

## 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: Service Charges	
Subsidiary/Directorate: PCHA	
Officer completing the assessment	
Name:	Job title: Group Head of Service Charges
Tel. no:	Email address:
Date of assessment: April 2008	
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)  Deputy Directory of Housing Services, PCHA	
1.2 Who is responsible for this function/policy on a day-to-day basis? (this could be a named individual or a group)  Service Charges Manager	
1.3 Who else, both internally and externally, influences delivery of this function/policy?  Service Charges Project Board	
<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?  It is to move the charges for estate services ( e.g. cleaning & gardening in shared areas, repairing a lift etc) from fixed to variable charges, in order to create greater transparency,	

flexibility for customers and improve cost recovery by PCHA.			
2.2 Who are the target groups that will benefit from this function/policy?  Customers including tenants and leaseholders of PCHA and Springboard housing associations.			
2.3 What are the intended outcomes of this function/policy?  To create a fairer, cost effective and finally more robust system.			
<b>Section 3. Relevance to the General Duty:</b> <ul style="list-style-type: none"> <li>○ <b>Eliminating Unlawful Discrimination,</b></li> <li>○ <b>Promoting Equality of Opportunity, and</b></li> <li>○ <b>Promoting Good Community Relations</b></li> </ul> <b>(refer to 5.3 in pages 12 - 15 in guidance notes)</b>			
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:			
	Positive	Adverse	Neutral
	Yes/No	Yes/No	Yes/No
3.1.1 Ethnic Groups	<b>Yes</b>		
List the evidence:  We advertise Service Charges in a range of ways in order to make it accessible to all residents and potential residents. We communicate mainly through letters & leaflets (Your Guide to Service Charges) which can be made available in different languages and access formats, on request.  PCHA has a range of internal safeguards to reduce the potential for discrimination against residents on the basis of diversity. We also have a clear procedure for promoting equality and diversity, and meeting residents' different cultural needs. This include the use translation service, Language Line, sign language interpreters, and disability access formats.  PCHA will organise residents' meetings to review the accounts with tenants. In addition, housing services officers and contact centre staff will also be available to support and communicate with customers on a one-to-one basis. They are trained in diversity issues and able to deal with customers who have specific needs.			
3.1.2 Gender (including transgender)	<b>Yes</b>		
List the evidence:  See 3.1.1			
3.1.3 Disability	<b>Yes</b>		
List the evidence:			

See 3.1.1		
3.1.4 Age	<b>Yes</b>	
List the evidence:		
See 3.1.1		
3.1.5 Sexual orientation	<b>Yes</b>	
List the evidence:		
See 3.1.1		
3.1.6 Religion or belief	<b>Yes</b>	
List the evidence:		
. See 3.1.1		
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
	<b>No</b>	
Please specify:		
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:		
Customers might end up paying more charges – the actual costs might be higher than what they currently pay. Housing Benefits Officers & Income Officers are available to give debt or money advice.		
Benefits:		
People who get service know what they are paying for so that they are not over-charged. Tenants who don't receive the service are not subsidising the service as previously so it is fairer to all.		
<b>Section 4. Assessment of Equality Impact</b> (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?		
4.1.2 Is the differential treatment identified in 3.2 significant and justifiable in the wider policy objectives?		
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

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)		
<ul style="list-style-type: none"> <li>• If any of the answers in 4.1.1 to 4.1.3 is 'no', then a partial assessment should be undertaken.</li> <li>• 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</li> </ul>		
	Yes	No
4.3.1 It will not be assessed further but will continue to be Monitored  The Income Team already monitors eviction and legal action against tenants which have diversity data. Monitoring of Service Charges should include customers feedback/complaints/satisfaction in 6 equality strands.	X	
4.3.2 It will proceed to a partial assessment (Section 5)		
4.3.3 It will proceed to a full assessment (Sections 5 to 8)		
<b>Partial Impact Assessment</b>		
<b>Section 5. Consideration of Alternatives</b> (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
		X
5.3 If 'yes', what the additional evidence will be?		
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:						
<b>Full Impact Assessment</b>						
<b>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)</b>						
Action	Target Group	Intended Outcome	Monitoring Arrangement	Responsible Officer	Completion Date	Action Completed Yes/No
<b>Section 7. Consultation on Action Plan (refer to 5.7 in page 16 in guidance notes)</b>						
7.1 Groups that have been consulted:						
<u>Groups Consultation</u>	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: Group Head of Service Charges

Signature:

Date: April 2008

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