

Customer Access Review - Equality Impact Assessment (Summary)

Name of review:	Housing Management Customer Access Review	Reference number:
Period of review:	Current – this EIA is continuously reviewed as work progresses within the customer access review	HM 31
Date review signed off:		
Scope of the review:	The purpose of this EIA is to assess the potential impact of introducing the key elements of the Customer Access Review on the council's tenants and leaseholders and housing management staff	
Review team:	Hilary Edgar Business Improvement Manager , Sam Smith Programme Manager, Ododo Dafe, Head of Customer Access & Business Improvement	
Relevant data and research:	Demographic data from OHMS, the main housing database Links with other projects in the Access & Customer Care work stream in the Housing Improvement Programme	
Consultation: indicate who was consulted and how they were consulted	Reports on the Customer Access Review were presented at Housing Management Consultative Committee and Area Panels (February and September 2010) Further consultation will take place as the review progresses	
Assessment of impact, outcomes and key follow up actions:	<p>Involve residents and staff in planning changes to services, share information on current access arrangements, highlighting any inequalities around these</p> <p>Provide residents with support to use new access channels through working with partners eg library service Support staff through operational and cultural changes to customer access within the service through information sharing, service planning, visits to other organisations and workforce development</p> <p>Promote the positive aspects of widening the range of access channels and times of access eg web, e-forms and contact centre will provide new and additional opportunities for residents to receive info</p> <p>Carry out review of all public literature to ensure full publicity for all access channels</p> <p>Promote the tenant checklist at start of tenancy and home visits to encourage register of residents' communication needs.</p>	

<p>Assessment of impact, outcomes and key follow up actions cont:</p>	<p>Use profile data to target specific communications about any changes to current access arrangements</p> <p>Explore installation of ‘readspeaker’ on website, which reads text and is aimed at helping not only those with visual impairment, but those who may not have English as their first language, but are able to understand spoken English</p> <p>If an automated phone service is introduced retain the ability to speak to a member of staff so residents with specialised needs eg translation, will be able to access the service they require.</p> <p>Use tenant profile information to target explanations of changes and ensure residents with disabilities are supported through the range of access channels</p> <p>Review public communications to ensure they are in plain English, and where possible are available in easy to read formats.</p> <p>Involve the Tenant Disability Network to test run any changes and suggest improvements, particularly in relation to the single point of contact</p> <p>Ensure any change of working practices and location involves a risk assessment for staff with disabilities and special needs</p> <p>Ensure any free phone numbers that are introduced are also ‘29’ numbers to reduce costs for mobile phone users</p> <p>Free up staff resources to focus on high need rather than high demand cases – tenancy management staff should be focused on understanding and providing support to the neighbourhood in which they work – by taking actions to support residents and tackle problems at an early stage they can prevent problems becoming major issues in the future</p>
<p>Name and contact details of lead officer responsible for follow-up action:</p>	<p>Hilary Edgar, Business Improvement Manager, 01273 293250</p>
<p>For full report contact:</p>	<p>Hilary Edgar, Business Improvement Manager, 01273 293250</p>