



EQUALITIES CIRCLE FORUM - OUTCOMES ACHIEVED 15/16

Date of Meeting	Report Title	Lead Officer	Outcomes of EIA's Completed
10.4.15	Impact of the Management Freeze for WH	Philip Toni	Individual EIA's will be undertaken on specific areas of the services affected by the management freeze. To date the outcomes are as follows:-
10.4.15	Material Management Stores	Ian Meakin	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>This service forms an integral part of the repairs, maintenance and improvement services provided primarily by the in-house repairs team. The group affected by this service will be the employees delivering the materials management service. We envisage it to be little or no direct interaction between tenants and this service with the exception being some interaction when material is delivered direct to tenants homes.</p> <p>⇒ The working group identified a justifiable objective to support the new arrangements for the Material Management Stores.</p> <p>⇒ The agreed outcomes following the EIA, is that there are no major changes/recommendation to this new service arrangements</p>
10.4.15	Public Space Protection Order	Jo Mason	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>⇒ The working group identified a justifiable objective to support the PSPO application being proposed in Lowhill. This would help control "Unauthorised Encampment" and "Associated ASB" concerns.</p> <p>⇒ The agreed outcomes following the EIA, a) Is to fully support the application for PSPO, but with the specific recommendations for the provision of hardstandings in the rear gardens of council tenancies as a parking solution for tenants and their visitors. b) To take account of and respect the culture of travelling communities and their customs that govern their way of living and to ensure open and ongoing communication at all times whilst the order is in place, c) Longer term provision for accommodating travelling communities into the city to be carefully consider by the City of Wolverhampton Council to take account of their needs.</p>
15.05.15	New Arrangements for DLO	Ian Meakin	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>The aim of the trade support initiative is to reshape the In-house repairs teams and where possible use trade</p>

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			<p>support officers.</p> <p>⇒ The working group identified a justifiable objective to support the new arrangements for the DLO – in as far as, it would offer job opportunities for the new trade support trainees through the Learning Education and Achievement Programme (LEAP) Initiative.</p> <p>⇒ The agreed outcomes following the EIA, is that there are no major changes/recommendations to this new service arrangements.</p>
15.05.15	Community Switch – Energy Switch & Support for Social Housing Tenants	Stuart Hobbs	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>⇒ The working group identified a justifiable objective to support the community switch offer.</p> <p>⇒ The agreed outcomes following the EIA, was to support this new arrangement benefitting tenants, in terms of value for money, however consideration to be given to ensure tenants with prepayment meters will not be disproportionately affected and will benefit by make savings.</p> <p>⇒ Provision to be made available to ensure the prepayment meter top-ups is easily accessible to all equality groups.</p> <p>⇒ Report in 18 months – The impact on tenants.</p>
26.06.15	Mentoring Scheme	Tina Wood	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>The aim of the scheme is to develop employees who aspire to be managers or supervisors in the organisation. To help current managers/supervisors work better in their roles and to carry on with their development to become future leaders of Wolverhampton Homes.</p> <p>⇒ The working group identified a justifiable objective to support this new mentoring scheme for Wolverhampton Homes</p> <p>⇒ The agreed outcomes following the EIA, is to fully support the introduction of the new scheme, but with a provision of introducing The Equality in Action Group to look at whether Wolverhampton Homes could do more for improving representation.</p>
26.06.15	The Community Heating Scheme – Metering Strategy	Stuart Hobbs	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>Wolverhampton Homes retains responsibility for 3 schemes where a heating ‘consumption’ charge is currently payable. These sites are:</p> <ul style="list-style-type: none"> • Lincoln & Tremont House (Circa 150 properties)

