputes before they reach that stage
- To increase customer satisfaction with services by managing disputes within agreed timescales and resolving them as early as possible

**Section 3. Relevance to the General Duty:**

- **Eliminating Unlawful Discrimination,**
- **Promoting Equality of Opportunity, and**
- **Promoting Good Community Relations**

**(refer to 5.3 in pages 12 - 15 in guidance notes)**

The following questions may help to guide relevance to the General Duty :

- Is the policy/function directly or indirectly discriminatory? Refer to Guidance Notes Section 5.3.1 in page 13 for definition of discrimination.
- Is the policy/function intended to increase equality of opportunity by implementing positive action to redress disadvantages? Is this lawful?
- Is the policy/function likely to result in different outcomes for different groups? How the impacts affect relation between groups or between Genesis and different community groups?

3.1 Is there any evidence that this function/policy may have/has had positive, adverse or neutral impact upon the General Duty on the following groups of people:

examples of evidence - monitoring/performance data, surveys, evaluation reports, census, consultation findings, inspection reports, partner organisations data etc.

examples of adverse impact – lower success rates in allocating/selecting process, eligibility criteria which disadvantage any groups, access denied/difficult compared to other groups, poorer quality of service/information etc

	Positive	Adverse	Neutral
	Yes/No	Yes/No	Yes/No
3.1.1 Ethnic Groups	<b>Y</b>	<b>N</b>	<b>N</b>
List the evidence: Use of language line services, translation services for written documents upon request. Accept disputes from advocates/those speaking on behalf of the resident. The procedure will also be publicised to all residents in a variety of formats, e.g. handbook, leaflet, website.			
3.1.2 Gender (including transgender)	<b>Y</b>	<b>N</b>	<b>N</b>
List the evidence: We will publicise the dispute resolution procedure to all residents, for example through the website, resident newsletters, handbooks and leaflets. We also accept complaints in a range of formats, for example over the phone where this is necessary. This ensures that all residents have equal access to use the procedure.			

3.1.3 Disability	Y	N	N
List the evidence: The dispute resolution procedure is available in different formats, for example large print and Braille. PCHA will also accept complaints from advocates/people speaking on behalf of the resident. As the procedure is advertised in newsletters to all residents, everyone should have access to its use.			
3.1.4 Age	Y	N	N
List the evidence: We will publicise the procedure to all residents, for example through the website, resident newsletters, handbooks and leaflets. People can report their dispute in a range of ways, for example over the phone where this is necessary. This ensures that all residents have equal access to use the complaints procedure.			
3.1.5 Sexual orientation	Y	N	N
List the evidence: The procedure is available to all residents, for example through the website, resident newsletters, handbooks and leaflets. People can also access the procedure in a number of ways, for example over the phone where this is necessary. This ensures that all residents have access.			
3.1.6 Religion or belief	Y	N	N
List the evidence: The procedure is available to all residents, for example through the website, resident newsletters, handbooks and leaflets. People can also access the procedure in a number of ways, for example over the phone where this is necessary. This ensures that all residents have access.			
3.2 Is there any evidence to believe that some or all of the groups in 3.1.1 – 3.1.6 could be differently affected by the function/policy?			
	Yes/No	Not Sure	
		X	
Please specify: The procedure will be available for all residents to use, and there are a number of standard services which should ensure that all residents have access, for example translation services. However because this is a new procedure, we cannot yet know what the impact will be on groups as a specific outcome of this procedure. As it has come from the complaints procedure, it is fair to extrapolate from the experiences of residents with that procedure. There should not therefore be an adverse impact on any group, however we will need to assess this once the procedure has been put into use.			
3.3 What are the risks and/or benefits to the Genesis Housing Group of the positive or adverse impacts identified above? Please specify.			
Risks: This is a new procedure, therefore monitoring information is not currently available; if the procedure was having an adverse impact on a particular group of			

people we would not necessarily be aware of this.

Benefits: We will publicise the procedure, and all residents should be aware of how to access the service. We have sought to maximise access by putting in a wide range of measures such as translation services, tailoring reporting to meet specific needs, making information available in a range of formats and reporting to residents on key performance indicators to ensure that the process is open and PCHA is accountable. We will monitor use of the procedure through its first year and report on whether there are any diversity implications.

**Section 4. Assessment of Equality Impact**  
(refer to 5.4 in pages 15 - 16 in guidance notes)

4.1 It is possible to determine the equality impact of the function/policy by answering the following questions:

	Yes	No
4.1.1 Is any of the adverse impacts identified in 3.1.1 – 3.1.6 justified?	N/A	N/A
4.1.2 Is the differential treatment identified in 3.2 significant and justifiable in the wider policy objectives?		X
4.1.3 Is the risk identified in 3.3 justified?	X	

4.2 If any of the answers in 4.1.1 to 4.1.3 is 'no', is there a better opportunity to meet the General duty by amending the function/policy?

