

# Uttlesford District Council

## Fast-track equality impact assessment (EqIA) tool

### What is this tool for?


This tool will help you to assess the impact of existing or new strategies, policies, projects, contracts or decisions on residents and staff. It will help you to deliver excellent services, by making sure that they reflect the needs of all members of the community and workforce.

### What should be equality impact assessed?

You only need to equality impact assess strategies, policies, projects, contracts or decisions that are **relevant** to equality. If you are not sure whether your activity is relevant to equality take the 'relevance test' on Page 9.

### How do I use the tool?




This tool is easy to use and you do not need expert knowledge to complete it. It asks you to make judgments based on evidence.





The tool uses a system of red flags  to give you an indication of whether or not your responses are identifying potential issues. Getting a red flag does not necessarily indicate a problem, but it does mean that your assessment is highlighting issues or gaps in data that may require further investigation or action.

*If there is insufficient space to answer a question, please use a separate sheet.*

General information		
1	Name of strategy, policy, project, contract or decision.	Housing Revenue Account and Business Plan
2	What is the overall purpose of the strategy, policy, project, contract or decision?	To set out the councils overall objectives and aims for the housing service, its plans for the management, maintenance and investment in its stock and the preparation for HRA self financing
3	Who may be affected by the strategy, policy, project, contract or decision?  All Staff and Residents working for Uttlesford Council and living in tenanted and leasehold properties are affected by the business plan	<input checked="" type="checkbox"/> Residents  <input checked="" type="checkbox"/> Staff  <input type="checkbox"/> A specific client group/s e.g. linked by geographical location, social economic factors, age, disabilities, gender, transgender, race, religion or sexual orientation (please state)
4	Responsible department and Head of Division.	Department: Housing Services Head of Division: Roz Millership
5	Are other departments or partners involved in delivery of the strategy, policy, project, contract or decision?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes (please state): Other Local Authorities, Companies and Agencies e.g. Homelessness partnerships and Registered Social Landlords. Councillors, tenants, other council departments such as Benefits, Planning and Procurement.

Gathering performance data																					
6	<p>Do you (or do you intend to) collect this monitoring data in relation to any of the following <u>diverse groups</u>?</p> <p>The council carries out periodic surveys the next one planned in 2012 which will then include the new protected characteristics as bought into the act in 2010. People applying for housing are surveyed online and the data is collected and used for understanding the diversity and needs of residents in the Uttlesford area. The ONS 2008 is consulted and another survey is due and will be consulted to see how Uttlesford tenants compare to the district as a whole and action taken if necessary.</p>																				
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<p>7</p>	<p>How do you (or how do you intend to) monitor the impact of the strategy, policy, project, contract or decision?</p> <p>The council complies with the Human Rights Commission's Racial Equality Code of Practice.</p> <p>The council has carried out surveys on tenants monitoring the protected characteristics and plans to continue with such surveys.</p> <p>Satisfaction surveys are sent and monitored on the repairs service.</p> <p>Performance of the HRA Business Plan is monitored by recording and analysing statistical information and progress is shown graphically using "traffic light indicators". These are monitored through monthly meetings with Service Heads. Some areas include, rent collection, decent home delivery, voids and gas servicing etc. Further action plans are developed where performance does not meet targets.</p>	<table border="0"> <tr> <td><input checked="" type="checkbox"/></td> <td>Performance indicators or targets</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>User satisfaction</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Uptake</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Consultation or involvement</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Workforce monitoring data</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Complaints</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>External verification</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Eligibility criteria</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Other (please state):</td> </tr> <tr> <td><input type="checkbox"/></td> <td>None </td> </tr> </table>	<input checked="" type="checkbox"/>	Performance indicators or targets	<input checked="" type="checkbox"/>	User satisfaction	<input checked="" type="checkbox"/>	Uptake	<input checked="" type="checkbox"/>	Consultation or involvement	<input checked="" type="checkbox"/>	Workforce monitoring data	<input checked="" type="checkbox"/>	Complaints	<input checked="" type="checkbox"/>	External verification	<input checked="" type="checkbox"/>	Eligibility criteria	<input type="checkbox"/>	Other (please state):	<input type="checkbox"/>	None 
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Analysing performance data	
<p>8</p>	<p>Consider the impact the strategy, policy, project, contract or decision has already achieved, measured by the monitoring data you collect. Is the same impact being achieved for diverse groups as is being achieved across the population or workforce as a whole?</p> <p>Surveys of growth in Uttlesford have been consulted and the needs of an aging population and increased demand for disabled adaptations have been included in the plan. The Business Plan impact has the same impact across all staff areas and tenants in the Uttlesford District as a whole.</p>
<p><input checked="" type="checkbox"/> Yes *</p> <p><input type="checkbox"/> No*</p> <p><input type="checkbox"/> Insufficient </p> <p><input type="checkbox"/> Not applicable </p> <p><i>*Please state your evidence for this, including full document titles and dates of publication for audit purposes. Where applicable please also state the nature of any issues identified:</i></p> <p>ONS 2008</p>	
<p>9</p>	<p>Is uptake of any services, benefits or opportunities associated with the strategy, policy, project, contract or decision generally representative of <u>diverse groups</u>?</p> <p>The business plan covers all members of staff and all tenants which are resident in the Uttlesford area it is not generally representative of one group.</p>
<p><input type="checkbox"/> Yes *</p> <p><input checked="" type="checkbox"/> No*</p> <p><input type="checkbox"/> Insufficient </p> <p><input type="checkbox"/> Not applicable </p> <p><i>*Please state your evidence for this, including full document titles and dates of publication for</i></p>	

