

## Equality Impact Assessment Report

<b>Name of policy, procedure or function: Tenancy Services</b>				
<b>Service Area: Tenancy Services</b>	<b>Team Members: Louise Day, Chris Moore and Sarah Cromie</b>			<b>Date: 27<sup>th</sup> September 2006</b>
<b>Findings</b>				
<p>Tenancy Services provides the landlord function of the Councils 6000+ housing stock and management of stock, estates and environment. The Impact Assessment has raised a number of equality issues including:</p> <ul style="list-style-type: none"> <li>• Training for staff to understand peoples needs and deal with them appropriately,</li> <li>• Potential language barriers for customers whose first language isn't English or those who can't read English,</li> <li>• Lack of monitoring information on all our customers – therefore we are unable to identify patterns in service delivery,</li> <li>• Tenants awareness on the range of services the Council provides,</li> <li>• Specific need for more support for tenants with mental health needs,</li> <li>• Integration of older and younger tenants who live close together.</li> </ul> <p>Many of these issues span across the other teams within Housing Services, however, there are some specific to Tenancy Services in particular integration of older and younger tenants. These issues will take a multi-agency approach to overcome them. Work has begun with some of the these agency to coordinate the support that different groups provide.</p>				
<b>Further Actions</b>				
<b>Problem/barrier identified</b>	<b>Actions to overcome problem/barrier</b>	<b>Resources required</b>	<b>Responsibility</b>	<b>Target date</b>
<b>Training Needs</b>	<ol style="list-style-type: none"> <li>1. Cultural Awareness</li> <li>2. Disability Equality</li> <li>3. Racist Incidents</li> <li>4. Harassment and Bullying</li> </ol>	Corporate/Housing Budget	Sarah Cromie	1 <sup>st</sup> Mar 06
<b>Language Barriers</b>	Brief staff on language line service at Team Meeting	N/a	Louise Day, Claire Holford and Allison	21 <sup>st</sup> Dec 06

			Newby	
<b>Lack of monitoring information</b>	Implementing system of collecting ethnicity and vulnerability information	Officer Time	John Delahunty	21 <sup>st</sup> Dec 06
<b>Awareness of Access Channels</b>	Include feature in Housing News on the variety of methods of contacting Housing including the extended opening hours of the Contact Centre and the use of the translated strapline	Officer Time	Nick Jones	1 <sup>st</sup> Mar 07
<b>Provision of support for people with Mental Health needs</b>	Through delivery of the Housing Strategy		Richard Graves	
<b>Integration of older and younger tenants</b>	Engage with other providers to develop an multi agency approach to older and younger people integration	Officer Time	John Delahunty	31 <sup>st</sup> Oct 06