



Your Homes
Newcastle

Equality Impact and Needs Assessment Form 2010

PART 1 – Initial Assessment

Step 1 – Preparation

Directorate:

Chief Executives Business Development
Tenancy Services Finance & Resources

Service:

Property Maintenance

Name of policy, strategy or service:

Gas Servicing Policy

New Existing

Lead Officer: Ian Gallagher

Members of EINA group:

- ① Ian Gallagher
- ② Philip Bond
- ③ Terry Fisher
- ④ Stu McLean

Dates of assessment: 20th December 2010

Start: 3.30p.m.

End: 4.45p.m.

Step 2 - Aims & purpose

<p>What is the main aim of the policy, procedure or function?</p>	<p>Ensure compliance with the Gas Safety (Installation & Use) Regulations 1998. This is achieved by ensuring that all YHN managed properties have valid gas safety certificates.</p>
<p>What are the outcomes and associated aims you are trying to achieve?</p>	<p>Ensure full legal compliance. Unfortunately some tenants do not see gas servicing as a priority and YHN enforces entry to properties to ensure that legal compliance is achieved.</p>
<p>Which individuals, organisations or stakeholders are likely to have an interest in or likely to be affected by the policy or function? Who has been consulted?</p>	<p>All tenants, contractors and YHN staff. The policy has been circulated to: City Build key members of YHN Staff. It is published online to allow tenants to access the document.</p>
<p>Who has overall responsibility for this policy, strategy or service? And is there a shared responsibility? (e.g. another department, authority or organisation.)</p>	<p>Head of Property Maintenance Your Homes Newcastle</p>
<p>Does the development/review of the policy or function present us with an opportunity to promote equality of opportunity and good community relations?</p>	<p>Yes. The policy is about the safe and effective delivery of gas servicing to all tenants and leaseholders.</p>
<p>What are the main policies, legislation or other documentation that relates to this policy or function?</p>	<p>Gas Safety (Installation and Use) Regulations 1998 YHN's Repairs and Maintenance Strategy (revised 2010)</p>

Step 3 – Information and data

What qualitative data has been considered in the development/review of the document/service?

- Status Survey 2009
- Telephone Surveys
- Text Satisfaction
- Customer Satisfaction Cards (now discontinued)
- Focus Groups/Mystery Shopping
- Tenants Federation
- Post Inspections (mechanical and electrical)
- Business & Financial Planning – Tenants Involvement
- Repairs & Maintenance Service Standards
- Complaints
- Changes in legislation

What quantitative data has been considered in the development/review of the document/service?

- Key Performance Indicators
- HouseMark benchmarking
- Penning Choices benchmarking
- Benchmarking against like for like ALMO's
- HQN Seminars (YHN presented gas servicing seminar)
- Financial Data – ensuring value for money (impact of delivering a ten month servicing programme)

Are there any gaps in the data? What actions are required to address this?

Data required on repeat access to properties through Court action (detailed below)

Step 4 – Assessing the impact

All Strands	Impact +/-	Details of impact identified	Evidence
	Positive	Policy is delivered fair and equitable	High satisfaction returns
	Positive	Through the implementation of a ten month servicing programme and weekly performance monitoring ensures tenant safety and legal compliance	Key performance indicators
	Negative	Targeted work is required to identify properties where access is being granted through the Courts on more than one occasion (historical data is required). Compare no access to held demographic data to identify any trends.	Number of applications to Court through the legal team

If negative impacts have been identified, please go to Step 6. If no impacts have been identified, please go to Part 3.

Step 6 – Improvement Plan

Recommendations & actions for Gas Servicing Policy			
All Equality Strands	Action	Responsible Officer	Completion Date
	Carry out targeted work during 2011/12 and 2012/13 to compare difficult to access properties to held demographic data. N.B. Due to the recent transfer of gas servicing onto the Works Management System limited data is held on no-access properties. This information will be populated during 2011/12 and 2012/13.	Ian Gallagher	31 March 2012

If you have identified actions to eliminate all of the negative impacts please go to Part 3.

If some or all of the negative impacts cannot be eliminated please go to Part 2.

PART 3 – Publishing

Name of policy, strategy or service:

Gas Servicing Policy

Comments:

This can be used to make any comments that you think may be relevant. This includes justifying any positive or negative impacts where no actions have been taken or why an EINA has been signed off.

Complete:

Initial Assessment

Full Assessment

Lead Officers signature:

[Redacted signature box]

Diversity Officer agreed & signed:

[Redacted signature box]

Director of Service agreed & signed:

[Redacted signature box]

[Large empty box for comments]