

Equality Impact Assessment (EIA)

Stage 1 - Screening

The aim of this stage is to determine whether the policy is a low, medium or high priority and whether there is a need to complete a Stage 2 Full Impact Assessment.

Please answer all questions fully and when asked for an explanation, please give one. Some questions just require a simple yes or no response.

Where possible, please support your statements with data / statistics or research.

Please be aware, the word *policy is used in reference to the policy, service area, function, procedure, practice, new initiative etc. that you are assessing.

Your Details

Team or Service Area	Customer Involvement
Name of Policy, Service, Function, procedure etc...	Tenant Participation
Lead Officer	Neil Martin
Others Involved	Fiona Graham, Graham Pearce, Vikki Jones, Jacquie Atherton
Date of Assessment	April 2011

Outline the aims of the policy/ project/ procedure/ service area/ function/ new initiative that you are assessing.

GGHT believes tenants should be at the heart of all decision-making and have a fundamental role in shaping services. The Tenant Participation service aims to ensure tenants and residents are effectively informed and consulted and have the opportunity to be involved both on a formal or informal basis, at a level they feel comfortable with. Effective tenant participation is essential to GGHT delivering its aims to work with customers to achieve the highest levels of satisfaction and improve the quality of life for its customers.



Please answer the following questions:

1. Is there or could there be a negative or positive impact on staff or customers because of this *policy?
Please explain why.

Yes. If the TP service creates barriers to inclusion/involvement for customers then the views we use to help determine and shape our services may not be representative.

2. Because of this *policy, could there be a group of people treated less favourably or even excluded?
Please explain why.

Yes. If the TP service does not result in GGHT consulting with all diverse groups then it may result in services being developed in such a way as to disadvantage or exclude certain groups of people.

3. Does or could work in this area provide an opportunity to reduce disadvantage or eliminate discrimination.
Please explain why.

Yes. GGHT are committed to ensuring we have representative structures for involvement to help reduce disadvantage for all sections of the community. Our community development work also aims to promote social inclusion, service improvement and employment opportunities for people of all backgrounds.

4. Could '1diverse groups' or the '2Working Together Group' be involved in the planning or decision making of this *policy?

Yes. The Communications and Customer Involvement manager attends the WTG and has used this group to gather views on how we can better plan our services to remove any barriers and ensure we have representative structures for involvement. We will also use the group to promote our activities.

5. Could this *policy encourage good relations between diverse groups or help with community cohesion?

Yes. One of the key aims of the TP service and our work programmes is to promote community cohesion.

1 Diverse Groups means different groups of people grouped together by their age, race, disability, sexual orientation etc.

2 Working Together Group is the GGHT E&D working Group



6. Could this *policy help to improve access to GGHT services or improve access to employment for diverse groups?

Yes. Through the effective delivery of the TP service it is hoped that more tenants and residents will be empowered and have the skills/capacity to access our services. By effectively involving diverse groups in our service planning we can also identify and remove any barriers that may exist for sections of the community in accessing our services. Our work in local communities aims to improve access to employment for all groups.

7. Could this *policy lead to the procurement of goods, facilities or services?

Yes. We are currently actively involving tenants in the procurement of goods, facilities and services; however, we are not currently monitoring to ensure that we are involving diverse groups on this activity.

8. If E&D issues are not addressed in relation to this *policy could there be a negative impact on diverse customers or staff, or on the business more generally (*e.g. financial, legal, good practice and reputation*)?

Yes. Failure to engage with tenants and residents who reflect the wider customer base is likely to result in services that do not adequately meet the needs of all customers. This could impact on satisfaction and the organisations reputation and mean that the TP service does not have a positive impact for our customers.

9. Could this *policy have any impact either positive or negative, on the Closing the Gap agendas ambitions? (*ambitions are listed below*)

- **Prosperous and vibrant** – where people benefit from being part of a successful and dynamic economy with a vibrant town and district centres
- **Environmentally responsible and attractive** – where people have good housing, accessible transport and enjoy caring for their environment.
- **Safe and strong** – where people are active and supportive in their communities, feel safe and live free from crime and anti-social behaviour.
- **Healthy and Active** – where people can enjoy good health & wellbeing
- **Ambitious and achieving** – where people are inspired and supported to reach their full potential and lead fulfilling lives.

If **yes**, please explain which ambition and the impact

Yes. The TP service could have a positive impact on all of the Closing the Gap agendas/ambitions by engaging with customers to improve their local areas and own well-being.



DECISION

Priority	Number of questions answered 'Yes'	Rating
High	6-9	High
Medium	3-5	
Low	0-2	

If **high**, continue immediately to Stage 2 – Full Assessment

If **medium**, consider some consultation with your team before moving onto Stage 2.

If **low**, there is no need to move onto a stage 2. Please now contact the E&D officer to schedule a slot at the EIA Discussion Group.

ACTIONS from completing the EIA Stage 1

Issues identified	Actions to Take
<i>Need to do more to engage with diverse groups and ensure that our involvement structures are representative of our wider customer base.</i>	<i>To be developed as part of Full Assessment.</i>

