

Service being assessed	Great Yarmouth Community Housing
Who will be involved in completing this assessment?	<p>Robert Read - Head of Community Housing Simon Baker - Housing Support Services Manager Trevor Chaplin - Tenancy Services Manager Mark Kemp – Housing Finance Manager Peter Bunn – Housing Property Maintenance Manager Chris Dove – Capital Projects Manager Chris Durrant – Housing Property Manager Vicky George – Service Manager Services for Older People</p>
Date of Review	20 June 2011
Date of Next Review	20 June 2012
What is the purpose of the service?	The provision of attractive and affordable homes in a safe, green and pleasant environment through the delivery of high quality services to our tenants and capital investment in our housing stock.
Is this assessment being undertaken because of changes to the service? If so what are they?	Assessment being undertaken as part of Council’s annual review of equalities information, not because of change to service/policy.
The purpose of this review is to understand how services can help the Council to meet its duties under Equalities legislation.	Community Housing helps the Council meets its duties in a number of ways. Our tenant participation structure is open to all tenants irrespective of their circumstances and allows them to be involved in decisions around service provision. In addition we can provide a range

<p>The duties can be summarised as</p> <ol style="list-style-type: none"> 1. Eliminate discrimination 2. Advance equality of opportunity 3. Foster good relations between different parts of the community <p>How does this service help the Council to do this, in particular in relation to the categories specifically mentioned in legislation - Race, Gender/Sex, Disability, Age, Religion/Belief, Gender Reassignment, Sexual Orientation, Pregnancy & Maternity and in respect of Duty 1 only – Marriage and Civil Partnerships?</p>	<p>of adaptations to properties to meet the needs of disabled tenants, work with the allocations service to ensure properties let meet the needs of tenants. We have clear and consistent policies in particular in relation to tenancy management. In appropriate circumstances tenants are referred to a range of support mechanisms, mostly connected with tenancy issues and rent arrears. We also work with and part fund a local Family Intervention Project (FIP) and work closely with domestic violence support agencies.</p> <p>Community Cohesion is an important element of our work and to achieve this we also work closely with Neighbourhood Management.</p> <p>By monitoring complaints we are able to identify patterns and make adjustments. This also applies to monitoring who is accessing our services. We ensure our communications follow a consistent style and provide translation details. Tenants are involved in monitoring our communications and endorse them through a tenant approved logo. We also pay particular attention to how we communicate with service users be it printed, meetings etc. We also ensure meeting venues and times are suitable for those attending, especially those with special requirements.</p> <p>We also ensure our partners and contractors have robust Equality policies and that they are regularly reviewed.</p> <p>A number of our frontline staff have received training in safeguarding children and hate crime reporting.</p>
<p>How will you know that service is working as it should?</p>	<p>Through customer feedback and lack of enforcement action.</p>
<p>What data have you used to help you make this assessment?</p>	<p>Comments and complaints, policies and procedures, relevant legislation, minutes from Service Delivery Working Groups and referrals for disabled adaptations.</p>

<p>Is there any additional data that you need to collect to help in continuous improvement?</p>	<p>Additional tenant profile information, length of time on adaptations waiting list, decent homes programme and ongoing property management condition surveys. Monitoring of tenants in rent arrears, referred to support agencies etc.</p>
<p>How have you ensured that this service has been designed from a customer's perspective and how have you involved customers in that process?</p>	<p>We have a varied tenant participation structure that allows tenants (customers) to have input into how our services are provided, particularly Service Delivery Working Groups. In addition we work closely with tenant groups and the tenant forum. We also consult with customers on a number of issues and monitor feedback. We are also in the process of establishing tenant scrutiny.</p>
<p>Has any other consultation been carried out, including to ensure that we have taken into consideration the needs of those not currently using the service?</p>	<p>Further consultation has been limited. We are investigating ways of interrogating our repairs system to see who has not requested repairs and establish if there is a pattern. Further consultation may need to be undertaken with tenants in rent arrears to determine if particular groups of tenants are more likely to experience this and to establish appropriate support mechanism including working more proactively with certain tenant groups. Work has started to assess tenant risks at sign up. Estate managers will judge whether the new tenant may require extra support or benefit from referral to specialist agencies. Staff who visit tenants in their homes are also being encouraged to spot signs that may indicate underlying issues and report these to appropriate teams.</p>
<p>What is, or what do you expect to be the impact of the way you work on different parts of the community, including those covered by equality legislation?</p>	<p>Eliminating discrimination, making reasonable adjustments in providing disabled adaptations, advancement of equality of opportunity and fostering good relations between different parts of the community.</p> <p>Who benefits? Tenants and their families. Members of the wider community</p>

	<p>Who should be expected to benefit but don't – Why not? We would anticipate there are tenants who should benefit but do not however at present we are unable to quantify this.</p>
On the basis of what you have found out, which of these options will you now follow	<ul style="list-style-type: none">• No major changes• Adjust the policy• Continue the policy• Stop and remove the policy <p>This is a review – not a new policy or service. As and when it is proposed to change the service or policies, new assessments will be completed.</p>
What now needs to be done and by who?	
Signed off by	Robert Read, Head of Community Housing