	Yes	No
	X	

4.3 This next stage of assessment for this function/policy is: (please choose either 4.3.1, 4.3.2 or 4.3.3)

- If any of the answers in 4.1.1 to 4.1.3 is 'no', then a partial assessment should be undertaken.
- If additional evidence will be needed in order to support the amendments in Section 5, and an action plan is also needed in order to implement the amendments, then proceed to a full assessment

	Yes	No
4.3.1 It will not be assessed further but will continue to be monitored		X
4.3.2 It will proceed to a partial assessment (Section 5)	X	
4.3.3 It will proceed to a full assessment (Sections 5 to 8)		X

**Partial Impact Assessment**

**Section 5. Consideration of Alternatives**  
(refer to 5.5 in page 16 in guidance notes)

5.1 What amendments are proposed for this function/policy in order to mitigate the adverse impacts or for positive impacts?

Amendments	Who By	When by
Need to collect information on how we publicise the procedure to residents and keep copies of this for future audit inspection.	Policy Officer	End October 2008
Need to collect information on who is accessing the procedure in order to assess how much impact it is	Housing Services	Ongoing

having. This can be held on a spreadsheet that should also monitor adherence to the timescales in the procedure. Diversity information can be obtained from V5 when an assessment needs to be carried out, e.g. after the first year.	Manager					
5.2 Will more evidence be needed for supporting the amendments?						
	Yes	No				
		X				
5.3 If 'yes', what the additional evidence will be? e.g. Who has expert knowledge of the issues? Which groups have a direct interest?						
5.4 How will the additional evidence be acquired? ( e.g. through consultation, commission new research etc)						
5.5 Will experts or partners be involved in the assessment at this stage?						
	Yes	No				
		X				
5.6 If 'yes', who are they? What are their roles?						
5.7 The next stage is to decide whether a full assessment will be necessary. This decision can be based on the answers to the following questions:						
	Yes	No				
5.7.1 Has significant adverse impact on some groups of people been identified in 3.1.1 – 3.1.6?		X				
5.7.2 Will significant amendments (refer to 5.1) be needed to mitigate the adverse impacts, without affecting the policy's overall aims?		X				
5.7.3 Could the adverse impact result in unlawful discrimination?		X				
5.7.4 Could the adverse impact hinders equality of opportunity?		X				
5.7.5 Could the adverse impact lead to tension between different groups?		X				
5.8 Based on the evidence gathered in 5.71 to 5.75, will this function/policy be subject to a full assessment?						
	Yes	No				
		X				
5.8.1 Date by which the Full Impact Assessment will be completed:						
5.8.2 Officer responsible for carrying out the Full Impact Assessment:						
<b>Full Impact Assessment</b>						
<b>Section 6. Action Plan for Implementing Proposed Changes to the Function or Policy within the next 12 months</b> (refer to 5.6 in page 16 in guidance notes)						
Action	Target Group	Intended Outcome	Monitoring Arrangement	Responsible Officer	Completion Date	Action Completed Yes/No
Issues to be considered:						

Is the action relevant to the: - policy/function - business objectives/priorities	- Will the action have the same impact on all target groups - will another group be adversely affected?	- Is the intended outcome clear? - Will the intended outcome address all the concerns? - Any potential unintended impacts?	- Can the action be monitored within existing systems? - Are changes to existing monitoring systems required?	Who will be responsible for : - implementing action - monitoring action - overall policy development at senior management level?	When the action will be carried out & monitoring completed?	

**Section 7. Consultation on Action Plan**  
(refer to 5.7 in page 16 in guidance notes)

7.1 Groups that have been consulted:

<u>Groups</u> Consultation	Ethnicity	Gender	Disability	Age	Sexual Orientation	Religion/ Belief
How consultation is carried out?						
When consultation is done?						
How many people are consulted?						
Which organisations are consulted?						
Consultation findings						

7.2 Amendments or changes, if any, proposed as a result of consultation.

7.3 When the amendments will be carried out? By who?

**Section 8. Publication of Results of Assessment, Consultation and Monitoring**  
(refer to 5.8 in page 17 in guidance notes)

8.1 How the results will be published?

Method (e.g. Genie, customer newsletters)	Date

8.2 Will access and language issues be considered? If yes, how?


Name of officer completed this assessment: Jenny Preece

Signature:

Date: 26/09/08

(Instruction : On completion of this assessment, please attach it to the function/policy and submit to the Senior Manager for approval).