

Responsive services, access and customer care

Developing Understanding the importance of equality	Achieving Delivering better outcomes	Excellent Making a difference
Tackling harassment and domestic abuse		
1.18 Structures are in place within the organisation and across partnerships to deal with harassment, hate crimes and domestic abuse effectively.	2.18 Performance on dealing with harassment, hate crimes and domestic abuse are monitored and analysed regularly, in partnership with appropriate organisations. Appropriate action is taken to address the issues that have been identified.	3.18 The organisation can evidence that harassment, hate crimes and domestic abuse are being dealt with effectively.
Providing Accessible Services		
1.19 Systems are in place to provide information to applicants and residents in formats and languages they can understand and our reception areas have been audited to see if they are easily accessible for disabled people and people with children etc.	2.19 Applicants and residents communication needs are checked and met and our reception areas are easily accessible for disabled people and people with children etc.	3.19 Monitoring shows that most applicants and residents find the organisation's services are convenient and easy to access.
Take up of services		
1.20 The organisation is developing systems to collect, analyse and measure data on how service users are able to access services.	2.20 Access to and take up and appropriateness of services are monitored regularly, including by protected characteristic	3.20 Adverse trends identified from monitoring and analyses of data are acted upon.
Assessing Satisfaction		
1.21 The organisation has plans to collect satisfaction data covering all the protected characteristics	2.21 The organisation is able to monitor satisfaction rates for all sections of its customer base, including by protected characteristics	3.21 Service users and all sections of the community are satisfied that the organisation have taken their views into account, that they have been able to influence strategic priorities, and that there have been improvements in service outcomes
Human Rights		
1.22 Appropriate mechanisms are in place to ensure that human rights considerations are identified when planning and delivering services and that service users are treated with dignity and respect	2.22 Human rights issues are considered and addressed when delivering services to service users. Service users are treated with dignity and respect and this is monitored	3.22 Service users believe that they have been treated fairly and that their human rights have been respected.

Questions to ask in self assessment for Responsive services, access and customer care – Developing organisation	Questions to ask in self assessment for Responsive services, access and customer care – Achieving organisation	Questions to ask in self assessment for Responsive services, access and customer care – Excellent organisation
<ul style="list-style-type: none"> • Do we have policies and procedures in place to identify and deal with for safeguarding children and vulnerable adults and all kinds of harassment and hate crime and domestic abuse? • Have we set targets and other performance indicators for responding to harassment, hate crime and domestic abuse? • Are there arrangements in place to support people experiencing harassment, hate crime or domestic abuse? • Are arrangements in place for working with partners to deal with perpetrators and support victims of harassment, hate crime or domestic abuse? • Are arrangements in place to publicise how people can report harassment, hate crime or domestic abuse? • Are arrangements in place to ensure staff are trained to implement our harassment hate crime, safeguarding and domestic abuse policies and procedures? • How have service users been involved in setting equality objectives for service delivery? • How did we ensure that a wide range of service users were involved in this? • Have all services been assessed to identify particular access needs? • Do we have systems in place to provide information in other formats or languages if requested? Do these systems cover 	<ul style="list-style-type: none"> • Are we regularly monitoring our performance on tackling harassment, hate crimes and domestic abuse against our targets and other performance indicators? • Do we support the local authority to meet its duties in relation to safeguarding children and vulnerable adults? • Are we collecting feedback from our residents who have asked for our assistance to tackle harassment, hate crimes and domestic abuse on how well we did? • Are we using this monitoring and feedback to review our work to tackle and prevent harassment, hate crimes and domestic abuse? • Are the systems we set up to provide information in other formats and languages operating smoothly? • Are we identifying applicants and residents with low literacy skills and communicating effectively with them? • How have our service users been involved in setting equality objectives for service delivery? • How did we ensure that a wide range of service users were involved in this? • Have all our services been assessed to identify particular access needs? • What does our monitoring show about the relative satisfaction levels of people with different protected characteristics with our services? 	<ul style="list-style-type: none"> • Can we evidence that reported incidents of harassment, hate crimes and domestic abuse are dealt with effectively in partnership with relevant organisations? • Are we monitoring systematically and regularly to check that the equality related commitments and standards of the services we provide are being met? • Does our monitoring show that all our residents, are similarly highly satisfied with the services we provide? • Does our monitoring show that we treat our service users with dignity and respect? • Are we communicating in the format or language preferred by our residents every time we communicate with them? • Is information always provided in the preferred communication method where it has been requested? • Can we provide service specific examples where access and outcomes have been improved for specific groups?

<p>people with low literacy skills?</p> <ul style="list-style-type: none"> • Are all our offices fully accessible for disabled people? • Do we have an effective, well publicised and well-resourced approach to providing Aids and Adaptations? • Have we set up systems to collect satisfaction data about our main services covering all the protected characteristics? • How do we ensure that staff treat service users with respect and are mindful of human rights consideration? • What systems do we have in place to collect information on the take up of all services by protected characteristics? 	<ul style="list-style-type: none"> • What steps are we taking to address areas of our work where there are significant differences in these satisfaction levels? • Are we collecting feedback to show whether service users are treated with dignity and respect and that we are mindful of human rights considerations? • Are we systematically collecting information on the take up of all services by protected characteristics? • Do we have clear service standards for the Aids and Adaptations service and does our monitoring demonstrate that these standards are being met? • Can equality considerations be evidenced in delivering responsive services in, for example; income management, responsive and planned repairs, neighbourhood services, supported housing and lettings? 	
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