

Equality Impact Assessment – Summary

Officer responsible:

Pat Firth

Department

Executive Business Support

Team:

Service Improvement

Date of assessment:

June 2008

Version of policy:

N/A

Release date of service:

N/A

1. Name of the policy:

Review Service Standard

Predictive or Retrospective:

Predictive

2. Summary of the policy:

The service standards outline what type and quality of services our customers should expect from St Georges Community Housing. It helps us to monitor the services we provide by identifying where there are gaps in service provision.

3. What is the impact on customers?

Communicate to customers about what standard of service to expect and ensure we maintain a good level of customer satisfaction. The policy has high positive impacts on all the equality groups of different age, gender, ethnicity, faith sexual orientation and disability.

4. What action will be taken in the future?

The service standard will be available in different formats to ensure that customers with language needs and hearing or visual impairments can still access the information.

Individual customer needs gathered via Customer Profiling project will be considered when revising service standards. Also customer consultation will need to take account of any negative outcomes.

Approval

Is Full Impact Assessment necessary	YES/NO	No - An Initial Impact Assessment will be required at the next review
Signed by Line Manager		Yes
Challenge by Equality & Diversity Monitoring Group: YES/NO		Yes