

## Equality Impact Assessment – Summary

**Officer responsible:**

Rob Burton

**Department**

Property Services

**Team:**

Business Services

**Date of assessment:**

19<sup>th</sup> November 2008

**Version of policy:**

N/A

**Release date of service:**

N/A

**1. Name of the Service:**

Procurement of Gas Servicing and Maintenance Contract

**Predictive or Retrospective:**

Predictive

**2. Summary of the service:**

To provide a reactive maintenance and servicing contract to all gas appliances in our customers' homes.

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

There is a negative impact on residents because currently there is no data available on the different equality groups using the service. Also there could be problem for contractors accessing residents' homes to carry out necessary servicing of gas appliances if residents do not speak English as their first language.

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

Collecting gas servicing information by diversity strands and using Customer Insight to monitor any specific issues communicating or accessing residents homes.

### Approval

Is Full Impact Assessment necessary	YES/NO	Yes – A Full Impact Assessment will be required at the next review of the service
Signed by Line Manager		Yes
Challenge by Equality & Diversity Monitoring Group: YES/NO		Yes