

Equality Impact Assessment: Recruitment of staff (fixed term contracts) for the implementation of new Housing Management System		
1.	<p>Describe the piece of work you are assessing and the reason it is being carried out. Are you:</p> <ul style="list-style-type: none"> o Making a strategic budget proposal o Developing a new policy, strategy or project o Reviewing and revising a policy, strategy or project o Reviewing a function or a service o Restructuring a service. <p>Include any options appraisal and if you have a preferred option explain why. See the section in the Introduction on “What types of activities need an EQIA?”</p>	<p>This is the introduction of 3 x fixed term posts for 23 months to ensure we successfully introduce the new housing management system effectively.</p> <p>Please see the business case for full details including recommendations and why those recommendations are being made.</p>
2.	<p>Who is leading on the piece of work being assessed? See the section in the Introduction on “Who is responsible for carrying out EQIAs?”</p>	Lawrence Blake: Service Lead Housing (Customers)
3.	<p>What are the timescales for completing the work? Are there any committee deadlines you have to meet?</p>	Providing Members approve, implementation of the new proposals will take place in November 2017.
4.	<p>What are the aims and objectives of the work? How do these link to wider council or strategic objectives.</p>	<p>The purpose of these proposals is to suggest how we can ensure that we implement a new housing management system so that we can deliver services to our tenants and leaseholders. This includes services such as repairs and tackling anti-social behaviour.</p> <p>The proposals link to the Council’s corporate priorities of: Provide services to meet customers’ needs and, specifically, the aim to work closely with other organisations to provide joined up services for the customer.</p> <p>Working with greater information all held in one system will allow us to take a more holistic approach and contribute to the aim of supporting Exeter’s Communities.</p>
5.	<p>Who will be the main beneficiaries of the piece of work and in what way? All people in Exeter? Council staff? A</p>	These proposed new system will in many ways be a benefit to staff giving them access and the ability to update

	specific stakeholder group? A combination of these?	information and complete functions whilst working on site. It will also benefit tenants and leaseholders as their data in relation to the tenancy and property they live in will be held on one system allowing staff to deal with any housing related matters in one go
6.	Do you have any data on how different groups would be affected by the work?	We do not have hard data as the new housing management system has yet to be implemented, although we will be monitoring its success. We did contact other similar housing providers for their experiences of the implementation of this new system. This information helped inform the business case. Likewise we conducted a number of consultation exercises with our staff to understand their views and opinions.
7.	Have any research studies or reports been carried out in other areas of the country or nationally that provide information about the likely impact of your work on equality target groups?	We are not aware of any studies in relation to this.
8.	What consultation has taken place or is planned with customers (individuals and groups) from equality target groups?	Consultation with staff took place about the system we are implementing however not considered relevant to consult residents on this issue.
9.	What does the consultation indicate about any differential positive or negative impact(s) of this piece of work?	N/A
10.	If there are gaps in your previous or planned consultation and research are there any experts/relevant groups that can be contacted to get further views or evidence on the issues? If so please explain who they are and how you will obtain their views.	N/A
11.	Could there be a positive or negative impact on community relations or equal opportunities?	We believe the new system will have a positive impact in giving officers more access and data on issues such as protected characteristics allowing better decisions on service delivery to be made.
12.	If you have indicated there is a negative impact on any group, is that impact Legal; Intended; of high or low impact?	No negative effects

13.	If you identified any negative impact that is of low significance, can you minimise or remove it? If so how?	No negative effects
14.	Could you improve the strategy/policy/project's positive impact and if so how?	We can certainly look at how any changes are publicised and how the new system works going forward.
15.	How do you intend to continue monitoring the impact of this strategy/policy/project?	Through: <ul style="list-style-type: none"> • Performance information • Customer satisfaction • Complaints • Regular and appropriate staff management • Monitoring costs
<p>If you have identified a negative impact that is possibly discriminatory and not intended and/or of high impact you <i>must</i> continue working through the checklist. If you still haven't contacted the Policy Unit we really suggest you do so now!</p> <p>If this doesn't apply you may still consider that a thorough assessment would be helpful so continue on...</p>		
16.	If there are gaps in your evidence base, do you need to carry out any further research about the likely impact of your work on equality target groups?	No further research necessary
	There might be a time delay here as you will need to get the results of your consultation before you can continue working your way through the questions.	
17.	As a result of this assessment and available evidence collected, including consultation, do you need to make any changes to the strategy/policy/project?	No
18.	Will the changes planned ensure that the negative impact is: Legal; Intended; of low impact?	n/a
19.	Have you set up a monitoring/evaluation/review process to check the successful implementation of the strategy/policy/project?	Once our recommendations are adopted we will establish a set of performance measures to assess how successfully we are meeting our purposes - which in this context are: <ol style="list-style-type: none"> 1. Provide a more integrated housing management service

		2. Add leaseholder data to the same management system 3. Allow the officers to update and operate whilst out on visits.
20.	How will this monitoring/evaluation further assess the impact on the equality target groups/ensure the strategy/policy/project is non-discriminatory?	We will make sure issues of equality are included in any monitoring arrangements.
21.	Please provide an action plan showing any recommendations that have arisen from the assessment and how you plan to take them forward. Are your actions SMART (specific, measurable, achievable, relevant and time-based).	Not appropriate at this stage.
22.	When will you next review this work and the impact assessment?	December 2020

