

Equality, Diversity and Community Cohesion
Impact Assessment form
Summary Form



Impact Assessment of:	Leeds Housing Options
Service/Directorate:	Environment and Neighbourhoods
Date Completed:	30/07/09
Lead Officer:	Faridah Butt

Members of the Assessment Team:

Name	Organisation	Role on assessment team (eg service user, manager of service)
Faridah Butt	Leeds Housing Options	Group Manager
Nicky Smith	Leeds Housing Options	Manager

Brief description of service/policy:

(take this from Section 1 – Aims)

The Consultation Events are intended to seek and identify potential and existing service user feedback on the experiences and perceptions of accessing Leeds Housing Options Service. The findings will be used to improve future service delivery, specifically regarding customer care, access and equity of service.

The active consultation will promote positive relations between Leeds Housing Options and the homeless community and demonstrate Leeds City Council's value in service user focus, assisting in Leeds Housing Options aim to obtain Customer Service Excellence accreditation.

Brief account of how impact assessment was carried out:

Meetings of Assessment Team to analyse previous consultation feedback, identify service user needs, adverse barriers and actions required.

Consultation with community groups has not been included, as previous consultation with partner stakeholders recommended direct consultation with service users.

Brief description of any adverse affects found:

(take this from Section 4 – Adverse affects)

- Careful selection of projects involved in events is essential, to ensure inclusive participation. Events are to be held in community based homeless projects with service users as participants and, as each project has its own eligibility criteria, a range of projects have been selected to ensure inclusive involvement. Participation will therefore be open to service users of all age, gender, race, religious beliefs, sexual orientation, disabilities and not restricted by family composition. Community based venues have been deliberately chosen to increase participation and inclusion of both existing and potential Leeds Housing Options Service users.
- As venues are not LCC owned, identification of adequate disabled facilities is required (hearing loops, toilets, access, suitable rooms) with all ensured to be in working use, in order that those with specific needs are not excluded from the events. LCC staff facilitating events will need to be fully trained on operating any equipment/aware of all facilities.
- In order to ensure participants with language, hearing/sight, learning disability/illiteracy are able to participate in the events, and ensure participation is not restricted, provision of translation facilities or assistance will need to be available (including language and BSL translation, all information/documents to be jargon-free and available in variety of formats, if required, written/verbal/reading assistance). Leeds Housing Options will need to obtain prior notification of specific needs in order to facilitate requirements fully.
- Staff facilitating the events will need to be sensitive to service user needs, in order for the events to have a positive impact on community cohesion. In order to ensure participants are not overwhelmed or intimidated, only 2 staff members will be facilitating the events. Both are aware of LCC's Equality and Diversity policy and it's customer service standards. Furthermore, both have undergone extensive customer focused training. The staff are male and female in order to facilitate any gender specific requirements that may arise.
- The events will need to be held at times that are suitable for participants, accommodating childcare commitments, hospital appointments and religious events in order to ensure participation is not flawed by limited attendance.
- Any costs incurred by participants need to be minimised and reimbursed, in order to prevent participants being excluded. As participants will be residing in 2 of the projects used as venues, travel costs should not apply. Any travel costs incurred through attending drop-in venues will be reimbursed
- The Consultation Events will need to form a rolling programme, carried out annually with a variety of projects, in order to ensure community cohesion and positive relationships with homeless projects and clients is retained, mitigating the risks of projects/service users not selected this year from feeling aggrieved.

Summary of Actions arising from Assessment (include all actions arising from sections 2,5,6,7,8,and 9 and ensure that these are included in your service or business plans)		
Actions	Responsibility	Timescale
Analyse findings from feedback questionnaires	NS	August 09
Identify projects used as venues. Ensure potential participation inclusive.	FB/NS	August 09
Ensure venues have Disabled Access and facilities (hearing loops, Dictaphone, toilets, adequate sized rooms)	ALL	August 09
Ensure appropriate equipment available (Flip chart, pens etc)	SA/BM	August 09
Ensure participation open to project service users who have not accessed LHO previously	ALL	August 09
Identify specific needs and requirements of participants prior to event to ensure they are met (translation, appropriate facilities for hearing/sight impairments, jargon free information, information available in variety of formats if required: Braille, large print, audio; assistance with reading/writing for learning disabilities/illiteracy)	SA/BM	September 09
Ensure staff able to use equipment/Resources/Procedures appropriately (hearing loops, hate crime reporting etc)	FB/NS	August 09
Ensure staff delivery appropriate to event (sensitive to cultural/gender requirements)	SA/BM	August 09
Ensure timing of events meets participants needs (taking into account childcare commitments, hospital appointments, religious events, duration of event)	ALL	August 09
Costs (Identify if participants incur travel costs that may exclude participation and reimburse)	SA/BM	September 09
Enable communication/feedback to be inclusive of those who unable to participate in events (general satisfaction surveys to capture views of different groups)	ALL	On-going
Ensure questions differentiate between satisfaction with quality of service and satisfaction with outcome received	ALL	August 09
Roll out to bi-annual programme to enable increased participation and strengthen links and positive relations with additional projects/service users throughout homeless community	FB/NS	On-going
Minimise risk of lack of participation (waiting lists)	SA/BM	September

Contacts for further information

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