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**Checking delivery arrangements**

10 You now need to check the accessibility of your delivery arrangements against the requirements below. Click on the hyperlinks for more detailed guidance about the minimum criteria you should meet.

*If assessing a proposed strategy, policy, project, contract or decision, indicate 'Yes' if you anticipate compliance by launch of implementation.*


	Yes	No	N/A
The <a href="#">premises</a> for delivery are accessible to all.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Consultation</a> mechanisms are inclusive of all.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Participation</a> mechanisms are inclusive of all.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered 'No' to any of the questions above please explain why giving details of any legal justification.

**Checking information and communication arrangements**

11 You now need to check the accessibility of your information and communication arrangements against the requirements below. Click on the hyperlink for more detailed guidance about the minimum criteria you should meet.

*If assessing a proposed strategy policy, project, contract or decision, indicate 'Yes' if you anticipate compliance by launch of implementation.*



	Yes	No 	N/A
<a href="#">Customer contact</a> mechanisms are accessible to all.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic, web-based and paper information is accessible to all.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Publicity campaigns are inclusive of all.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Images and text in documentation are representative and inclusive of all.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered 'No' to any of the questions above please explain why, giving details of any legal justification.

**Future Impact**


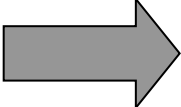

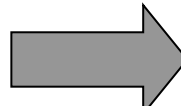
12 Think about what your strategy, policy, project, contract or decision is aiming to achieve over the long term and the ways in which it will seek to do this. This is your opportunity to take a step back and consider the practical implementation of your strategy, policy, project, contract or decision in the future. As well as checking that people from diverse groups will not be inadvertently excluded from or disadvantaged by any proposed activities, it is also an opportunity to think about how you can maximize your impact, reach as many people as possible and really make a difference to the lives of everyone in Uttlesford regardless of their background or circumstances.

Is it likely to inadvertently exclude or disadvantage any diverse groups?

No  
 Yes \*   
 Insufficient evidence 

**OVERVIEW**  
 70,000 residents  
 Demographic make up according to diverse groups.

\*Please state any potential issues Identified.

Improvement actions	
13	<p>If your assessment has highlighted any potential issues or red flags, can these be easily addressed?</p> <p> <input type="checkbox"/> Yes  <input type="checkbox"/> No*   <input checked="" type="checkbox"/> Not applicable                 </p> <p><i>*If Yes, please describe your proposed action/s, intended impact, monitoring arrangements implementation date and lead officer:</i></p>
Making a judgement – conclusions and next steps	
14	<p>Following this fast-track assessment, please confirm the following:</p> <p> <input checked="" type="checkbox"/> There are no inequalities identified that cannot be easily addressed or legally justified  No further action required. Complete this form and implement any actions you identified in Q13 above                 </p> <p> <input type="checkbox"/> There is insufficient evidence to make a robust judgement.  Additional evidence gathering required (go to Q17 on Page 7 below).                 </p> <p> <input type="checkbox"/> Inequalities have been identified which cannot be easily addressed.  Action planning required (go to Q18 on Page 8 below).                 </p>
15	<p>If you have any additional comments to make, please include here.</p> <p> <input type="checkbox"/> None                 </p>

