

EQUALITY IMPACT ASSESSMENT

POLICY / SERVICE AREA DETAILS:	
Name of policy / service area:	Access and Customer Care Strategy
Details of person carrying out EIA: <i>(Name; title; contact details)</i>	Alec Gaston Operations Director 0151 224 0314 agaston@cosmopolitanhousing.co.uk
What does this EIA relate to?	New Policy
What service areas does this EIA relate to?	Any service where customer may potentially contact the Association or require information
Other persons involved in the EIA:	Housing Services Team Leaders

POLICY / SERVICE DESCRIPTION	
What are the aims of the policy / service review?	To allow all customer to have fair and equal access to services and information
How do the proposals link with the corporate objectives?	The increase customer satisfaction
Who will the proposals benefit?	All customers and stakeholder coming into contact with the Association

<p>What outcomes with the proposals achieve?</p> <p>A clear indication of the Association current position, its aspirations for improving how customers can access service and how it intend to reach these targets.</p>
<p>Are there any aspects of the policy / service that could contribute to inequality?</p> <p>YES (<i>delete as applicable</i>)</p> <p>Details:</p> <p>Unless the Association offers access to service in a variety of formats and languages customer could be discriminated against if the have any communication barriers.</p>
<p>Please summarise how the policy / service contributes to the Group’s equality and diversity commitments:</p> <p>By allow customer to access service in a format that suits them and is appropriate to the individual needs.</p>
<p>What interface is there with other organisations for implementing proposals?</p> <p>Not applicable</p>

This section allows you to identify whether the policy / service changes will impact positively or negatively on a range of diverse groups.

If negative impacts are identified, it would be useful at this stage to highlight the actions that could be taken to create a more positive effect.

IMPACT ASSESSMENT			
Equality and diversity area	Benefit (positive impact)	Disadvantage (negative impact)	REASON*

<p>1.1.1.1 Gender women, men, Transgender</p>	<p>Positive</p>		<p>The Access and Customer care Strategy will ensure all customer have fair and equal access to services. Regular satisfaction monitoring and continuous updating of the Association's tenant profile will allow us to make adjustment to service where required.</p>
<p>1.1.1.2 Race Black and other minority ethnic people (for specific groups, see note 1)</p>	<p>Positive</p>		<p>As above</p>
<p>1.1.1.3 Disability Disabled people in general,physical access, sight/hearing needs, other groups of disability</p>	<p>Positive</p>		<p>As above</p>
<p>1.1.1.4 Sexuality Lesbians, gay men, and bisexuals.</p>	<p>Positive</p>		<p>As above</p>
<p>1.1.1.5 Religion Faith group (see note 2)</p>	<p>Positive</p>		<p>As above</p>
<p>1.1.1.6 Age Older people, younger people, children (see note 3)</p>	<p>Positive</p>		<p>As above</p>
<p>1.1.1.7 1.1.1.8 Other</p>			<p>N/a</p>

FURTHER ASSESSMENT	
Equality and Diversity area:	
Type of impact:	Positive Negative
Is it legal? <i>(i.e. not discriminatory under equality / discrimination legislation)</i>	Yes No
Is it intended?	Yes No
What is the level of impact?	High Low
Could you minimise / remove any negative impact? How?	
Could you improve the positive impact? How?	
If there is no evidence that the policy / service promotes equality and diversity, could it be adapted so that it does? How?	
On the basis of answers to questions for the policy screening stage, do you recommend Phase 2 - a full impact assessment should be carried out?	Yes No
If a full impact assessment is required, what experts / relevant groups need to be contacted to get further views or evidence on the issues and the assessment?	

ACTION PLANNING					
Area / Issue	Action	Responsible	Due Date	Resources	Comments
Access and Customer Care Strategy	Review Impact Assessment	Operations Director	1 April 2009	N/A	Review following update of Census
Access and Customer Care Strategy	Review Impact Assessment	Operations Director	September 2009	N/A	Review following STATUS survey

Signed:

Date: