

BLACKPOOL COASTAL HOUSING EQUALITY IMPACT ASSESSMENT RECORD



Team or service area leading the assessment

Title of policy/service/function

Date assessment completed

Details of person completing record Name

Job Title

Telephone

email

Details of person signing record off Name

Job Title

Telephone

email

STEP 1 - Identifying The Purpose Or Aims

1.1 What type of policy/service/function is this?

Existing	<input checked="" type="checkbox"/>
New/Proposed	<input type="checkbox"/>
Changing/Updated	<input type="checkbox"/>

1.2 Aim of policy/service/function

Asset Management is the range of activities undertaken to ensure the housing stock meets needs and standards, now and in the future. This goes beyond investing in repairs and improvements.

1.3 Outline of any proposals being considered

No new proposals being considered.

1.4 Why are the proposals being made – for what reason?

No new proposals being considered.

1.5 What outcomes do we want to achieve?

The Asset Management Strategy is about reviewing and where necessary, changing the asset base to end up with the right accommodation in the right location.

A range of specific asset management aims and objectives have been developed to complement and support the corporate vision, objectives and values of BCH:

- To deliver home improvements which are sustainable, represent best value, deliver promises made to tenants and provide excellent customer satisfaction
- To meet and exceed the Decent Homes Standard by 2012/13 and maintain homes in line with this standard
- To develop a platform from which further home improvements can continue to be made beyond 2010/11 in order to meet the increasing expectations of tenants and Government
- To optimise the balance between planned and responsive revenue funded expenditure in line with Government's expectations, notionally 60% planned to 40% responsive. A Property servicing approach for Responsive Repairs has recently been agreed which will service and repair elements before they break down, all properties will be serviced annually in a planned programme.
- To achieve continuous improvement in all property related services through effective performance management to achieve a top quartile ranking of ALMOs
- To deliver value for money and identify efficiency savings where possible
- To improve the energy efficiency of homes in order to help reduce fuel poverty and contribute to the wider environmental sustainability agenda
- To create successful, sustainable communities through ongoing regeneration activity with partners and stakeholders
- To ensure resident involvement and consultation is effective; allowing views to be heard and services to be adapted accordingly

- To promote Equality & Diversity through Asset Management
- To comply with all property related legislation, particularly those regarding the control and management of asbestos and the assessment of fire risk

1.6 Who is the policy/service/function intended to benefit?

All BCH customers

1.7 Who are the main stakeholders/customers/communities of interest?

- People from an ethnic minority group
- Younger and Older People
- People with a disability
- Men, Women or Transgender people
- Gay men, lesbian women or people who are bisexual
- People with a particular religious belief
- People who are married, single, separated, divorced or widowed
- People with dependents (including Carers)
- People whose health and wellbeing is poor or at risk
- People who are socially excluded
- Communities that are not cohesive or that are fragmented

1.8 Does the policy/service/function have any existing aims in relation to equality, social inclusion or community cohesion?

Traditionally many Asset Management Strategies concentrate on stock condition and the development of investment programmes. BCH considers this too narrow a way of looking at customers' homes and neighbourhoods, therefore, this Asset Management Strategy takes a more holistic approach not only dealing with stock condition issues but also addressing matters of housing demand, stock and neighbourhood sustainability and customers' needs and aspirations.

1.9 How is the resulting policy/service/function being delivered?

BCH aims to prevent disrepair and deal with predicted future deterioration through its planned and cyclical maintenance programmes. Maintenance planning is a more effective and economic solution, offering better value for money than responsive maintenance. This approach follows Audit Commission guidance and the recommendation that 60% of repairs expenditure should be directed to planned work.

Our Asset Management Strategy is delivered through the following services and service components

- Planned Maintenance
- Cyclical Maintenance
- Decent Homes capital programme
- Asbestos management
- Fire Safety
- Equipment and Adaptations

STEP 2 – Considering Existing Information & What This Tells You

Summarise the main data/research and performance management information in the boxes below

2.1 Data/Information

BCH Customer Profile	BCH	Blackpool
Customers that have been tenants for two years or less	30%	N/A
Customers that have been tenants for more than 10 years	51%	N/A
One person households	66%	36%
BME customers	3%	2%
LGBT customers	6%	10%
Customers who use a wheelchair	13%	Not available
Long term illness or disability	70%	25%
Under 25	3%	28%
Over 65	41%	20%
Males	48%	48%
Females	52%	52%
Customers with a stated faith	73%	78%
Employed	15%	67%
Unemployed	7%	3%
Permanently sick or disabled	29%	9%
Retired customers	42%	Not available
Customers who get Housing Benefit	80%	13%

2.2 Key Findings From STATUS

In October 2008 Blackpool Coastal Housing commissioned BMG Research Ltd (BMG) to carry out a postal STATUS survey amongst its customers.

A STATUS Survey is a standardised survey of the satisfaction levels of general needs tenants that BCH is required to undertake once every two years. The overall objective of the survey is to learn about levels of customer satisfaction within key service areas.

Customer Profile

Length of tenancy/leasehold	Tenants %
Under 1 year	10
1 – 2 years	15
3 – 5 years	15
6 – 10 years	16
11 – 20 years	18
21+ years	23
Don't know/ can't remember	2
Not provided	2

Length of time in current property	Tenants %
Under 1 year	12
1 – 2 years	17
3 – 5 years	17
6 – 10 years	17
11 – 20 years	16
21+ years	17
Don't know/ can't remember	1
Not provided	4

Number of People In Household	Tenants %
One	64
Two	24
Three	5
Four	3
Five or more	2
Not provided	2

Number of people aged under 16 in household	Tenant %
None	87
One	6
Two	3
Three	1
Four or more	1
Not provided	2

Number of people aged over 60 in household	Tenant %
None	41
One	47
Two	9
Not provided	3

Household makeup	Tenant %
One adult under 60	23
One adult aged 60 or over	40
Two adults both under 60	7
Two adults, at least one 60 or over	13
Three or more adults, 16 or over	2
1-parent family with child/ren, at least one under 16	6
2-parent family with child/ren, at least one under 16	4
Other	3
Not provided	3

Ethnicity	Tenants %
White – British	96
White – Irish	1
White – other	0
Mixed (White and Black Caribbean)	*
Mixed (White and Black African)	*
Mixed (White and Asian)	*
Mixed (other)	*
Asian – Indian	*
Asian – Bangladeshi	*
Black – Caribbean	*
Black – African	*
Chinese	*
Other ethnic group	*
Not applicable	-
Not provided	1

* less than 1%

Gender	Tenants %
Male	46
Female	48
Not provided	6

Disability in household	Tenants %
Yes	69
No	28
Don't know	1
Not provided	3

Wheelchair user in household	Tenants %
Yes	14
No	83
Don't know	*
Not provided	4

* less than 1%

Employment status - Tenant	Tenants %
Employee in full time job (30 hours or more per week)	8
Employee in part time job (less than 30 hours per week)	5
Self-employed (full- or part-time)	*
Government supported training	*
Unemployed & available for work	6
Wholly retired from work	36
Full-time education at school etc.	1
Looking after the family or home	5
Permanently sick or disabled	25
Doing something else	1
Not provided	14

* less than 1%

Employment status Partner / Spouse	Partner / Spouse %
Employee in full time job (30 hours or more per week)	2
Employee in part time job (less than 30 hours per week)	1
Self-employed (full- or part-time)	*
Unemployed & available for work	1
Wholly retired from work	7
Full-time education at school etc.	*
Looking after the family or home	2
Permanently sick or disabled	6
Doing something else	*
Not applicable	72
Not provided	9

* less than 1%

Age	Tenants %
16 – 24 years	3
25 – 34 years	6
35 – 44 years	10
45 – 54 years	14
55 – 59 years	9
60 – 64 years	14
65 – 74 years	19
75 – 84 years	14
85+ years	6
Not applicable	-
Not provided	5

Religion	Tenants %
None	20
Christian (all)	66
Buddhist	*
Jewish	*
Muslim	1
Other	2
Prefer not to say	5
Not provided	6

* less than 1%

Sexuality	Tenants %
Heterosexual	62
Gay man	2
Gay woman	1
Bisexual	1
Other	3
Prefer not to say	13
Not provided	18

Receives housing benefit	Tenants %
Yes	60
No	13
Don't know	2
Not provided	25

Sources of income	Tenants %
Earnings from employment or self employment	14
Pension from a former employer	11
State pension	45
Child benefit	9
Income support	33
Other state benefits	32
Tax credits	12
Interest from savings	2
Other kinds of regular allowance from outside the household	1
Other sources	5
No source of income	*
Not provided	9

* less than 1%

Net income	Tenants %
Up to £99 per week	21
£100 - £199 per week	38
£200 - £299 per week	14
£300 - £399 per week	3
£400 - £499 per week	1
£500 - £599 per week	*
£1000 + per week	*
Not provided	23

* less than 1%

Overall Satisfaction With Services

Over eight in ten (82%) tenants were satisfied with the overall service provided by Blackpool Coastal Housing, with over two fifths (42%) very satisfied. In contrast, one in ten (10%) tenants were dissatisfied, with just 4% very dissatisfied,

Tenants who expressed a higher level of satisfaction tended to be:

- Non working age tenants
- Non BME aged 65 and over
- Non BME aged 35-64
- BME tenants aged 35-64
- Multi adult households and single adult households aged over 60
- Tenants who have been a tenant for 21 years or more
- Wholly retired tenants
- Tenants satisfied with the repairs and maintenance service

- Tenants satisfied that their views are taken into account
- Tenants who feel the service from Blackpool Coastal Housing has got better over the last 12 months
- Mereside off estate tenants

Tenants who expressed higher levels of dissatisfaction tended to be:

- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their home
- Tenants who use wheelchairs
- Tenants dissatisfied with their neighbourhood as a place to live
- Tenants who feel they are poorly informed
- Tenants who are dissatisfied that their rent offers value for money
- Queens Park on estate tenants

Service Improvement

Over half (51%) of tenants indicated that the service had got better in the last 12 months. Fewer than one in ten (7%) felt the service had got worse and around a third (35%) indicated it had stayed the same.

Tenants who tended to rate their services as getting better in the last 12 months tended to be:

- Female tenants
- Older tenants aged 55-64 and 65+
- Multi adult households
- Single adult households aged over 60
- Tenants who have been a tenant for 21 years or more
- Wholly retired tenants
- Tenants satisfied with the repairs and maintenance service
- Tenants satisfied that their views are taken into account

Tenants who tended to rate their services as getting worse in the last 12 months tended to be:

- Working age tenants
- BME tenants aged 35-64
- Wheelchair users
- Tenants dissatisfied with the overall service
- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their property
- Queens Park on estate tenants

Satisfaction With Neighbourhood

Over two thirds (69%) were satisfied with their neighbourhood as a place to live, with a third (33%) very satisfied. Conversely, around one in six (16%) were dissatisfied.

Tenants expressing a higher level of satisfaction tended to be:

- Older tenants 55-64 and 65+
- Non BME tenants aged 65 and over
- Tenants who have lived in their home for 21 years or more
- Economically inactive tenants
- Tenants satisfied with the overall service
- Tenants satisfied with the overall quality of their home
- Tenants who feel the service they receive from Blackpool Coastal Housing has improved in the last 12 months
- Grange Park and Mereside off estate tenants

Tenants expressing a higher level of dissatisfaction tended to be:

- Working age tenants
- BME tenants aged 35-64 years old
- Tenants dissatisfied with the general condition of their home
- Tenants dissatisfied that their rent offers value for money
- Tenants dissatisfied with the repairs and maintenance service
- Queens Park on estate tenants

Contact With Blackpool Coastal Housing

Over three fifths (62%) of tenants indicated they had been in contact, whereas 24% had not. Approaching seven in ten (69%) did so via the telephone. Nearly a fifth (19%) visited an office and fewer than one in twenty emailed (2%).

The majority (68%) made contact about repairs. One in eleven (9%) made contact about neighbours or neighbourhood issues and around one in twenty regarding rent/housing benefit (6%).

Tenants more likely to have been in contact with BCH tended to be:

- Tenants of working age
- Families
- Tenants who had been a tenant of Blackpool Coastal Housing for less than 1 year
- Tenants from Mereside estate

Aspects Of The Contact Experience

Approaching three quarters (72%) found getting hold of the right person easy, whereas one in seven (13%) found it difficult.

Tenants more likely to have found it difficult to get hold of the right person tended to be

- BME tenants aged 35-64
- Disabled tenants
- Tenants dissatisfied with the overall service provided
- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their property
- Tenants dissatisfied with the neighbourhood as a place to live
- Tenants dissatisfied with value for money for their rent
- Tenants dissatisfied with the repairs and maintenance service
- Tenants dissatisfied with about their views being taken into account
- Tenants who feel the service they receive from Blackpool Coastal Housing in the last 12 months have got worse
- Queens Park off estate tenants.

Over four fifths (85%) indicated that the member of staff had been helpful, whereas fewer than one in ten (6%) had found them unhelpful.

Tenants more likely to have found staff unhelpful tended to be:

- Tenants aged 35-64
- Families
- BME tenants aged 35-64
- Tenants dissatisfied with the overall service provided
- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their property
- Tenants dissatisfied with the repairs and maintenance service

The majority (78%) indicated that the member of staff had been able to deal with their problem, whereas one in seven (13%) had found them unable to do so.

Tenants more likely to say that staff are able to deal with their problem were:

- Multi adult households
- Single adult households under 60 years of age
- Single adult households over 60 years of age
- Mereside off estate tenants

Tenants least likely to say that staff are able to deal with their problem were:

- Families
- Mereside on estate tenants

Over two thirds (67%) reported they were satisfied with the final outcome of their last contact with Blackpool Coastal Housing. Conversely, just over one in five (21%) expressed a level of dissatisfaction.

Tenants expressing a higher level of satisfaction tended to be:

- Multi adult households
- Mereside off estate tenants

Least satisfied tenants tended to be:

- Queens Park off estate tenants
- Grange Park Tenants
- Families

Repairs and maintenance

Approaching four in five (79%) tenants were satisfied, with more than two in five (44%) very satisfied. One in nine (11%) were dissatisfied.

Tenants more likely to be dissatisfied with their repairs and maintenance service tended to be:

- Younger tenants
- Working age tenants
- Families
- Tenants who are dissatisfied with the overall service provided
- Tenants who are dissatisfied with the overall quality of their home
- Tenants who are dissatisfied with the general condition of their property
- Tenants who feel in the last 12 months the service they receive from Blackpool Coastal Housing has got worse
- Queens Park off estate tenants

Preferred Methods For Information And Consultation

Overall, the largest proportion of tenants (76%) prefer to be contacted about issues via a personal letter. Around a third (36%) would like to be informed or consulted in the tenant magazine or a newsletter or via a telephone call (30%).

Satisfaction That Views Are Taken Into Account

Over three in five (61%) tenants were satisfied that Blackpool Coastal Housing takes their views into account, with over a quarter (26%) very satisfied. Just under one in ten (9%) were dissatisfied that Blackpool Coastal Housing does not take their views into account.

Tenants more likely to be satisfied that BCH takes their views into account tended to be:

- Older tenants
- Non working age tenants
- Non BME tenants aged 65 and over
- Multi adult households
- Single adult households over the age of 60
- Wholly retired tenants
- Economically inactive tenants
- Tenants satisfied with the overall service provided by Blackpool Coastal Housing
- Tenants satisfied with the overall quality of their home
- Tenants satisfied with the general condition of their property
- Tenants satisfied with the neighbourhood as a place to live

Tenants more likely to be dissatisfied that BCH takes their views into account tended to be:

- Tenants that have lived in their home for 1 – 10 years
- Tenants dissatisfied with the repairs and maintenance service
- Tenants who have rated Blackpool Coastal Housing as poor at keeping them informed
- Tenants who feel the service they receive has got worse in the last 12 months

2.4 Satisfaction With Decent Homes programme 2009/2010

On completion of Decent Homes improvement work all residents are asked to complete a satisfaction questionnaire. The survey is produced in an accessible format and asks customers to score the service based on five levels of satisfaction.

The survey covers everything from before the work starts, the information received during the work to overall satisfaction with the completed work. The survey is either posted out or delivered by hand to the resident and has incorporated a number of questions for BCH to collect Equality & Diversity information at the same time.

If a customer expresses dissatisfaction, this is referred to the contractor to address the issue and provide a suitable reply to the project manager. The project manager then sends out a follow up survey which we use to identify the service improvements. The results from the surveys are scrutinised by the Asset Management Committee and the Partnership Core Group to ensure that performance issues are addressed.

Key areas for improvement include how satisfied customers are with the tidiness of contractors, how well customers are kept informed of progress and how satisfied customers are that their illness or disability is taken into consideration. The Partnership is working on actions for improving satisfaction with all key areas identified within the survey.

Overall Satisfaction with the Decent Homes Service

Respondents were asked to comment on the Decent Homes Service as a whole with the question: 94.14% of respondents stated that they were satisfied with the service received with only 3.43% indicating dissatisfaction.

Response	Total	%
Very Satisfied	739	81.75
Fairly Satisfied	112	12.39
Neither	15	1.66
Fairly Dissatisfied	15	1.66
Very Dissatisfied	16	1.77
Did Not Answer	7	0.77
Total	904	100.00

Satisfaction with information given

The questionnaire asked respondents to rate their satisfaction with the information they were given with regards to the extent of the works to be undertaken at their home. 91.59% of respondents stated that they were satisfied with the information given with only 4.32% indicating dissatisfaction

Response	Total	%
Very Satisfied	725	80.20
Fairly Satisfied	103	11.39
Neither	33	3.65
Fairly Dissatisfied	27	2.99
Very Dissatisfied	12	1.33
Did Not Answer	4	0.44
Total	904	100.00

Satisfaction with time taken to complete the works

Respondents were asked whether they were satisfied with the time it took to complete the works. The majority 89.27% of respondents were given a completion date, with 6.42% indicating dissatisfaction

Response	Total	%
Very Satisfied	692	76.55
Fairly Satisfied	115	12.72
Neither	26	2.88
Fairly Dissatisfied	26	2.88
Very Dissatisfied	32	3.54
Did Not Answer	13	1.44
Total	904	100.00

Satisfaction with level of disruption

Satisfaction levels in terms of the disruption caused by works were lower than on other measures. Although most respondents said that they were satisfied with the level of disruption, a higher number of these were only fairly satisfied, where on previous measures most respondents were very satisfied. The majority 84.63% of respondents were satisfied with the level of disruption, with 6.31% indicating dissatisfaction.

Response	Total	%
Very Satisfied	625	69.14
Fairly Satisfied	140	15.49
Neither	61	6.75
Fairly Dissatisfied	31	3.43
Very Dissatisfied	26	2.88
Did Not Answer	21	2.32
Total	904	100.00

Satisfaction with quality of workmanship

In terms of the quality of workmanship, most respondents were satisfied, with on average, 81.75% stating they were very satisfied, and a further 10.51% stating they were fairly satisfied. Again on this measure there is no noticeable difference between respondent's ratings of the different works, with all works being rated equally highly with 4.20% indicating dissatisfaction.

Response	Total	%
Very Satisfied	739	81.75
Fairly Satisfied	95	10.51
Neither	14	1.55
Fairly Dissatisfied	20	2.21
Very Dissatisfied	18	1.99
Did Not Answer	18	1.99
Total	904	100.00

Satisfaction with improvements made

Respondents were asked to rate their satisfaction with the improvements made on their home. Similarly to the other satisfaction measures, the vast majority of respondents were satisfied with improvements. Most of these were very satisfied 87.17% with a few rating themselves as fairly satisfied 7.30% and there are only 2.88% of respondents indicating dissatisfaction.

There is no noticeable difference between respondent's ratings of the different works, allowing confidence that there are no real areas for concern.

Response	Total	%
Very Satisfied	788	87.17
Fairly Satisfied	66	7.30
Neither	8	0.88
Fairly Dissatisfied	17	1.88
Very Dissatisfied	9	1.00
Did Not Answer	16	1.77
Total	904	100.00

Attitude of workmen

Respondents were asked to rate the attitude of the workmen who carried out the works on their home. 89.60% of respondents were happy with the attitude of the workmen, and there are only 1.00% of respondents who rated the attitude of the workmen poor.

Response	Total	%
Excellent	683	75.55
Good	127	14.05
Average	56	6.19
Poor	9	1.00
Did Not Answer	29	3.21
Total	904	100.00

Helpfulness of Tenant Liaison Officers

Respondents were also asked to rate the helpfulness of the Tenant Liaison Officers while works were being undertaken. The majority of respondents did find the TLO's helpful during works, with 86.62% describing them as helpful or very helpful, and only 3.65% rating them unhelpful.

Response	Total	%
Very Helpful	640	70.80
Helpful	143	15.82
Unhelpful	33	3.65
Did Not Answer	88	9.73
Total	904	100.00

2.6 What does the data tell us about our communities

Race/ethnicity

BCH has low numbers of BME customers which reflects the low numbers in the Blackpool Population. There are no BME 'communities' within BCH customers, which means that BCH customers are spread amongst the housing stock and likely to be isolated and potentially more vulnerable.

- Numbers of BME customers are low and BME customers are more likely to be of mixed race.
- BME customers are most likely to be Mixed White and Black Caribbean, Mixed White and Asian, or Black or British Black African.
- BME customers are less likely than the general population to have a disability or use a wheelchair.

Gender and transgender

It is difficult to know exactly how many trans customers BCH has because it is difficult to obtain accurate information on such a personal issue. Trans customers are likely to represent only a very small percentage of all customers and are likely to be isolated and thus potentially more vulnerable.

Age

The average age of BCH customers is higher than the average for Blackpool. Younger people under 25 are underrepresented in the BCH customer base. Older people are overrepresented in the customer base and tend to be happier with BCH services. Younger people under 25 tend to be less happy with BCH services. The differential is likely to be due to different needs and aspirations.

Disability

BCH has a significantly higher proportion of customers with long term illnesses or disabilities than the Blackpool average. With disabled people accounting for a third of all BCH customers, disability related issues need to be a priority.

Longstanding Limiting Health Problems

- Customers with a longstanding limiting illness are likely to be aged over 55.
- The proportion of BME customers with a longstanding limiting illness or disability is lower than the general population.
- Customers in receipt of Housing Benefit are more likely to have a longstanding illness or disability.
- Customers with a longstanding illness or disability are slightly more likely to be male.
- Customers aged 16 to 34 are the least likely to have a longstanding limiting illness or disability.
- A high proportion of households containing at least one person with a longstanding illness or disability are likely to contain at least one wheelchair user.

