

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate: **Deputy Chief Executive**

Lead officer responsible for EIA: **John Delaney**

Name of the policy or function to be assessed: **Housing Repairs Policy**

Names of the officers undertaking the assessment: **John Delaney**

Is this a new or an existing policy or function?

Existing Policy (triennial minor review)

1. What are the aims and objectives of the policy or function?

To set out how the Council will operate and manage its council housing repairs

2. What outcomes do you want to achieve from the policy or function?

An effective housing repairs service for all our tenants and leaseholders

3. Who is intended to benefit from the policy or function?

BBC tenants and leaseholders

4. Who are the main stakeholders in relation to the policy or function?

BBC tenants and leaseholders, council employees, contractors and sub-contractors, elected members

5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?

There is a separate policy "Customers with additional support needs" which cuts across all housing services. Quantitative data about all our tenants is held within the housing management system

6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?

It is known that not all customers have access to the internet, and some struggle with the phone when reporting repairs. Some customers prefer to have a chaperone or a female operative. Some customers have language, comprehension, mental health and physical health challenges (the latter are often, but not always, linked with increasing age).

7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?

As this was a minor update and review no specific stakeholder consultation was carried out.

8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways?

In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:

Does the policy or function target or exclude a specific equality group or community?

The policy review neither targets nor excludes, but cognisance was taken of differing customer needs when considering all the means of accessing the housing repairs service.

Does it affect some equality groups or communities differently? If yes, can this be justified?

No

Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?

The housing repairs function is intended to be equally accessed by all groups, but it is accepted that this requires service adjustments in some cases (for example, learning difficulties, language barriers, ill-health).

Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?

The service aims to address any and all barriers that might hinder access.

Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?

No

What further evidence is needed to understand the impact on equality?

This is contained in the separate policy "Customers with additional support needs" which cuts across all housing services.

9. On the basis of the analysis above, what actions, if any, will you need to take in respect of each of the equality strands?

Age: Recognise, for example, that increased age may restrict health and capability, and that older people are less likely to have access to the internet.

Disability: Recognise that disability can increase a customer's needs whilst making it harder for them to obtain services and assist themselves. This is recognised, for example, in the section regarding tenant repairs to toilet seats and dripping taps.

Gender: Recognise, for example, that some females –especially victims of DV - may wish to have a chaperone present or a female operative.

Gender Reassignment: None

Marriage and Civil Partnership: None

Pregnancy and Maternity: Recognise that pregnancy and maternity temporarily increases need and priority. For example, access to sanitation, water, heating and bathing may be assigned a higher repair priority.

Race: Recognise that language may be a barrier and use translations / translators.

Religion and Belief: None

Sexual Orientation: None

10. Head of Service:

I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment:

Signature of Head of Service: John Delaney, 9 August 2021