



Impact Assessment of: Accompanied Viewing/Signup process

Service/ Team: Housing Management

Date Completed: 14th March 2008

Lead Officer: Helen Mallinson/Nick Palin

Members of the assessment team:

Name	Organisation	Role on assessment team e.g. service user, manager of service
Helen Mallinson	AVHL	Housing Manager
Nick Palin	AVHL	Housing Manager
Ian Montgomery	AVHL	Customer Services Manager
Angela Ansell	AVHL	Equality Officer

Brief description of policy/ service:

To provide both staff and customers clear guidelines of the process that needs to be following a customer being allocated a property from contacting them to arrange the accompanied viewing to signing for the property.

Brief account of how the impact assessment was carried out:

Looking at current process and new documentation and assessing the impact of both this and the actual viewing and signing up for the customer.

Brief description of any adverse affects found:			
Barrier	Adverse affect	Who does this impact on	Why
Pictures and images	Could misrepresent the service	All	Need to address stereotypes which increase negativity
Text under size 12 font	Barrier to accessible reading	People with visual impairments and learning implications	Text not standard size
Colour and Contrast	Risk of not understanding documents and missing key points	All but specifically people with disability	Not being bold enough to be clear
Naming (plain English)	People will not understand what they are really about	All	Lack of clarity
Presentation and availability	Not all customers will have equal access to these standards	All	Hard and electronic copies available however assumptions made about convenience of accessing these
Consultation has not taken place with customers	Customers needs especially from diverse groups may not be fully recognised	All	Customer feedback is limited at present. A review of the process in 6 months will assist in identifying any potential gaps or barriers in the process

Summary of Actions arising from Assessment		
Actions	Responsibility	Timescale
Access to Kippax private room is difficult for people with physical disability	To improve accessibility to the room. To offer alternative facility for signup	12 months Immediate
Arrange transport for accompanied viewing/signup for customers with disability		Immediate
New booklets drafted and presented to printers, review has been undertaken to ensure size 12 text used.	IM/HM/NP	March 08
Colour and contrast issues	IM/HM/NP	March 08
Naming (plain English) need to make sure clarity of purpose	IM/HM/NP	March 08
Pictures and images currently present a stereotypical view	IM/HM/NP	March 08
Training needs to be delivered for all staff with specific focus on customer care	EJ//HM/NP	March/April 08
Customer Satisfaction questionnaire	MH/HM/NP	On going
Offer Accompanied viewing/Signups outside normal working hours	MH/HM/NP	To be reviewed
Pictures and images to be changed to represent more diverse images	IM/HM/NP	January 08
Ensure that customer feedback from the questionnaire is incorporated in the procedure.	MH/HM/NP	Ongoing
Wider consultation needs to be considered with customers especially those from diverse groups	HM/NP	6 Months
Encourage residents groups to take part in process.	HM/NP	April 08 onwards

Risk Assessment to be made before meet and greet used for vulnerable tenants	MH/HM/NP	April 08 onwards
---	-----------------	-------------------------

Contacts for further information:
IM/HM/NP

Date published on AVHL Website: 11/04/08
To be completed by Equality Officer