Wheelchair Users

- Wheelchair users are most likely to be over the age of 65.
- Approximately on fifth of households that include someone with a disability include a wheelchair user.
- The percentage of BME wheelchair users is about the same as the general population.
- Wheelchair users are equally likely to be male or female.

Religion or belief

A lower number of BCH customers have a stated faith than the Blackpool average. Numbers of

people with a stated faith which is not Christian are also very low.

Lesbian, gay, bisexual people

Generally BCH has similar number of LGBT customers to the Blackpool profile. This represents a significant minority who may be potentially vulnerable.

Health

The evidence suggests that the health of BCH customers is poorer than that of the general population, with high incidences of long term illness and disability far higher than the general population. It is likely that this will have an impact on deprivation levels amongst customers.

Other socially excluded communities or groups

Whilst statistics are not yet sufficiently robust to support a definitive statement on carers, the high incidences of disability and long term illness within the Blackpool population and the even higher levels within the BCH customer base would seem to suggest that a significant proportion of BCH customers provide care to someone with a long term illness or disability. Caring responsibilities can exclude people from paid work and social activity.

Relationships between or within communities

There is little evidence from crime reports of any specific tensions between different communities within the BCH customer. Historically, incidences of hate crime tend to be isolated and centred around race and homophobia.

The following tables show differences in satisfaction between groups with protected characteristics. The data was generated by the STATUS Survey carried out in 2007/2008

Has Our Service Got Better Or Worse In The Last 12 Months

16 to 34 year olds, 35 to 54 year olds and gay customers are less likely to think that things have got better in the last 12 months compared to all customers as a whole.

Customers with a disability, gay customers and wheelchair users, are more likely to think that things have got worse in the last 12 months.

Overall Satisfaction

Customers aged 16 to 54 are the least likely age groups to be satisfied with services overall.

Gay and bisexual customers are the least satisfied group overall.

16 to 34 year olds and wheelchair users express the highest levels of dissatisfaction with service overall.

Satisfaction With Quality Of Home

Customers aged 16 to 54, gay and bisexual customers, and Muslim customers are the least satisfied with the quality of their home.

Customers aged 16 to 54, and gay customers are the most dissatisfied with the quality of their home.

Satisfaction With General Condition Of Home

Customers aged 16 to 54 and gay and bisexual customers are the least satisfied with the general condition of their home.

Muslim customers are most likely to be ambivalent about the general condition of their home.

Customers aged 16 to 54 and gay and bisexual customers are likely to express the highest levels of dissatisfaction with the general condition of their home.

Satisfaction With The Neighbourhood As A Place To Live

Customers aged 16 to 54, gay customers. Muslim customers and BME customers are the least satisfied with their neighbourhood as a place to live.

Muslim customers are most likely to be ambivalent about their neighbourhood as a place to live.

Customers aged 16 to 54 and gay and bisexual customers express the highest levels of dissatisfaction with their neighbourhood.

Satisfaction With Value For Money For Rent

Customers aged 16 to 54, gay customers. Muslim customers and BME customers are the least satisfied with value for money for their rent.

Muslim customers are most likely to be ambivalent about value for money for their rent.

Customers aged 16 to 54 and gay customers express the highest levels of dissatisfaction with their neighbourhood.

Satisfaction With How Enquiries Are Dealt With

Customers aged 16 to 34 have the lowest levels of satisfaction with how enquiries are dealt with and also the highest levels of dissatisfaction.

Gay, bisexual and Muslim customers have low levels of satisfaction with how enquiries are dealt with.

Gay customers have high levels of dissatisfaction with how enquiries are dealt with.

Which Things Are The Most Important

Overall repairs and maintenance, quality of home, and dealing with ASB are most important to all strands except bisexual customers who rate keeping tenants informed, dealing with ASB and value for money as the most important.

Keeping tenants informed is the most important to 55 to 64 year old customers, wheelchair users, bisexual customers and customers with a stated faith.

The overall quality of home is the most important to female customers, 35 to 54 year old customers, BME customers and customers with a stated faith.

Taking views into account is the most important to wheelchair users and bisexual customers. Repairs & maintenance is the most important to BME customers and customers with a stated faith. Dealing with ASB is the most important to customers aged 16 to 34, wheelchair users, gay customers and customers with a stated faith.

The neighbourhood as a place to live is most important to 16 to 34 year olds and BME customers. Value for money is most important to BME customers and gay and bisexual customers.

To What Extent Is Racial Or Other Harassment A Problem

Overall, customers do not think that racial or other harassment are a problem.

Customers aged 35 to 54, gay customers and Muslim customers are the most likely to think that racial and other harassment is a problem.

