

Equality Impact Assessment – Summary

Officer responsible:

David Lincoln

Department

Resources

Team:

Executive Management T – Finance

Date of assessment:

February 2009

Version of policy:

N/A

Release date of service:

N/A

1. Name of the service:

Heating service

Predictive or Retrospective:

Retrospective

2. Summary of the service:

Prior to April 2008 communal heating was provided to 1,500 residents throughout our Sheltered Schemes. This meant costs for heating were distributed equally among residents, regardless of accommodation size and amount of energy used on each scheme.

3. What is the impact on customers?

This had negative impact mainly on elderly and disabled tenants in these schemes.

As a result of complaints the focus group and the Sheltered Housing Forum, Tenant and Leaseholder Panel and other individuals a review of the service took place. This review involved working out costs for each scheme, taking into account the number of rooms, type of property (e.g. flat or bungalow) and excluding size of the communal areas. Tenants were then charged based on amount of energy that each scheme used.

4. What action will be taken in the future?

A fairer system of charging tenants brought about by the calculation of heating per scheme.
Replace boilers as part of energy efficiency, replace double-glazing in communal areas as part of decent homes funding.
Training of Scheme Co-ordinators to inform tenants of energy efficiency

Approval

Is Full Impact Assessment necessary	YES/NO	Yes - A Full Impact Assessment will be required once decent homes funding has been allocated
Signed by Line Manager		Yes
Challenge by Equality & Diversity Monitoring Group: YES/NO		Yes