Completion	
16	<p>Name and job title (Assessment lead officer)</p> <p><b>Roz Millership</b>  <b>Assistant Director of Housing and Environmental Services</b></p>
	<p>Name/s of any assisting officers and people consulted during assessment:</p> <p><b>Natalie Leatham</b></p> <p>Date: <b>06/01/2012</b></p> <p>Date of next review: <b>06/01/2013</b></p> <p><i>For new strategies, policies, projects,</i></p>



*contracts or decisions this should be one year from implementation.*

**When completed, a copy of this form should be saved with the strategy, policy, project, contract or decision's file for audit purposes and in case it is requested under the Freedom of Information Act.**

**Additional evidence gathering and action planning**

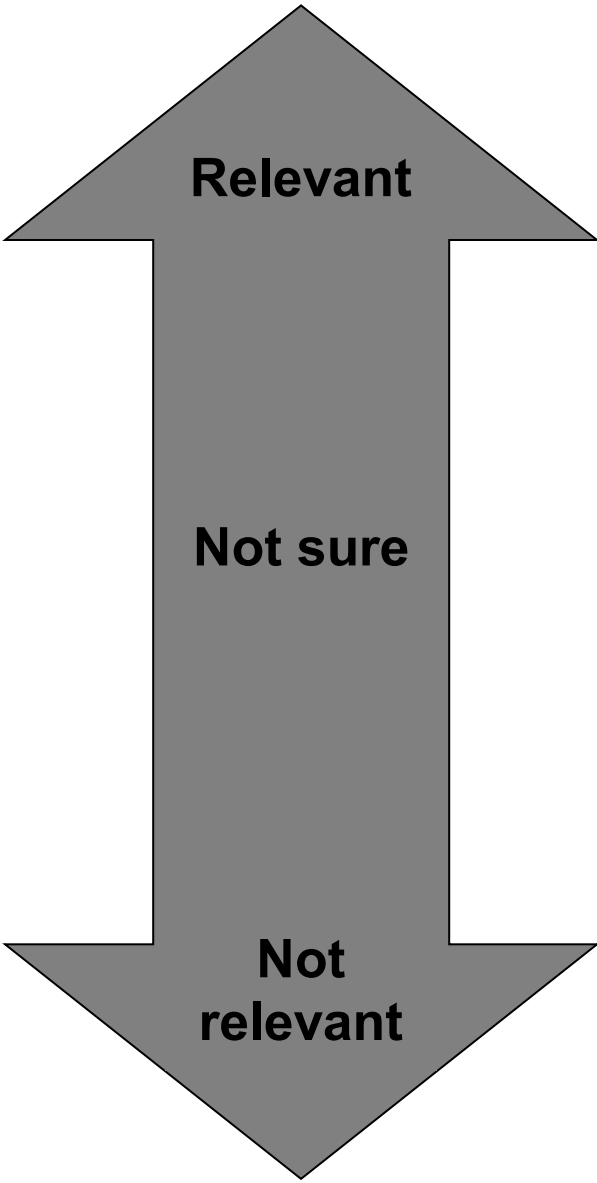
- 17 If your fast-track assessment indicated that **complex issues** or **inequalities** were identified which could not be easily addressed, or you had **insufficient evidence** to make a judgement, you need to undertake an additional evidence gathering and action planning process. This is described below:
- (a) Gather and analyse relevant additional evidence (which may include engagement with diverse groups), to address gaps in your knowledge, enhance understanding of the issues and inform options for addressing these. Additional evidence is likely to include any or all of the following:
- Data gathering**
- Demographic profiles of Uttlesford
  - Data about the physical environment, e.g. housing market, workforce, employment, education and learning provision, transport, spatial planning and public spaces
  - Results of local needs analysis
  - Results of staff surveys
  - Research reports on the needs/experience of diverse groups
  - National best practice/guidance
  - Benchmarking with other organisations
- Consultation and involvement**
- Existing consultation findings that may provide insight into the issues
  - New, specially commissioned engagement with diverse groups
  - Expert views of stakeholders/employers organisations representing diverse groups
  - Advice from experts or national organisations
  - Specialist staff/in-house expertise.
- (b) For advice on evidence gathering or engagement with diverse groups please contact your departmental equality lead officer. Discuss any proposed consultation with your departmental equality lead officer to ensure it is coordinated with related exercises across the Council as a whole.
- (c) Use your evidence gathering, analysis and engagement with diverse groups to develop options for addressing inequalities or unmet need, consulting with relevant management teams, Members, strategic groups/partners where necessary to confirm proposed actions and resource issues.
- (d) When options for addressing any issues are agreed, if these cannot be implemented