Customers with a stated faith other than Muslim are least likely to think that racial and other harassment is a problem.

To What Extent Is Vandalism & Graffiti A Problem

Overall customers tend not to think that vandalism and graffiti are a big problem.

Customers with a stated faith, gay and bisexual customers, and BME customers are the most likely to think that vandalism and graffiti are a problem.

Customers over the age of 65 and wheelchair users are the least likely to think that vandalism and graffiti are a problem.

To What Extent Is People Damaging Your Property A Problem

Overall customers tend not to think that damage to their property is a big problem.

Bisexual and Gay customers, Muslim customers, and customers aged between 16 and 34 are the most concerned about damage to their property.

Older customers and BME customers are the least concerned that damage to their property is a problem.

How Easy Was It Get Hold Of The Right Person

Overall customers found it easy to get hold of the right person although a proportion did have problems.

Customers aged 16 to 34 are the age group least likely to find it easy to get hold of the right person.

Customers aged 55 to 64, customers with a disability, and customers who use wheelchairs are slightly more likely to have difficulty getting hold of the right person.

How Helpful Were Staff

Overall, the majority of customers think that the staff they dealt with were helpful.

Gay and bisexual customers and customers aged between 16 and 54 are the most likely to think that staff were unhelpful.

Ability Of Staff To Deal With Problem

Overall, customers believed that staff have the ability to deal with customers' problems. Customers aged 16 to 54, gay and bisexual customers and Muslim customers were less likely to say that staff were able to deal with their problem.

Customers aged 16 to 34 and gay and bisexual customers were the most likely to think that staff were unable to deal with their problem

Satisfaction With Final Outcome Of Contact

Overall, customers are fairly satisfied with the outcome of their contact.

The least satisfied customers tend to gay and bisexual customers.

Satisfaction With Repairs & Maintenance

Overall, customers are satisfied with repairs and maintenance.

Customers aged 16 to 54 have the lowest levels of satisfaction with repairs and maintenance.

Dissatisfaction with repairs and maintenance is highest amongst the 16 to 34 age group, followed by bisexual customers and 55 to 64 year olds.

Repairs In The Last 12 Months

Approximately three quarters of customers said that they had a repair completed in the last 12 months.

Male customers and Muslim customers were the most likely to say that they had not had repair completed in the last 12 months.

Female customers, customers aged 16 to 34, BME customers and customers who use a wheelchair were the most likely to say that they had a repair completed in the last 12 months.

Attitude Of Repairs Workers

Customers aged 16 to 34, gay and bisexual customers and BME customers are more likely to think the attitude of repairs workers is good.

Customers aged 16 to 34 and gay customers are the most likely to think that the attitude of repairs workers is poor.

Overall Quality Of Repair Work

Customers aged 16 to 34 are the least satisfied with quality of repair work followed by gay and bisexual customers and BME customers.

STEP 3 – Assessing The Impact

3.1 Is there any evidence of higher or lower take-up by any group or community, and if so, how is this explained?

There is no evidence that any particular group has lower uptake of asset management services than another.

3.2 Does the geography or demography of service users reveal anything?

3.3 Do any rules or requirements prevent any groups or communities from using or accessing the service?

Access and customer care arrangements do not appear to create any additional barriers for any particular group although there is evidence to suggest that there are differences in how important asset management arrangements are to different groups, and differences in satisfaction with services between groups.

Whilst these differences are not statistically significant it may be helpful to investigate them further with a view to gaining a better understanding of satisfaction with asset management services amongst different groups.

3.4 Does the way the service is delivered, or the policy, create any additional barriers for any groups of disabled people (Duties arising out of DDA 1995)

There is no evidence to suggest that additional barriers are created but there is evidence that to suggest that there are differences in how important asset management arrangements are to different groups, and differences in satisfaction with services between groups.

Whilst these differences are not statistically significant it may be helpful to investigate them further with a view to gaining a better understanding of satisfaction with asset management services amongst different groups.

3.5 Does the way the service is delivered, or the policy, create any additional barriers for any other groups or communities, for example. Due to limited income or because of the time during the week when the service is available?

There is no evidence to suggest that additional barriers are created but there is evidence that to suggest that there are differences in how important asset management arrangements are to different groups, and differences in satisfaction with services between groups.

Whilst these differences are not statistically significant it may be helpful to investigate them further with a view to gaining a better understanding of satisfaction with asset management services amongst different groups.

3.6 Do any of these limitations amount to unlawful discrimination?

Yes

No

If 'Yes' please explain (referring to legislation) in the box below.

3.7 If 'No' do they amount to differential impact which should be addressed?

Yes No

If 'Yes' please give details below

Not applicable

3.8 If the impact or effects are adverse for any community or group, can they be defended in order to provide equality for another community or group under legislation or policy?

