

Working together to create a borough of opportunity
Predictive Equality Impact Assessment (PEIA)
FOR ALL COUNCIL DECISIONS ONLY



Title of report or proposal:

HFH Delivery Plan 2008-2009

Describe in full the aims, objectives and purpose of the proposal, including desired outcomes:

The 2008/2009 Delivery Plan for HF Homes is attached to this report. The content and layout has been informed by and meets the requirements set out by the government in ALMO Guidance. The Plan sets out the Councils key priorities for HFH Homes, what HFH Homes is doing and needs to do to deliver, the resource and infrastructural requirements and financial management and performance arrangements. The Plan for 2008/09 also identifies actions to be taken to deliver recommendations made by the Housing Inspectorate after an inspection of the service in November 2007 which led to a score of fair with promising prospects for improvement.

Department:

Hammersmith and Fulham Homes & Community Services Department

Form and report MUST be checked and countersigned by the Principal Corporate Projects Officer (Organisational Development)

Officer Responsible: *(to be completed by the report author)*

Peter Benz, Finance Director, Hammersmith & Fulham Homes, 1st Floor Riverview House. Tel. 020-8753-2805. Council contact Chris Jones, Head of Housing Strategy, 4th Floor 145 King Street. Tel 020-8753-4470.

(Signature, Print Name, Contact Number and Email Address)

Principal Policy Officer: *(to be completed by the Principal Corporate Projects Officer (OD))*

Signed off by Ammara Khan. Email ammara.khan@lbhf.gov.uk Tel 020 8753 3430

PLEASE ANSWER THE FOLLOWING QUESTIONS:

1. Who are the main people that this decision will affect?

Council Residents and Leaseholders

2. Identify the risks that could prevent the planned outcomes

HF Homes maintain a risk register which identifies potential risks to delivery. This covers in its content a range of potential scenarios which could lead to non or poor delivery. The plan also covers the actions to be taken in these situations. The Delivery Plan also has as an appendix a Performance Management Framework setting how HFH and the Council will monitor performance and delivery. This framework is again intended to ensure that poor or non delivery is identified at an early stage and dealt with. Robust project management arrangements have also been established within HFH to ensure that the Recovery Plan arising from the Housing Inspection result is monitored and delivered.

3. Could the proposal have a positive impact on a) race b) disability c) gender d) sexual orientation e) age f) belief system groups? (Please provide evidence e.g. user feedback, complaints, monitoring?)

a) b) c) d) e) f) The Delivery Plan sets how HFH will deliver housing management services that are of a high quality and value for money. It is recognised that HFH serve a diverse range of customers and that services must be adapted to ensure fair and equal access. It is the responsibility of HFH to ensure that all equality and diversity requirements are met, that consultation with tenants and leaseholders is inclusive and to ensure that any negative impacts are identified through effective monitoring and dealt with.

Email completed form to PEIA@lbhf.gov.uk

4. Could the proposal have a negative impact on **a) race b) disability c) gender d) sexual orientation e) age f) belief system groups?** (Please provide evidence e.g. user feedback, complaints, monitoring,?)

a) b) c) d) e) f) See above the services provided by HFH are intended to be provided on a fair and equal basis to the highest standard and adapted where appropriate to meet the specific needs of tenants and leaseholders. The HFH Board and the Council will receive periodic reports on compliance with equalities legislation and regulation. HFH and the Council will also receive regular feedback through annual satisfaction surveys and monitoring of activity (e.g. complaints reports provided quarterly) so that any negative impacts of service can be identified. HFH are also committed to improving information on the council tenant and leaseholder customer base through completion of a diversity survey in 2008/09.

5. Can any negative impact of the decision be justified?

See above it is intended that services are provided on a fair and equal basis and adapted to meet customer requirements.

6. If you have undertaken any internal/ external research or consultation(s) please list these below:

HFH are committed to undertaking: periodic satisfaction surveys, mystery shopping, analysis of activity data and comprehensive consultation on its activities and changes to service delivery and to report the same on a regular basis to the Board and the Council. HFH have also established an equalities champions board which provides additional scrutiny. All HFH reports on changes to service, reviews etc. are also required to have a equalities impact assessment statement.

7. Do you need to undertake any further consultation? If so, what and with whom?

Consultation, review and audit is a requirement in relation to continually improving services and is part of HFH plans going forward both in respect of delivery of the Delivery Plan and of the related Recovery Plan.

**Contact: Ammara Khan - 020 8753 3430
London Borough of Hammersmith & Fulham**