

Equality Impact Assessment

Repairs and Maintenance Policy

- **Background**

An Equality Impact Assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

- **Legislation- Equality Duty**

As a local authority that provides services to the public, Charnwood Borough Council has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to

- ✓ Eliminate discrimination, harassment, victimisation.
- ✓ Advance Equality of Opportunity
- ✓ Foster good relations

For the following protected characteristics:

- ✓ Age
- ✓ Disability
- ✓ Gender reassignment
- ✓ Marriage and civil partnership
- ✓ Pregnancy and maternity
- ✓ Race
- ✓ Religion and belief
- ✓ Sex (Gender)
- ✓ Sexual orientation
- ✓ Socially excluded groups

What is prohibited?

- ✓ Direct Discrimination
- ✓ Indirect Discrimination
- ✓ Harassment
- ✓ Victimisation
- ✓ Discrimination by association
- ✓ Discrimination by perception
- ✓ Pregnancy and maternity discrimination
- ✓ Discrimination arising from disability
- ✓ Failing to make reasonable adjustments

Complete this action plan as you go through the questions

- **Step 1 – Introductory information**

Title of the policy	Repairs and Maintenance Policy
Lead officer and others undertaking this assessment	Director of Housing and Wellbeing
Date EIA started	20.02.2024
Date EIA completed	20.02.2024

- **Step 2 – Overview of policy/function being assessed**

Outline: What is the purpose of this policy? (Specify aims and objectives)

This policy is the overarching guide to how we deliver, and what we deliver, in terms of the repairs and maintenance service to Charnwood Borough Council's stock of rented and leasehold properties.

Key objectives are to:

- provide a high-quality repairs service that is customer focused, efficient, and cost effective;
- achieve excellent standards of customer care and customer satisfaction;
- comply with our legal responsibilities and statutory requirements;
- protect the value of the housing stock;
- provide council homes that are safe, warm and well maintained;
- carry out repairs right first time;
- ensure all council homes and communal areas are safe and comply with legislative requirements;
- ensure we meet the obligations outlined in our tenancy agreement;
- ensure ease and equality of access to the service;
- work in partnership with customers to improve the service.

What specific group/s is the policy designed to affect/impact and what is the intended change or outcome for them?

Council tenants, leaseholders, and residents.

The policy sets out the repairing obligations of the council, the rights and responsibilities of our customers, and the level of service customers can expect to receive in respect of repairs and maintenance.

Which groups have been consulted as part of the creation or review of the policy

Tenants on the Housing Management Advisory Board.

- **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 policy? 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:

- Consultation
- Previous Equality Impact Assessments

<ul style="list-style-type: none"> • Demographic information • Anecdotal and other evidence
The Council's housing management system, QL details a range of demographic information, and has flags for where a tenant may have limited mobility or literacy.
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)
That tenants have a diverse range of needs relating to the use and occupation of their home and that services need to be tailored accordingly.

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

Considering the answers given in Step 2, do you need to consult with specific groups to identify needs / issues? If not explain why.
A range of best practice information already exists around specific relevant subjects e.g. around the delivery of disabled adaptations.

● **Step 5 – Assessing the impact**

Considering any data/consultation/information and your own knowledge, identify whether the policy has a positive or negative impact on the individuals or community groups who identify with any 'protected characteristics' and provide an explanation for your decision. Please refer to the general duties on the front page.	
Age	<p>Positive impact - the policy sets out the service will offer an additional Handyperson Service to help customers with smaller jobs in the home they cannot manage themselves and which wouldn't normally be reported as responsive repairs. The service aims to assist vulnerable customers and help them feel safe and comfortable in their home.</p> <p>A qualifying criterion for the handyperson service is that a customer will be 65 years and over. Older people are therefore receiving an enhanced service.</p> <p>The policy recognises that our customers have different needs, and that we will make every attempt to identify individual circumstances at the first point of contact to ensure reasonable adjustments can be made.</p> <p>The policy recognises that we may need to adjust response times and increase our service offering on a case-by-case basis, and that If a customer, or member of their household has a disability, or severe health</p>

	<p>condition, is elderly, has a live in carer they should contact the council to discuss ways for us to provide a more flexible responsible repairs service.</p>
<p>Disability</p> <ul style="list-style-type: none"> • Physical • Visual • Hearing • learning disabilities • mental health 	<p>Positive impact - disabled people will also be able to access the handyperson service, as a qualifying criterion is <i>a disability or severe health condition which prevents them from carrying out the repair work</i>;</p> <p>As stated above, the policy recognises that response times and services may need to be adjusted to meet individual needs.</p> <p>The policy sets out that any customer who needs assistance in carrying out daily activities, such as bathing, or has difficulty with mobility around their property, such as climbing stairs, can request an assessment by an occupational therapist through Leicestershire County Council. Depending upon the outcome, necessary alterations to the property may be undertaken by the council (or its contractor).</p>
Gender Reassignment (Transgender)	Neutral impact identified.
Race	Neutral impact identified.
Religion or Belief (Includes no belief)	Positive impact - Appointment times are set in consultation with customers, therefore non-emergency works may be set to avoid religious activities or festivals which are timed.
Sex (Gender)	Neutral impact identified.
Sexual Orientation	Neutral impact identified.
<p>Other protected groups</p> <ul style="list-style-type: none"> • Pregnancy & maternity • Marriage & civil partnership 	Neutral impact identified.
<p>Other socially excluded groups</p> <ul style="list-style-type: none"> • Carers • Low literacy • Priority neighbourhoods • Health inequalities • Rural isolation • Asylum seeker and refugee communities 	<p>Positive impact - See above comments relating to live in carers.</p> <ul style="list-style-type: none"> • As stated above, customers with low literacy are flagged on the Council's system so services may be tailored accordingly. • A significant volume of repairs and maintenance delivery takes place in priority neighbourhoods, supporting the meeting of housing need.

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.

- If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately.
- 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.

No negative impacts or potential barriers have been identified.

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

The policy will support the Council to meet its obligations under equalities legislation. Groups including older and disabled people will benefit from an enhanced and tailored service.

• **Step 6- Monitoring, evaluation, review**

Are there processes in place to review the findings of this Assessment and make appropriate changes? How will you monitor potential barriers and any positive/ negative impact?

Customer feedback gained from satisfaction surveys, complaints and compliments is continually monitored.

How will the recommendations of this assessment be built into wider planning and review processes? e.g. policy reviews, annual plans and use of performance management systems.

Where barriers/ negative impacts are identified, the mitigating action and progress against this will be included within the relevant service plan.

• **Step 7- Action Plan**

Please include any identified concerns/actions/issues in this action plan. The issues identified should inform your Service Plan and, if appropriate, your Consultation Plan


Reference Number	Action	Responsible Officer	Target Date
	None identified.		

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

	Who needs to know?	How they will be informed (we have a legal duty to publish EIA's)
Employees	Y	Internal communication
Service users	Y	Publication on the Council's website
Partners and stakeholders	N	

Others	N	
To ensure ease of access, what other communication needs/concerns are there?		None identified

- **Step 9- Conclusion**

I agree with this assessment	
N/A	
Signed (Director):	 Peter Oliver – Director of Housing and Wellbeing
Date: 20.02.24	