



Impact Assessment of:

Service/ Team: Adaptations Team

Date Completed: 20.3.08

Lead Officer: Jane Wilkinson

Members of the assessment team:

Name	Organisation	Role on assessment team e.g. service user, manager of service
Jane Wilkinson	aire valley homes	Manager/OT
Louise Ambler	aire valley homes	Adaptations Officer
Stephen Gavaghan	Aire valley homes	Adaptations Surveyor

Brief description of policy/ service:

(take this from Section 1 – aims)

To inform customers that we have received a referral for adaptations and to give them information on procedure with contact number. Also to obtain information on who are our customers by gathering and analysing profile information.

Brief account of how the impact assessment was carried out:

Team got together with all relevant information at hand and worked through impact assessment together



Brief description of any adverse affects found:

(take this from Section 4 – Adverse affects)
 Nothing currently in place to inform customers
 Lack of monitoring
 People may not understand booklet due to literacy, lang ,disability.

Summary of Actions arising from Assessment

Actions	Responsibility	Timescale
Ensure booklet is sent out to customer	Adapts team	ongoing
Booklet to be reviewed 6 monthly	Adapts team	Oct 08
Booklet to be shared with those who deliver service	Adapts team	May 08
To profile our customers	Adapts team	Oct 08
To gather information on customer satisfaction and feedback to our partnering contractors	Adapts team	Oct 08
Continue to identify best practice from other ALMOs	Adapts team	Oct 08
Raise awareness of booklet	Adapts team	Ongoing

Contacts for further information:
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 To be completed by Equality Officer