Yes No

If 'Yes' please give details below

Not applicable

3.9 Do you have enough information to make a judgment?

Yes No

If 'No' what information do you required about which groups or communities?

There is sufficient information to inform a judgment however it would be advisable to drill down into the trends and characteristics listed at Section 2 to make absolutely sure that there are no differences between groups that could possible be attributed to discrimination.

3.10 Is it possible to get the information quickly and easily or is it recommended that the collection of such information be included as an action for the action plan that will be developed? Please detail below.

Not Applicable

3.11 Impact Assessment Summary

Equality Strand	Groups	Positive Impact			Negative Impact			Comments
		L	M	H	L	M	H	
Gender	Women							
	Men		✓		✓			
	Trans		✓		✓			
Ethnicity	Non BME		✓		✓			
	BME		✓		✓			
Disabled People				✓	✓			
LGB People			✓		✓			
Age	Older people 60+			✓	✓			
	Younger people 17 to 25		✓		✓			
Faith groups			✓		✓			
Equal opportunities and/or improved relations			✓		✓			

STEP 4 – Dealing With Adverse Or Unlawful Impact

4.1 What can be done to improve the policy/service/function or any proposals in order to reduce or remove any adverse impact or effects identified.

It may prove helpful to run a series of drill down exercises to uncover more about customer expectations and perceptions of service provision. This would best be done by targeting specific questions to specific groups – either as a telephone exercise and/or by group sessions using existing groups where possible.

4.2 What would be needed to be able to do this? Are the resources likely to be available?

The resources required are likely to be staff time and possibly some additional financial resources.

4.3 What other support or changes would be necessary to carry out these actions?

The work will require the input of the Policy & Performance Officer and possibly of the Customer Involvement and Projects Team.

STEP 5 – Consulting Those Affected For Their Views

5.1 Please outline the steps taken to test out your findings and possible courses of action below.

This impact assessment has been conducted using STATUS survey data, internal survey data and systems data. The Strategy has also been discussed with customers at the Asset Management Service Improvement Group.

5.2 What feedback or responses have you received to the findings and possible courses of action? Please give details below.

Nothing to add

5.3 If you have not been able to carry out any consultation what plans are there to conduct a consultation exercise at some point in the future?

Not applicable

5.4 If you are impact assessing some proposals, what steps have been taken to ensure that stakeholders have been able to voice their opinions on the proposals or the need for change?

No new proposals.

STEP 6 – Action Planning

Issues/adverse impact identified	Proposed action/ objectives to deal with adverse impact	Target/Measures	Timeframe	Responsibility	Indicate whether agreed
Decent Homes is satisfaction not analysed by protected characteristics.	Put in place system whereby satisfaction is monitored by protected characteristics and that findings are widely reported and acted upon.	BCH can pick out trends in satisfaction with improvement works from groups with protected characteristics.		Ian Grimshaw	
Insufficient drill down into satisfaction data to confirm differences in satisfaction between groups.	Investigate levels of satisfaction with: Disabled customers Wheelchair users Families LGBT	BCH knows the reasons for dissatisfaction amongst specific groups.		Ian Grimshaw	
	Investigate the reasons why some customers find it more difficult to get hold of the right person.	BCH understand that contact needs of different groups and geographical areas.		Ian Grimshaw	
	Develop a satisfaction profile by management area.	BCH can compare satisfaction across management areas.		Ian Grimshaw	
	Investigate levels of satisfaction with the contact experience at service level.	Satisfaction with the contact experience can be compared across services.		Ian Grimshaw	
	Monitor strategy through Access & Customer Care Group.	Our approach to access and customer care is consistent, owned, and coordinated.		Ian Grimshaw	
No CRM system available to capture live data on access and	Develop and implement a CRM system.	BCH has a means of accurately measuring service usage.		Ian Grimshaw	

customer care trends and issues.	Improve knowledge of service usage by regular analysis of CRM system.	All services have robust data and information about how their services are used.		Ian Grimshaw	
Approach to researching satisfaction with access and customer care arrangements is not systemic or consistent.	Develop research governance policy and procedure.	All staff and managers understand the research and analysis requirements for their service.		Ian Grimshaw	
BCH does not know for certain what the expectations and aspirations of different age groups are.	Investigate the reasons for differences in levels of satisfaction amongst different age groups.	BCH knows about and is able to respond to the different aspirations and expectations of customers with regard to access and customer care.		Ian Grimshaw	

STEP 7 – Arrangements For Monitoring & Review

Agreed action	Monitoring arrangements	Timeframe	Responsibility	Which plan added to