

**Chesterfield Borough Council**

**Equality Impact Assessment - Full Assessment Form**

Service Area: **Housing Services**  
Section: **OSD**  
Lead Officer: **Martyn Bollands**

Title of the policy, project, service, function or strategy the preliminary EIA is being produced for: **Housing Repairs Programme 2015/16**

Is the policy, project, service, function or strategy:

Existing   
Changed   
New/Proposed

**STEP 1 – MAKE SURE YOU HAVE CLEAR AIMS AND OBJECTIVES**

What is the aim of the policy, project, service, function or strategy?

The Housing Repairs Programme finances the day to day repairs and planned maintenance of the Council housing stock. Works include; repairs to void and tenants' properties across all trades (joinery, plumbing, gas, electrical, brickwork etc.) including out of hours emergencies.

The 2015/16 Repairs Programme has been increased by indexation (1.29%)

Who is the policy, project, service, function or strategy going to benefit and how?

The Repairs Programme is for the benefit of all Council tenants and in certain instances leaseholders of ex council flats.

What outcomes do you want to achieve?

For all tenants to receive a quality and timely responsive repairs service in line with agreed service standards.

What barriers exist for both the Council and the groups/people with protected characteristics to enable these outcomes to be achieved?

Date: February 2014

Some tenants have specific cultural requirements e.g. No male workers where only a female Muslim is present, avoiding carrying out improvements during specific religious festivals (Ramadan). Work (other than emergencies) can be planned to meet the individual requirements of the tenant.

There are also potential barriers for tenants with disabilities such as visual impairments when equipment and materials could prove a hazard whilst work is being carried out. Or for wheelchair users when work is being carried out tenants could have restricted access to their homes caused by equipment and materials. Advice or assistance is given to support individuals in specific circumstances.

## **STEP 2 – COLLECTING YOUR INFORMATION**

What existing data sources do you have to assess the impact of the policy, project, service, function or strategy?

The ongoing Tenant Participation programme and in particular the recent Repairs Focus Group help us to develop programmes of work tailored to the individual needs of tenants with protected characteristics. We also have data available from previous revenue and capital improvement works which can give us an indication of future needs.

An annual equality monitoring report is carried out to demonstrate who accesses the service and to inform service planning and future delivery using the records kept on Northgate (the housing management system).

## **STEP 3 – FURTHER ENGAGEMENT ACTIVITIES**

Please list any additional engagement activities undertaken to complete this EIA e.g. met with the Equalities Advisory Group, local BME groups, Employee representatives etc. Could you also please summarise the main findings.

<b>Date</b>	<b>Engagement Activity</b>	<b>Main findings</b>
Ongoing	Tenant Participation Programme	Range of individual requirements identified with tenants.
Ongoing	Repairs Focus Group	Range of individual requirements identified with tenants. Development of revised service standards for repairs

## **STEP 4 – WHAT'S THE IMPACT?**

Is there an impact (positive or negative) on some groups/people with protected characteristics in the community? (Think about race, disability, age, gender, religion or belief, sexual orientation and other socially excluded communities or groups). You may also need to think about sub groups within

each equalities group or protected characteristics e.g. older women, younger men, disabled women etc.

Please describe the potential impacts both positive and negative and any action we are able to take to reduce negative impacts or enhance the positive impacts.

<b>Group or Protected Characteristic</b>	<b>Positive impacts</b>	<b>Negative impacts</b>	<b>Action</b>
Age – including older people and younger people.	Flexible 24 hours service that can be accessed by telephone and internet. Appointments planned and programme to meet specific needs and evening and weekend appointments can be arranged. Text reminders sent	Child related hazards / access around home while workman in.	Actions are already in place to mitigate these negative impacts, our Officers work with the tenants and the work is scheduled in to meet the requirements of the tenant.
Disabled people – physical, mental and sensory including learning disabled people and people living with HIV/Aids and cancer.	Flexible 24 hours service that can be accessed by telephone and internet. Appointments planned and programme to meet specific needs and evening and weekend appointments can be arranged. Text reminders sent	Hazards / access around home while workman in.	Actions are already in place to mitigate these negative impacts, our Officers work with the tenants and the work is scheduled in to meet the requirements of the tenant.
Gender – men, women and transgender.	Flexible 24 hours service that can be accessed by telephone and internet. Appointments planned and programme to meet specific needs and evening and weekend appointments can	N/A	

	be arranged. Text reminders sent		
Marital status including civil partnership.	Flexible 24 hours service that can be accessed by telephone and internet. Appointments planned and programme to meet specific needs and evening and weekend appointments can be arranged. Text reminders sent	N/A	
Pregnant women and people on maternity/paternity. Also consider breastfeeding mothers.	Flexible 24 hours service that can be accessed by telephone and internet. Appointments planned and programme to meet specific needs and evening and weekend appointments can be arranged. Text reminders sent	N/A	
Sexual Orientation – Heterosexual, Lesbian, gay men and bi-sexual people.	Flexible 24 hours service that can be accessed by telephone and internet. Appointments planned and programme to meet specific needs and evening and weekend appointments can be arranged. Text reminders sent	N/A	
Ethnic Groups	Flexible 24 hours service that can be accessed by telephone and internet. Appointments planned and programme to meet	A negative impact could arise where tenants have specific cultural requirements e.g. Male workers where only a female Muslim is present,	Actions are already in place to mitigate these negative impacts, our Officers work with the tenants and the work is scheduled in to meet the

	specific needs and evening and weekend appointments can be arranged. Text reminders sent	carrying out improvements during specific religious festivals (Ramadan).	requirements of the tenant.
Religions and Beliefs including those with no religion and/or beliefs.	Flexible 24 hours service that can be accessed by telephone and internet. Appointments planned and programme to meet specific needs and evening and weekend appointments can be arranged. Text reminders sent	As above in Ethnic Groups.	As above in Ethnic Groups.
Other groups e.g. those experiencing deprivation and/or health inequalities.	N/A	N/A	N/A

From the information gathered above does the policy, project, service, function or strategy directly or indirectly discriminate against any particular group or protected characteristic?

Yes

No

If yes what action can be taken to stop the discrimination?

### **STEP 5 – RECOMMENDATIONS AND DECISION MAKING**

How has the EIA helped to shape the policy, project, service, function or strategy or affected the recommendation or decision?

How are you going to monitor the policy, project, service, function or strategy, how often and who will be responsible?

The Housing Repairs Programme is monitored monthly by OSD and Housing management team. Annual equality monitoring report for service planning.

## **STEP 6 – KNOWLEDGE MANAGEMENT AND PUBLICATION**

Please note the draft EIA should be reviewed by the appropriate Head of Service/Service Manager and the Policy Service before WBR, Executive Member, Cabinet, Council reports are produced.

### Reviewed by Operational Service Manager

Name: M Bollands

Date: ---- January 2015

### Reviewed by Policy Service

Name:

Date:

Final version of the EIA sent to the Policy Service

Decision information sent to the Policy Service