	<p>immediately integrate them into the appropriate service plan/strategic plan/multi-agency strategy, so that it is clear how they will be delivered, when they will be delivered, by whom and how this will be monitored.</p> <p>(e) Identify how the continuing implementation and impact of the strategy, policy, project, contract or decision on diverse groups in Uttlesford will be monitored.</p> <p>(f) Having gathered evidence re-evaluate this assessment.</p> <p>(g) Following completion of the above, please confirm the following:</p>
<p>18</p>	<p><b>The conclusions and agreed proposals:</b></p> <p><b>Under self financing the HRA business plan can meet all its obligations fully. The business plan will be continually developed and updated in conjunction with the Asset Management Strategy. The business model assumes the debt will be repaid by year 30.</b></p>
	<p><b>Summary of evidence gathered, including any internal and external consultation (please include full document titles and dates of publication and consultation for audit purposes):</b></p> <p><b>Housing Strategy Statement</b></p> <p><b>Localism Bill / Localism Act</b></p> <p><b>ONS 2008</b></p> <p><b>Land Registry April-June 2009</b></p> <p><b>Nationwide Building Society</b></p> <p><b>Strategic Housing Market Assessment (SHMA)</b></p> <p><b>Home Option</b></p> <p><b>Housing Strategy Statement</b></p> <p><b>MTFS</b></p> <p><b>Tenancy Agreement</b></p> <p><b>Tenure Strategy</b></p> <p><b>Uttlesford Natural Resources Management Plan</b></p> <p><b>Corporate Equality and Diversity Policy</b></p> <p><b>Tenant Compact</b></p> <p><b>Suporting People Vision Statement</b></p> <p><b>Procurement Strategy</b></p> <p><b>Communications Strategy</b></p> <p><b>Corporate Plan</b></p> <p><b>Housing Acts 2004 Decent Homes</b></p> <p><b>National Social Rent Policy</b></p> <p><b>Stock Condition Survey 2009</b></p>

<b>Consultation with Residents Groups</b>									
<b>Tenant Forum Consultation</b>									
Date proposals to be implemented and lead officer: <b>Roz Millership</b> <b>01/04/2012</b>									
Where implementation is not immediate, please state in which service plan or strategy the proposed actions will be integrated: <b>N/A This is the service plan and will be actioned as a whole document.</b>									
Monitor arrangements (please include full details for audit purposes): <b>A further survey of all council tenants is planned for 2012. Monitored through satisfaction surveys and complaints.</b>									
<b>Additional Comments</b>									
19	If you have any additional comments to make, please include here: <input type="checkbox"/> None								
<b>Completion</b>									
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When completed, a copy of this form should be saved with the strategy, policy, project, contract or decision's file for audit purposes and in case it is requested under the Freedom of Information Act.									

# The relevance test

Use the quick guide below to decide whether or not your strategy, policy, project, contract or decision is relevant to equality:

 <p><b>Relevant</b></p> <p><b>Not sure</b></p> <p><b>Not relevant</b></p>	<p><b>Relevant</b></p> <ul style="list-style-type: none"><li>■ The strategy, policy, project contract or decision will impact on 'people' (residents, staff, or people who work in or visit the area)'. ■ It may benefit some people or communities and not others (community cohesion)</li></ul> <p><b>Not sure</b></p> <ul style="list-style-type: none"><li>■ The service is a support function or administrative ■ There is no obvious impact on 'people' but the strategy, policy, project contract or decision is of major scale and or significance to the Council's activities ■ Insufficient evidence</li></ul> <p><b>Not relevant</b></p> <ul style="list-style-type: none"><li>■ No discernable impact on people. ■ The service is a support function or administrative</li></ul>
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If you are not sure whether your strategy, project or decision is relevant to equality, ask Sue Locke, a member of the Council's Equality Standard Working Group Officer for advice.  
Tel. 01799 510537

