

Chesterfield Borough Council

Equality Impact Assessment - Full Assessment Form

Service Area: **Housing Services**

Section:

Lead Officer: **Alison Craig**

Title of the policy, project, service, function or strategy the preliminary EIA is being produced for: **Housing Repairs Budget 2018/19 onwards**

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 Budget 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 2018/19 Repairs Budget has been decreased by £500,000 with a further decrease of £500,000 recommended in 2019/20

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

The Repairs Budget 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.

Date: February 2014

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

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 Customer Engagement Strategy and opportunities for engagement e.g. Focus Groups, Tenant Challenge Panel and in particular the HRA Business Plan Steering Group, Repairs and Maintenance Review Group and Repairs Focus Group.

These 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.

The responses to the recent Tenancy Agreement and Repairing Obligations consultation resulted in changes being made to the final repairing obligations that would become tenant responsibility

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.

Date	Engagement Activity	Main findings
Ongoing	Customer Engagement Strategy	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
Ongoing	HRA Business Plan Steering Group	Recommended a range of changes to service delivery and budgets to ensure the housing service remains financially viable

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.

Group or Protected Characteristic	Positive impacts	Negative impacts	Action
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. The proposed reduction in budget and new tenant repairing obligations may impact on older people who are less able to carry out repairs themselves	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. Only minor DIY tasks have been passed onto tenants as part of the review of repairing obligations. Where a tenant has tried to undertake some repairs themselves but this has proved unsuccessful they can then contact the Council for a non-rechargeable repair. Assistance will still be made for tenants to receive repairs where they are old or disabled and have no family to assist with repairs which are a tenant obligation
Disabled people – physical, mental and sensory including learning	Flexible 24 hours service that can be accessed by telephone and internet.	Hazards / access around home while workman in. The proposed	Actions are already in place to mitigate these negative impacts, our Officers work with

<p>disabled people and people living with HIV/Aids and cancer.</p>	<p>Appointments planned and programme to meet specific needs and evening and weekend appointments can be arranged. Text reminders sent</p>	<p>reduction in budget and new tenant repairing obligations may impact on disabled people who are less able to carry out repairs themselves</p>	<p>the tenants and the work is scheduled in to meet the requirements of the tenant</p> <p>Only minor DIY tasks have been passed onto tenants as part of the review of repairing obligations. Where a tenant has tried to undertake some repairs themselves but this has proved unsuccessful they can then contact the Council for a non-rechargeable repair. Assistance will still be made for tenants to receive repairs where they are old or disabled and have no family to assist with repairs which are a tenant obligation</p>
<p>Gender – men, women and transgender.</p>	<p>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</p>	<p>N/A</p>	
<p>Marital status including civil partnership.</p>	<p>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.</p>	<p>N/A</p>	

	Text reminders sent		
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 specific needs and evening and weekend appointments can be arranged. Text reminders sent	A negative impact could arise where tenants have specific cultural requirements e.g. Male workers where only a female Muslim is present, carrying out improvements during specific religious festivals (Ramadan).	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.
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	As above in Ethnic Groups.	As above in Ethnic Groups.

	evening and weekend appointments can be arranged. Text reminders sent		
Other groups e.g. those experiencing deprivation and/or health inequalities.	N/A	The proposed reduction in budget and new tenant repairing obligations may impact on disabled people who are less able to carry out repairs themselves	Only minor DIY tasks have been passed onto tenants as part of the review of repairing obligations. Where a tenant has tried to undertake some repairs themselves but this has proved unsuccessful they can then contact the Council for a non-rechargeable repair. Assistance will still be made for tenants to receive repairs where they are old or disabled and have no family to assist with repairs which are a tenant obligation

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?

It is also proposed that a series of You Tube videos be produced to demonstrate how minor DIY tasks can be undertaken. In addition it is proposed that some DIY classes for tenants be established.

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?

The Housing Service was aware of the potential impact of changes and therefore the consultation included facility for respondents to highlight any disability or age related issues that could arise from the proposed changes to feed into the response to the repairs and maintenance changes.

Date: February 2014

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

The Housing Repairs Budget is monitored monthly by OSD and Housing Management team. A six twelve month review of the impact of the proposed changes to the repairing obligations will be undertaken in order to identify whether any other mitigating actions need to be introduced e.g. a Handyvan Service

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 Housing Manager

Name: Alison Craig

Date: 26 January 2017

Reviewed by Policy Service

Name:

Date:

Final version of the EIA sent to the Policy Service

Decision information sent to the Policy Service