

## Appendix 8

### Initial Equality Impact Assessment (EIA)

(Please refer to the guidance notes as required in order to complete this form)

<b>1. STEP 1 – Scoping &amp; Preparation</b>	<i>Complete this side</i>
1.1. Date of EIA:	07/03/2011
1.2. Name of policy or function to be assessed:	Group Structure Review
1.3. Name of Manager responsible for EIA:	Kevin Nichols (Corporate Projects Manager)
1.4. Names of any other relevant individuals or groups involved in this assessment:	Mark Lordon (Head of Business Systems)
1.5. Name of Bus. Improvement Team member sponsor:	Neil Topping
1.6. Is this a new or existing policy/function/service?	This is a restructure that affects multiple services and functions.
1.7. Describe the aims, objectives and purpose of the service, policy or function (include how it fits in to wider aims or the Catalyst 2012 vision – the 3 pillars).	The Group Structure Review aims to restructure the group to improve our Customer Service, Growth and Profitability. At a high level; Customer Services will be improved by the creation of a new Customer Services Directorate, Profitability will be improved by a £1 million saving per annum from reduced costs, Growth is not expected to be directly affected except through anticipated increased revenue and reduced costs. For more information please refer to Resident Impact Assessment of the Group Structure Review.
1.8. Are there any associated objectives of the policy or function (i.e. setting a standard of good practice, improving consumer confidence in the service)?	The Group Structure Review is expected to impact almost all existing policies.
1.9. Who's needs is it designed to meet and how?	This is designed to meet our residents' needs. They will benefit from longer opening hours and a better service.

1.10. What are the intended outcomes of this policy/function?	To ensure Catalyst Housing is fit for purpose and achieves its strategic objectives..		
2. STEP 2 – Information gathering	Complete this side		
2.1. What baseline quantitative data do you have on different groups? Including: <ul style="list-style-type: none"><li>- Census &amp; demographic data</li><li>- National and local statistics</li></ul>	Extensive benchmarking has been undertaken of various organisations to inform this review. This information informed best practice for our Customer Service Centre to resolve 80% of calls right first time.		
2.2. What qualitative data do you have on different groups? Including: <ul style="list-style-type: none"><li>- Knowledge &amp; expertise of staff</li><li>- Outcome of consultation exercises(Resident involvement)</li><li>- Customer feedback including complaints and customer satisfaction survey reports</li><li>- Workforce monitoring, staff surveys &amp; opinions</li><li>- service or contract monitoring reports (such as Board reports)</li></ul>	620 residents provided feedback during the formal consultation process and 83% of these residents responded favourably to the proposals.  This was gathered through a variety of methods so that all residents were contacted and given the opportunity to input into the proposals. The Board were extensively involved in the process and were the key decision makers and multiple Board reports can evidence this.		
2.3. identify the potential impact on each of the Protected Characteristics by considering the following questions (the list is not exhaustive but an indication of the sort of questions which should be considered as part of the EIA): <ul style="list-style-type: none"><li>- might some groups find it harder to access the service than others? Do some groups have particular needs that are not well met by the current arrangements of the service, policy, procedure or function?</li><li>- what evidence do you have for your judgement such as monitoring data, information from consultation/research/feedback (e.g. if you know 20% of our residents are disabled, but only 1% are accessing the service being EIA'd, this is a strong indication they have difficulty accessing the service)</li><li>- Have staff, residents or other stakeholders raised concerns or complaints?</li><li>- Is there local or national research to suggest there could be a problem?</li></ul>			
2.4.  Protected Characteristics	Adverse impact identified? Yes/No	Positive Impact Identified? Yes/No	Comments/evidence relate to the prompt questions above under 2.3
Age	No	Yes	The re-structure will be beneficial for all customers regardless of their Protected Characteristics.
Disability	No	Yes	The re-structure will be beneficial for all customers regardless of their Protected Characteristics.
Gender re-assignment	No	Yes	The re-structure will be beneficial for all customers

			regardless of their Protected Characteristics.
Marriage and Civil partnerships	No	Yes	The re-structure will be beneficial for all customers regardless of their Protected Characteristics.
Pregnancy and maternity	No	Yes	The re-structure will be beneficial for all customers regardless of their Protected Characteristics.
Race (including ethnicity & language considerations)	No	Yes	The re-structure will be beneficial for all customers regardless of their Protected Characteristics.
Religion or belief	No	Yes	The re-structure will be beneficial for all customers regardless of their Protected Characteristics.
Sex	No	Yes	The re-structure will be beneficial for all customers regardless of their Protected Characteristics.
Sexual Orientation	No	Yes	The re-structure will be beneficial for all customers regardless of their Protected Characteristics.
Step 2 continued		Complete this side	
2.5. Does the service, policy, procedure or function promote equality of opportunity? <i>This can be linked to staff training and company ethos</i>		Yes	
2.6. If 'adverse impact' identified in table on page 2 is it? - legal (i.e. not discriminatory) yes/no - what is the level of impact? High/low <i>If high impact then refer EIA to Business Improvement Team for agreement &amp; to timetable full EIA)</i>		There are no adverse impacts identified.	
3. STEP 3 – Action Planning & Review		Complete this side	
3.1. Although there are no adverse or negative actions identified, we can improve our service delivery to all residents by enhancing our customer profiling information. This will mean that we can tailor our services to residents more closely using to maximise the benefit of the new company structure.			

Action	Positive outcome	Target Date	Action owner	Resources required?	Progress update
<i>example: translate ASB leaflet into 5 main languages &amp; issue at sign up</i>	<i>ASB understood by non-English speaking community from outset – about tnt responsibility &amp; what action we will take. Improve community cohesion/access to services</i>	<i>By February 2010</i>	<i>Hannah Weight</i>	<i>£75 per language = £675. Print costs x 100 of each leaflet = £400</i>	<i>25/11/09- leaflet with company – due back 10/12/09 to print.</i>
Improve customer profiling information	This will increase resident satisfaction by ensuring that we tailor our services more closely in line with Protected and other characteristics.	Ongoing Task	Director of Customer Services	No additional resources are required. The collection and analysis of the information is expected to be within current and future staffing capacity.	Detailed in the Customer Engagement Management Strategy
3.2. Review EIA or new EIA ( <i>date due or timeframe e.g. within 18 months</i> )		Not required			
3.3. Name of completing officer:		Neil Topping			
3.4. Job Title:		Continuous Improvement Officer			
3.5. Date of completion of Initial EIA:		07/03/2011			
3.6. Name (and signature) of Manager:		Kevin Nichols			