## Ensuring your premises for delivery are easily accessible

**In order to ensure that your premises for delivery are accessible to disabled customers and staff, older people and people with small children you should comply with the principles of accessible design summarised below.**

In some cases, and for legitimate reasons, this may not be possible. Where this is the case you can still ensure your premises are accessible if you make appropriate reasonable adjustments. For guidance on reasonable adjustments see the 'Key contacts' section at the foot of this page.

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### Level access

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Is there level access into and inside your premises? This means no steps, steep slopes or lips on doorways.

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### Ramp or lift

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If there are steps, can you fit a ramp or install a lift so disabled customers and staff and parents with pushchairs can get in? To be safe ramps must:

- Have a gradient of 1:20 or less
- Have a handrail
- Be firmly fixed to the ground

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### Bell or buzzer and alarms

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Can you install a bell or buzzer outside and go out to disabled customers or staff when they ring? Do you have a visual as well as audible alarm?

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### Door handles

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Are door handles easy to grip and easy to reach for customers or staff who are wheelchair users?

- Use an easy grip handle in a contrasting colour
- Install a magnetic device to hold doors open
- Are door locks easy to handle (not fiddly)?

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### Doormats

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Are any doormats flush with the floor? Avoid bristle matting – it can be difficult for customers or staffs who are wheelchair users.

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## **Colour contrast**

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Is there a colour contrast between your floors, walls, ceilings and doors? Use matt paint in contrasting colours or different tones.

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## **Corridors and aisles**

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Are corridors and aisles clear enough for a wheelchair or pushchair to pass through?

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## **Seating**

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Is there somewhere to sit down if customers or staffs have to queue or wait?

- Have seating with and without armrests, if possible.
- Leave space for a wheelchair user to pull up alongside a seated companion.

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## **Height**

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Are all key facilities on the main floor? Are popular products on a mid-height shelf, and easy to reach from a wheelchair? Provide a lap tray or clipboard if a lower counter section is not available.

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## **Lighting**

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Is it easy for visually impaired customers or staff to see everything they need to?

- Make sure your premises are well lit.
- Mark corners, steps and counter edges with high visibility tape so they can be easily seen.
- Keep highly reflective surfaces away from signs to avoid glare.

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## **Guide dogs**

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If you normally ban animals, you should consider relaxing this for assistance dogs. Remember, it is not just visually impaired people who use assistance dogs.

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## **Signs and labels**

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Are signs and labels short and easy to read? Are Induction loops available?

- Use large clear text (for example, 24-point text for shelf bar labels)
- Use contrasting colours (for example, black text on a white or yellow background)
- Make sure signs are at a suitable height.

Use visual or picture symbols as well as words, if appropriate.

**Key contacts**

For further advice or information please contact Sue Locke, a member of the Council’s Equality Standard Working Group Officer.

Email: [slocke@uttlesford.gov.uk](mailto:slocke@uttlesford.gov.uk)  
 Telephone: 01799 510537  
 Text phone: 18001

Alternatively, contact your Divisional Equality Lead Officer:

<b>Division/Services</b>	<b>Head of Division/Services</b>	<b>Tel. No.</b>

## Ensuring customer contact mechanisms are easily accessible

**In order to ensure that customer contact mechanisms are accessible to disabled customers and staff, you should provide a range of alternatives – for example: phone, email, text phone, fax and face-to-face.**

In some cases and for legitimate reasons, this may not be possible. Where this is the case you can still ensure customer contact mechanisms are accessible if you make appropriate reasonable adjustments. For guidance on reasonable adjustments see the 'Key contacts' section below.

## Key contacts

For further advice or information please contact Sue Locke, a member of the Council's Equality Standard Working Group Officer.

Email: [slocke@uttlesford.gov.uk](mailto:slocke@uttlesford.gov.uk)  
Telephone: 01799 510437  
Text phone: 18001

Alternatively, contact your Divisional Equality Lead Officer:

Division/Services	Head of Division/Services	Tel. No.