

Barnet Homes Equality Risk Assessment

<p>Proposal/Policy: VFM review on translation and interpretation</p>
<p>Aims & Objectives: Barnet Homes provides interpretation and translation to residents with limited English to ensure they have the same access to services as English speaking residents. This risk assessment aims to identify any equalities risk posed by the outcomes of the recent review of this service.</p>
<p>Who will benefit from the proposal? Residents with limited English; staff as improves communication and helps them provide service to residents; Barnet Homes as review gives better value for money.</p>
<p>Information/data considered? Breakdown of languages spoken by tenants; usage of our telephone interpretation service over a 3 month period; resident consultation at the HUB; Barnet Homes resident profile</p>

Risk Assessment <i>Rate the likelihood and impact of the following risks in light of the proposal...</i>	Scoring: High = 3; Medium = 2; Low = 1 → multiply likelihood and impact to give score	Likelihood			Impact			Score
	Reason	H	M	L	H	M	L	
<p>1. <i>Different communities will receive different service outcomes</i></p>	<p>The purpose of the policy is to give equal access to all customers regardless of their language. Outcome of the proposal is to retain interpretation service under a new provider. However policy only goes so far and the likelihood of a limited English speaker receiving different service outcomes depends on the situation. The policy in place does its best to mitigate this risk.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2
<p>2. <i>Satisfaction ratings will decrease amongst different groups of residents</i></p>	<p>We are retaining translation and interpretation therefore there should be no decrease in satisfaction. As a very small proportion of our overall tenant profile are limited English speakers any dissatisfaction is unlikely to impact overall satisfaction ratings.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1
<p>3. <i>Members of Barnet's diverse communities will feel less confident about Barnet Homes and the manner in which it conducts its business</i></p>	<p>As we do our best to provide residents with the information they need regardless of what language they speak the likelihood of this is low. Actions listed below outline further ways we could support our residents who do not speak English. Residents were consulted on the policy and did not deem it to be a priority service therefore impact also low.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1

4. <i>Barnet Homes ability to promote good relations between different communities be affected</i>	We want to encourage tenants who do not speak English to learn which will help them settle into their community. However it is important to ensure residents have access to the information they need and the translation and interpretation endeavours to do this.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1
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Does the policy make a positive contribution to promoting equality? Any negative impact identified should be addressed in actions below.

Yes. Given budget restrictions it is good we are retaining this service to ensure our residents get the information they need. The policy is now on the intranet and should be communicated to staff to ensure it is applied consistently and well.

List any actions resulting from above assessment:

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| <ul style="list-style-type: none"> ○ Ensure policy is communicated to all staff ○ Why are Urdu and Chinese (Mandarin) not on new tenant DVD? ○ Review states we encourage interpretation over translation as it is less expensive and ensures that any additional questions can be answered and dealt with there and then. However residents have not been consulted on this – are we sure that translation is less important to residents than interpretation? ○ Residents at sign up could be informed of ESOL (English for Speakers of Other Languages) classes. ○ Staff who speak another language could interpret (this is currently being explored) ○ How effective is the new tenant sign up DVD? - | <ul style="list-style-type: none"> • <i>Complete: policy emailed to staff and on intranet</i> • <i>New tenant DVD is being reviewed by Communications Team</i> • <i>Seek views from residents on Viewpoint</i> • <i>Pull together information sheet for housing officers to give out at new tenant visit</i> • <i>Database of staff who can speak a second language to be reviewed</i> • <i>New tenant DVD is being reviewed by Communications Team</i> |
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Further investigation into equality impact needed: Yes No

Completed by: Equality Working Group

Date: 03/02/2011