

# Equality Impact Assessment (EIA) Preliminary assessment form

The preliminary impact assessment is a quick and easy screening process. It should:

- identify those policies, projects, services, functions or strategies which require a full EIA by looking at:
  - ◆ negative, positive or no impact on any of the equality groups
  - ◆ opportunity to promote equality for the equality groups
  - ◆ data / feedback
- prioritise if and when a full EIA should be completed
- justify reasons for why a full EIA is not going to be completed

**Service Area:**

Human Resources

**Title of policy, function or service:**

Customer Care Policy

**Type of policy, function or service:**

Existing:

New/proposed

Changed

**Q1 - What is the aim of your policy or new service?**

The objective of the policy is to set out the minimum standards that customers can expect in any dealings they have with SHP.

**Q2 - Who is the policy or service going to benefit?**

The policy will benefit all SHP employees, Board members, residents, tenants, leaseholders and all other customers

**Q3 - Thinking about each group below, does, or could the policy, project, service have a negative impact on members of the equality groups below?**

Group	Yes Negative	No Positive/ No impact	Unclear
Age	<input type="checkbox"/>	✓	<input type="checkbox"/>
Disability	<input type="checkbox"/>	✓	<input type="checkbox"/>
Ethnic Origin	<input type="checkbox"/>	✓	<input type="checkbox"/>
Gender	<input type="checkbox"/>	✓	<input type="checkbox"/>
Transgender	<input type="checkbox"/>	✓	<input type="checkbox"/>
Religion/ Belief	<input type="checkbox"/>	✓	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	✓	<input type="checkbox"/>
Marital Status/ Civil Partnership	<input type="checkbox"/>	✓	<input type="checkbox"/>
Pregnancy and Maternity	<input type="checkbox"/>	✓	<input type="checkbox"/>
Other socially excluded groups	<input type="checkbox"/>	✓	<input type="checkbox"/>

**If the answer is “yes” or “Unclear” consider doing a full EIA**

**Q4 - Does, or could, the policy, project or service help to promote equality for members of the equality groups**

Group	Yes	No	Unclear
Age	✓	<input type="checkbox"/>	<input type="checkbox"/>
Disability	✓	<input type="checkbox"/>	<input type="checkbox"/>
Ethnic Origin	✓	<input type="checkbox"/>	<input type="checkbox"/>
Gender	✓	<input type="checkbox"/>	<input type="checkbox"/>
Transgender	✓	<input type="checkbox"/>	<input type="checkbox"/>
Religion/ Belief	✓	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	✓	<input type="checkbox"/>	<input type="checkbox"/>
Marital Status/ Civil Partnership	✓	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and Maternity	✓	<input type="checkbox"/>	<input type="checkbox"/>
Other socially excluded groups	✓	<input type="checkbox"/>	<input type="checkbox"/>

**If the answer is “no” or “Unclear” consider doing a full EIA**

**Q5 - Do you have any feedback data from the equality groups that influences, affects or shapes this policy, project or service?**

Group	Yes	No	Unclear
Age	<input type="checkbox"/>	<input type="checkbox"/>	✓
Disability	<input type="checkbox"/>	<input type="checkbox"/>	✓
Ethnic Origin	<input type="checkbox"/>	<input type="checkbox"/>	✓
Gender	<input type="checkbox"/>	<input type="checkbox"/>	✓
Transgender	<input type="checkbox"/>	<input type="checkbox"/>	✓
Religion/ Belief	<input type="checkbox"/>	<input type="checkbox"/>	✓
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	✓
Marital Status/ Civil Partnership	<input type="checkbox"/>	<input type="checkbox"/>	✓
Pregnancy and Maternity	<input type="checkbox"/>	<input type="checkbox"/>	✓
Other socially excluded groups	<input type="checkbox"/>	<input type="checkbox"/>	✓

**If the answer is “No-” or “Unclear”, no-one knows or opinion is divided consider doing a full EIA**

**Q6 - Using the assessments in questions 3, 4 and 5 should a full assessment be carried out on this policy, project or service?**

Yes		No	✓
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**If you have to complete a full EIA use the easy to follow toolkit and form on the Wire**

**Q7 - How have you come to this decision?**

The policy outlines SHP commitment to providing communications which are accessible and appropriate to individual need. One of the key aims is to listen to customer needs and adapt services accordingly. Therefore this policy promotes rather than restricts equality and no minority groups are adversely affected

**Q8 - What is your priority for doing the full EIA?**

High	Medium	Low

**Q9 - Who was involved in the EIA, and how?**

**This EIA has been approved by:**

Corporate Projects Officer

**Date:** 20/06/2011

**Contact number:** 01472 572282

**Please send a copy of your completed EIA to the Business Improvement Team. We will contact you with any comments or queries about your preliminary EIA.**