

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

General Information	
Name of function/policy: Olympic Contact Centre – PCHA Housing Management	
Subsidiary/Directorate: Pathmeads	
Officer completing the assessment:	
Name	Job title Quality & Performance Manager
Tel. no	Email address
Date of assessment 23 July 2009	
Is this an existing or proposed function/policy? Phase 1 ~ Existing (Phase 2 ~ Forthcoming will be dealt with by a separate EIA)	
Initial Impact Assessment (Sections 1- 4)	
Section 1. Responsibility and Ownership (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. DAG) Elaine Sanders, Deputy Director (Temporary Housing), Pathmeads	
1.2 Who is responsible for this function/policy on a day-to-day basis? (this could be a named individual or a group) Ursula Delaney, Customer Services Manager, Pathmeads	
1.3 Who else, both internally and externally, influences delivery of this function/policy? Pathmeads Executive Team PCHA Senior Management Team PCHA Tenants Consultative Forum PCHA Lettings and Allocations Team PCHA Supported Housing Team PCHA Housing Services Team PCHA Service Charge Manager PCHA Rent Assessment Manager	

Section 2. Aims and Objectives of the Function or Policy
(refer to 5.2 in page 12 in guidance notes)

2.1 What are the aims and objectives of this function/policy?

Phase 1 aims and objectives

- Achieve consistent call handling in line with Customer Service Targets
- Achieve a consistent query resolution on a Right First Time basis where feasible
- Recruit and retain good quality Contact Centre staff
- Agree and monitor SLA between PCHA and Pathmeads
- Monitor and minimise system downtime
- Develop business continuity plan
- Develop function as centre of excellence in Genesis Housing Group in the medium term

2.2 Who are the target groups that will benefit from this function/policy?

All PCHA customers requiring a responsive housing management telephone service

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

In Phase 1 of this function intended outcomes are:

- A call handling service that is consistently easily accessible and responsive, and meets our customer service commitment standards
- A call handling service that resolves 80% of call enquiries right first time by September 2009

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		Not sure
	Yes	No	Yes	No	
3.1.1 Ethnic Groups	Y			N	N

List the evidence:

Customer Service Officers are trained to offer translation of any published document

<p>into other languages on request. Language Line is used for live telephone translations. We operate a staff language volunteer scheme which provides details of staff willing to assist with verbal translation in a large number of foreign languages. Letters are issued with straplines in the top 5 PCHA most-spoken community languages. Customer Service Officers are trained in diversity awareness and to take a victim-centred approach to reports of harassment, categorise as priority 1, and escalate for rapid response.</p>						
3.1.2 Gender (including transgender)	Y			N	N	
<p>List the evidence: Customer Service Officers are trained in diversity awareness and to take a victim-centred approach to reports of domestic violence and harassment, categorise as priority 1, and escalate for rapid response.</p>						
3.1.3 Disability / vulnerability	Y			N	N	
<p>List the evidence: Customer Service Officers are trained to respond to system flags highlighting that a customer has a disability and / or vulnerability, also how Support Co-ordinators may be able to provide special assistance and how to refer to this service. Customer Service Officers are trained in diversity and deaf awareness. Officers are aware that some members of staff are trained to communicate using British Sign Language, and can promote this facility to customers. Customer Service Officers are trained to take a victim-centred approach to reports of harassment, categorise as priority 1, and escalate for rapid response.</p>						
3.1.4 Age	Y			N	N	
<p>List the evidence: Customer Service Officers are trained to respond to system flags highlighting that a customer is an older tenant, also how Support Co-ordinators may be able to provide special assistance and how to refer to this service. Customer Service Officers are trained in diversity awareness and to take a victim-centred approach to reports of harassment, categorise as priority 1, and escalate for rapid response.</p>						
3.1.5 Sexual orientation	Y			N	N	
<p>List the evidence: Customer Service Officers are trained in diversity awareness and to take a victim-centred approach to reports of harassment, categorise as priority 1, and escalate for rapid response.</p>						
3.1.6 Religion or belief	Y			N	N	
<p>List the evidence: Customer Service Officers are trained in diversity awareness and to take a victim-centred approach to reports of harassment, categorise as priority 1, and escalate for rapid response.</p>						
<p>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?</p>						
	Yes	No	Not Sure			

Please specify:

A number of PCHA customers do not have English as a first language and may therefore find it difficult to access the service.

A number of PCHA customers have a disability and / or vulnerability and the extra details may be needed to provide an effective service.

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:

To mitigate risks associated with customers whose first language is not English not being able to access the service, as outlined above a range of facilities are available to assist customers in their own language. This service is comprehensive covering all known languages spoken by PCHA customers.

To mitigate risks associated with it not being apparent that customers have a disability and / or vulnerability and this the service request not fully specified, flags are pro-actively maintained by PCHA to highlight the specific disability and / or vulnerability of customers, thus assisting Customer Service Officers in fully specifying a service request.

Benefits:

By providing a service which is accessible to all regardless of language spoken, high risk repair issues and cases of anti-social behaviour, harassment and domestic violence can be effectively reported and promptly acted upon.

By providing a facility to pro-actively flag details of a customer's disability and / or vulnerability, Customer service Officers can fully specify all aspects of service request to maximise a Right First Time response for disabled and vulnerable customers.

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?	NA	NA
4.1.2 Is the differential treatment identified in 3.2 significant and justifiable in the wider policy objectives?	NA	NA
4.1.3 Is the risk identified in 3.3 justified?	NA	NA
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
A fuller consideration of equality impact will be made as part of Phase 2 of the project.		Not at this stage

4.3 This next stage of assessment for this function/policy is continued monitoring .		
<ul style="list-style-type: none"> • 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	Y	
4.3.2 It will proceed to a partial assessment (Section 5)		N
4.3.3 It will proceed to a full assessment (Sections 5 to 8)		N
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
5.2 Will more evidence be needed for supporting the amendments?		
	Yes	No
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
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?							
5.7.2 Will significant amendments (refer to 5.1) be needed to mitigate the adverse impacts, without affecting the policy's overall aims?							
5.7.3 Could the adverse impact result in unlawful discrimination?							
5.7.4 Could the adverse impact hinders equality of opportunity?							
5.7.5 Could the adverse impact lead to tension between different groups?							
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
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:							
Full Impact Assessment							
Section 6. Action Plan for Implementing Proposed Changes to the Function or Policy within the next 12 months (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:							
Groups 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: Quality and Performance Manager

Signature:

Date:

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