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			<ul style="list-style-type: none"> • Ellerton Walk (Circa 185 properties) • Heath Town Boiler House (Circa 1100 properties) <p>⇒ The working group identified a justifiable objective to support the introduction of the community heating scheme as this would require the installation of meter into individual dwellings</p> <p>⇒ The agreed outcomes following the EIA, is to fully support the strategy, however, monitoring arrangement to be in place to ensure tenants are not disproportionately affected and would benefit by the metering arrangement and thus make savings.</p> <p>⇒ Lead Officer to report in 18 months.</p>
26.06.15	CAB Partnership Review	Angela Barnes	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>⇒ The working group identified a justifiable objective for Wolverhampton Homes to continue to have in place a CAB & WH protocol agreement.</p> <p>⇒ Purpose of the agreement is to continue with the following :-</p> <ul style="list-style-type: none"> • Provision of pre-tenancy welfare advice and guidance • Provision of debt advice and guidance to existing tenants • Forging of closer and more effective links with staff within WH <p>⇒ The agreed outcomes following the EIA is to a)) Review the protocol in 18 months. b) Monitor the impact of the protocol, in terms of any issues, which may have impacted negatively on any groups within the tenant population. c) To use monitoring information to adjust the way in which the company works to target, intervention and prevention initiatives in relation to arrears and income collection.</p> <p>Final point following the EIA presented, is that there is no major change required to the partnership agreement, however lead officer to take account of recommendations outlined in A, B & C.</p>
26.06.15	Organisational Change	Sue Kunynec	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>The EIA is to identify any possible E&D issues that could arise from the proposed organisational change being undertaken in 2015.</p> <p>The purpose of organisational change is to reduce the size of the workforce. The objective would be to ensure fairness and equality in this process. There is no evidence at this stage that any group is substantially disproportionately affected by this organisational change.</p>

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			<p>⇒ The working group identified a justifiable objective to support Organisational Change, the purpose of this was to streamline the organisation and make efficiency saving.</p> <p>⇒ Today there is no evidence to suggest that any equality groups have been disproportionately affected.</p> <p>⇒ The agreed outcomes following the EIA is that there are no major concerns regarding this proposal. However a justifiable objective is to ensure positive action measure are considered when recruiting to post where workforce equality targets are not being met.</p>
23.10.15	Complaint Feedback Review	Julie Piper	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>⇒ The working group identified a justifiable objective to support the proposal to reduce the complaints procedures from a 3 stage process to a 2 stage process.</p> <p>⇒ The review of the current complaints process would simplify the current arrangement for managing complaints and reply to the tenants in a timely manner</p> <p>⇒ The agreed outcomes following the EIA is to adjust current complaints policy and supporting procedures.</p>
23.10.15	Governance Review	Ruth Morgan	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>⇒ The working group identified a justifiable objective to continue to support and endorse the current governance structures for Wolverhampton Homes. The overall conclusion of the review was that the governance of Wolverhampton Homes was good and compares very favourably with the best of both ALMO and housing association sectors. Areas of best practice were highlighted as:</p> <ul style="list-style-type: none"> • The quality of members on the board; • The quality of the Senior Management Team; • The relationship between board and SMT, including sufficient challenge in decision making; • Providing leadership; • Relationship with the Council; • An appropriate supporting Committee structure; <p>⇒ The agreed outcomes following the EIA is to adjust recruitment and application process to ensure, we widely target under-represented groups.</p>
20.11.15	Installation of Payment Kiosks in One Stop Shops (OSS)	Sophie Munn	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>⇒ The working group identified a justifiable objective to support the Introduction of the payment kiosks at Wolverhampton Homes One Stop Shops (OSS) to help make efficiency savings but also it provides</p>

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			<p>alternative means for tenants to make payments, including rent and council tax.</p> <p>⇒ The agreed outcomes following the EIA is that there are minor changes required to the new service. However a justifiable objective is to ensure careful consideration is given to enhancing the access for this new service for people with disabilities and those with language requirements.</p> <p>⇒ Lead officer to liaise with One Voice Action for Disability to help assess in the scope and specification of future design requirements to ensure access to the payment kiosks.</p> <p>⇒ Further consultation has been undertaken with the Disabled Person Focus Group. Recommendations have been made to undertake reasonable adjustments to ensure provision of a shelf is assemble, this to ensure personal belongings and items can be placed on the shelf for people with disabilities. To develop a poster in community languages where English is not their first language, alongside support from customer services staff to support customers.</p>
20.11.15	Domestic Electrical Periodic Inspection and Testing Programme – Phase 2	Ian Meakin	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>⇒ The working group identified a justifiable objective to support the five year electrical testing and inspection programme. The intended outcome is that all Wolverhampton Homes managed domestic properties will have an electrical test and inspection every 5 years helping to safeguard the safety of tenants. The testing programme will also inform future programmes of upgrade works again ensuring that where possible electrical systems are being assessed on a continuous programme of essential upgrade work.</p> <p>⇒ The agreed outcomes following the EIA is that there are no major changes to the five year programme being delivered.</p>

