

## Equality Impact Assessment – Summary

**Officer responsible:**

Daniel Turner

**Department**

Support Services

**Team:**

Customer Performance

**Date of assessment:**

24<sup>th</sup> November 2008

**Version of policy:**

1

**Release date of service:**

January 2009

**1. Name of the Service:**

Centralised Survey

**Predictive or Retrospective:**

Retrospective

**2. Summary of the policy:**

The aim is to have a central point for gathering all surveys and analysing the responses. This helps with data integrity and allows us to produce reports and customer engagement broken down by the six equality strands. A good example is using our Customer Insight linked to Tenant Participation Tracker and Orchard; we would be able to provide translation in any language that our customer requires.

Surveys can be conducted over the phone or sent to the customer by post, to ensure access for our customers with disabilities.

### 3. What is the impact on customers?

The use of the Centralised survey will have a positive impact on customers. Staff will receive training to ensure they can use the survey application. Consultation on centralising the survey took place with Survey working group, which included Customers and Service managers.

### 4. What action will be taken in the future?

The use of Tenant Participation Tracker system for surveys will help to identify any weakness in our engagement strategy.

### Approval

Is Full Impact Assessment necessary	YES/NO	No – An initial Impact Assessment will be required as part of next review
Signed by Line Manager		Yes
Challenge by Equality & Diversity Monitoring Group: YES/NO		Yes