

CHARNWOOD BOROUGH COUNCIL

EQUALITY IMPACT ASSESSMENT

'KNOWING THE NEEDS OF YOUR CUSTOMERS AND EMPLOYEES'

Step 1 Introductory information

Title of the service	Communal cleaning contract
Name of lead officer and others undertaking this assessment	Andrew Staton - Landlord Services Manager
Date EIA started	8 May 2019
Date EIA completed	20 August 2019

Step 2 Overview of service/function being assessed:

Outline: What is the purpose of this service? (Specify aims and objectives)
The proposal is to introduce a cleaning service for tenants and leaseholders living in the council's accommodation served by communal entrances, internal halls, stairways and landings. The service will be introduced following unacceptable STAR survey dissatisfaction levels (2016 and 2018) over the cleanliness of these areas. The service, when introduced, will be paid for by levying a service charge on affected residents, calculated on the total contract price but according to the frequency of cleaning (fortnightly or monthly), established through consulting residents over their preferred frequency.
What specific group/s is the service designed to affect and what is the intended change or outcome for them?
All current and future tenants of council-owned dwellings serviced by internal communal entrances, stairways and landings
Which groups have been consulted as part of the creation or review of the service?
All affected tenants and leaseholders

Step 3 What we already know and where there are gaps

List any existing information/data do you have/monitor about different diverse groups in relation to this service? Such as in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation etc.
Data/information such as:

<ul style="list-style-type: none"> ▪ Consultation ▪ Previous equality impact assessments ▪ Demographic information ▪ Anecdotal and other evidence
<p>A range of diversity information is available from our records and held in QL (our housing management system) for all those customers receiving or potentially receiving [applicants] housing management services. This includes information on age, gender, ethnicity, sexual orientation, and disability. The range of information is limited in relation to certain characteristics (e.g. sexual orientation).</p>
<p>What does this information / data tell you about diverse group? If you do not hold or have access to any data/information on diverse groups, what do you need to begin collating / monitoring? (Please list)</p>
<p>This information enables support to be directed to the most vulnerable tenants, and also shape our services to meet the needs of vulnerable people across a range of diverse groups.</p>

Step 4 Do we need to seek the views of others? If so, who?

<p>In light of the answers you have given in step 2, do you need to consult specific groups to identify needs / issues? If not please explain why.</p>
<p>Staff in landlord services teams have been consulted as well as affected tenants and leaseholders.</p> <p>The proposal has been endorsed in principle by Charnwood Housing Residents' Forum and the Housing Management Advisory Board.</p>

Step 5 Assessing the impact

<p>In light of any data/consultation/information and your own knowledge and awareness, please identify whether the service has a positive or negative impact on the individuals or community groups (including what barriers these individuals or groups may face) who identify with any 'protected characteristics' and provide an explanation for your decision (please refer to the general duties on the front page).</p>	
	Comments
Age	There will be no adverse effect from this service on this protected group
Disability (Physical, visual, hearing, learning disabilities, mental health)	Disabled people could be affected adversely by this service if appropriate health and safety procedures (e.g. signage) were not practised by the contractor.
Gender reassignment (transgender)	There will be no adverse effect from this service on this protected group
Race	There will be no adverse effect from this service on this

	protected group
Religion or belief (Includes no belief)	There will be no adverse effect from this service on this protected group
Sex	There will be no adverse effect from this service on this protected group
Sexual orientation	There will be no adverse effect from this service on this protected group
Other protected groups (pregnancy & maternity, marriage & civil partnership)	There will be no adverse effect from this service on this protected group
Other socially excluded groups (carers, low literacy, priority neighbourhoods, health inequalities, rural isolation, asylum seeker and refugee communities etc.)	There will be no adverse effect from this service on this protected group

Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.

Please note:

- a) If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately.
- b) Additionally, if you have identified adverse impact that is justifiable or legitimate, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

Any potential adverse impact on disabled people will be mitigated by the insistence on rigorous and legally-compliant safety measures and procedures being practised by the contractor when cleaning the blocks. As part of the contract implementation process, full risk assessments and method statements will be required and compliance against these will form part of the contract monitoring quality control process.

Other than above, there is no anticipated adverse impact from this new service other than a financial one that will affect every resident. The service charge will be eligible for housing benefit and universal credit in full.

Summarise your findings and give an overview as to whether the service will meet Charnwood Borough council's responsibilities in relation to equality and diversity (please refer to the general duties on the front page).

The service will meet the Council's responsibilities in relation to quality and diversity. There is no adverse impact on protected groups that is not sufficiently mitigated against.

Step 6 Monitoring, evaluation and review

Are there processes in place to review the findings of this assessment and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact?
After twelve months' service duration we will assess the impact that the additional charge has had on arrears [to see if they increased arrears] indicate any bias towards those not able to claim benefits.
How will the recommendations of this assessment be built into wider planning and review processes? e.g. service reviews, annual plans and use of performance management systems.
No recommendations have been identified in this assessment.

Step 7 Action plan

Please include any identified concerns/actions/problems in this action plan:			
Reference number	Action	Responsible officer	Target date
1.	Review impact of introduction of cleaning scheme to identify any adverse impact on protected groups.	Andrew Staton – Landlord Services Manager	March 2021

Step 8 Who needs to know about the outcomes of this assessment and how will they be informed?

	Who needs to know (Please tick)	How they will be informed (we have a legal duty to publish EIA's)
Employees	✓	Team meetings
Tenants and leaseholders	✓	Publication on the council's website
To ensure ease of access, what other communication needs/concerns are there?		None identified.

Please delete as appropriate

I agree with this assessment / action plan

If *disagree*, state action/s required, reasons and details of who is to carry them out with timescales:

Signed (service head):

A handwritten signature in black ink, appearing to be 'S. Kinder', is written in the signature box.

Date: 20/08/2019

Please send completed & signed assessment to Suzanne Kinder for publishing.