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28.01.16	Car Parking Local Offer	Sophie Munn	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>⇒ The working group identified a justifiable objective to support the reduction of the subsidy that is offered to tenants who wish to take advantage of the local parking offer/scheme for a 50% contribution to 40% contribution/maximum. Contribution for Wolverhampton Homes will be £1,200 per scheme at 40% as to £1,500 per scheme at 50% subsidy. The Local Parking Offer provides parking solution for customers to enable them to have a hard standing and/or footway crossing installed at their property with Wolverhampton Homes subsidising 50% of the total cost of the required work up to a maximum of £1,500 per scheme. In addition to the 50% subsidy, Wolverhampton Homes also gives customers signing up to this scheme the option of spreading payments interest free over a period of up to 2 years.</p> <p>⇒ The agreed outcomes following the EIA, is that no major changes are required to the local parking offer being proposed. Lead officer to carefully consider access issues for people with disabilities when requesting a hardstanding and or footway crossing at the property.</p>
28.01.16	Review of Estate Inspection	Andrew Finch	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>⇒ The working group identified a justifiable objective to support the reduction of the quarterly estate inspection across the city to, annual inspection as this would release capacity for estate management teams to increase the focus on income collection work in light of current welfare reforms.</p> <p>⇒ The agreed outcomes following the EIA is to support the a) Annual estate programme, therefore no changes to proposal being made b) Noted that effective communication and involvement with tenants and leaseholders was undertaken who agreed to this reduction. c) Tenants and residents, to be kept, informed via “different communication methods”. Should tenants identify any local concerns, they should report this to their Estate Managers.</p>

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10.03.16	Age Re-designation of Schemes	Mila Simpson/ Pauline Evans	<p>The completed EIA has carefully considered and has paid due regard to the (public sector equality duty as set out within the Equality Act).</p> <p>The criteria adopted in relation to the removal and review of age designation blocks, "No justifiable cause" to continue with the allocations policy that applies age designation restrictions on flats.</p> <p>⇒ However the working group identified a justifiable objective for a proportionate amount of housing to be reserved for older people within Council's housing offer that creates an environment for older people who would like to live together to support communal interaction, reduce social isolation, in a supportive environment.</p> <p>⇒ The agreed outcomes following the EIA therefore is to adjust the current policy to ensure fair treatment for older people who may require an alternative council housing offer.</p>
10.03.16	Communication Strategy	Christine Howles	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>⇒ The working group identified a justifiable objective to support and endorse the revised communication strategy. The purpose of the communication strategy is to communicate effectively with customers, colleagues and stakeholders this is critical for Wolverhampton Homes. Our reputation and, ultimately the success of the organisation, hinges on the strength of our communications and it is a function which cuts across all areas of the business.</p> <p>⇒ The agreed outcomes is that there are no major changes to the revised strategy.</p>
10.03.16	Anti-Social Behaviour Policy & Procedure	Jo Mason	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>⇒ The working group identified a justifiable objective to support the revised Anti-Social Behaviour (ASB) policy. The ASB policy now having taken account responsibilities placed on Wolverhampton Homes in relation to PREVENT, Modern Day Slavery, Domestic Violence (DV) and Mate Crime as recommended by Equalities Circle Forum (ECF) members on 10.3.2016.</p> <p>⇒ The agreed outcomes following the EIA is to endorse the policy, as there are no major changes required.</p>
10.03.16	Supporting People in Need	Jin Takhar	<p>The completed EIA has carefully considered and has paid due regard to the public sector equality duty as set out within the Equality Act.</p> <p>⇒ The working group identified a justifiable objective to support the introduction of the new Supporting People In</p>

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	Strategy "SPIN"		<p>Need (SPIN) strategy.</p> <p>The aim of this policy and supporting procedures is to outline how Wolverhampton Homes will identify with and support new and / or existing customers who are, or who may become vulnerable and thus require a tailored service whilst in their tenancy.</p> <p>To tailor services for any individual or household who experiences difficulty with everyday life and who may need some additional support to make sure they are able to meet the obligations of their tenancy agreement or to sustain their tenancy.</p> <p>Individuals who may be in need of a tailored service can include:</p> <ul style="list-style-type: none"> • Those who are already vulnerable under the statutory duties of health and social care. • Those who are at risk of moving into one of those statutory categories for example a person experiencing domestic abuse who might become homeless or a victim of a crime • Those who are experiencing a wider type of 'support need' for example someone who is older or not in good physical or mental health or a person suffering financial hardship and not able to pay their rent or someone who has recently suffered a bereavement or relationship breakdown and generally not coping with managing their tenancy. Staff must refer to the supporting procedures for further details of the vulnerability indicators used to determine who may be in need of additional support/tailored service. • The agreed outcomes of EIA is to endorse the strategy with no major changes required. • Progress report in 12 months outlining the impact of the new arrangements have had on individual groups is required.