

## Equality Impact Assessment Summary Form

1. What is the name of the service/function/policy/procedure you have assessed?  
Mutual Exchange
2. Briefly describe the aim and objectives of the service, function, policy or procedure. What needs, or duties, is it designed to meet?  
The service enables the movement of tenants within Stevenage and with other RSLs across the country.
3. Is there any evidence to suggest that this could affect some groups of people differently? Is there an adverse impact? What are the reasons for this adverse impact?  
Yes - evidence that customers with literacy issues are disadvantaged.
4. What evidence have you used to make your judgment?  
Customer profile data across access, take-up and satisfaction results with mutual exchange function
5. Who have you consulted? What methods did you use?  
Focus Group with staff, satisfaction survey of service users in the previous 12 months, Disability Advisory Panel
6. Have you published the results of that consultation, if so, where?  
No
7. Is there a public concern (in the media etc) that this function or policy is being operated in a discriminatory manner?  
None known
8. If the service, function, policy or procedure does have an adverse impact, can that impact be justified?  
No
9. If the impact cannot be justified, how do you intend to deal with it?  
Work with the CSC to ensure users are offered full range of access options and plan pictorial leaflet
10. Will the service, function, policy or procedure have a positive, negative or neutral effect on the promotion of equal opportunities and the elimination of discrimination? Will it encourage or hinder community relations?

The service has a neutral effect as all of the analysis shows no other negative effects other than those with literacy problems

11. How will you monitor the service, function, policy or procedure in the future?

Through the SMART action plan and regular analysis by the Business Manager Tenancy Services.

Signature of the lead officer undertaking the assessment:

Full name: Debbie Redman

Position: Business Manager Tenancy Services

Dated: Feb 2011