

Title of proposed EIA	Contract Strategy for the Provision of Responsive Repairs & Maintenance Services, Gas Servicing and Capital Improvement Work Programmes for 2022-2024
Reference No	EQUA852
EA is in support of	Amended Policy
Review Frequency	Annually
Date of first review	01/03/2022
Directorate	Neighbourhoods
Division	City Housing
Service Area	Capital Investment and Repairs
Responsible Officer(s)	<input type="checkbox"/> Lorraine Long
Quality Control Officer(s)	<input type="checkbox"/> Sonia Sheward
Accountable Officer(s)	<input type="checkbox"/> Sarah Ager
Purpose of proposal	To ensure that the Contract Strategy for the Provision of Responsive Repairs & Maintenance Services, Gas Servicing and Capital Improvement Work Programmes for 2022-2024 meets the requirement of the Equality Impact Assessment
Data sources	Consultation Results; Interviews; relevant reports/strategies; Statistical Database (please specify)
Please include any other sources of data	Northgate, Apex Stock Condition Database, internal key performance indicator reports
ASSESS THE IMPACT AGAINST THE PROTECTED CHARACTERISTICS	
Protected characteristic: Age	Service Users / Stakeholders; Wider Community
Age details:	All residents are impacted. However it must be noted significant support arrangements are in place to support.
Protected characteristic: Disability	Service Users / Stakeholders; Wider Community
Disability details:	All residents are impacted. However it must be noted significant support arrangements are in place to support our disabled citizens
Protected characteristic: Sex	Service Users / Stakeholders; Wider Community

Gender details:	Community The service provides support as required or when specified in order to ensure no discrimination takes place
Protected characteristics: Gender Reassignment	Service Users / Stakeholders; Wider Community
Gender reassignment details:	The service provides support as required or when specified in order to ensure no discrimination takes place.
Protected characteristics: Marriage and Civil Partnership	Service Users/ Stakeholders; Wider Community
Marriage and civil partnership details:	The service provides support as required or when specified in order to ensure no discrimination takes place.
Protected characteristics: Pregnancy and Maternity	Service Users / Stakeholders; Wider Community
Pregnancy and maternity details:	The service provides support as required or when specified in order to ensure no discrimination takes place.
Protected characteristics: Race	Service Users / Stakeholders; Wider Community
Race details:	All contractors and BCC staff are bound by statute to ensure compliance
Protected characteristics: Religion or Beliefs	Service Users / Stakeholders; Wider Community
Religion or beliefs details:	These improvements to residents' homes are being delivered in a sensitive and respectful manner. The contracts require that all operatives and staff are trained to ensure that no one is discriminated against and that all needs are catered for respectfully and in compliance with statute.
Protected characteristics: Sexual Orientation	Service Users / Stakeholders; Wider Community
Sexual orientation details:	The service is delivered sensitively to ensure no discrimination takes place.
Socio-economic impacts	
Please indicate any actions arising from completing this screening exercise.	These improvements to residents' homes are being delivered in a sensitive and respectful manner. The

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Please indicate whether a full impact assessment is recommended

NO

What data has been collected to facilitate the assessment of this policy/proposal?

Customer satisfaction rating confirms that there is a high level of satisfaction amongst service users. When the improvements are carried out to resident's homes, customer satisfaction feedback will be monitored.

Consultation analysis

The consultation process is through City HLB who represents all Council residents and also City LLB who represents all Council leaseholders. Local agencies regularly liaise with our service where people are identified as needing specific support West Midlands Fire Service are also involved

Adverse impact on any people with protected characteristics.

Every effort is made to ensure that no customer is adversely affected. Works are carried out in compliance with statutory legislation and where appropriate in line with policies which have been consulted on with residents and leaseholders.

Could the policy/proposal be modified to reduce or eliminate any adverse impact?

The primary objective is to respond to individual needs on a bespoke basis. Everyone has the right to be treated with respect and as an individual. Therefore, although policies provide a useful guideline, the needs of individuals vary widely and every effort is made to cater for specific needs as they arise i.e. the call centre offer language translation services.

How will the effect(s) of this policy/proposal on equality be monitored?

The approach will continue to be monitored based on customer feedback at all times.

What data is required in the future?

Continued monitoring of complaints and customer satisfaction feedback to ensure we are meeting the needs of all



Are there any adverse impacts on any particular group(s)	protected characteristics.
If yes, please explain your reasons for going ahead.	No
Initial equality impact assessment of your proposal	All staff and contractors are bound by the Equality Act 2010. Therefore, every effort is made to support the needs of all service users and more specifically those with protected characteristics. There is no indication at present, through complaints data or customer satisfaction that we are falling short of our statutory obligations.
Consulted People or Groups	
Informed People or Groups	
Summary and evidence of findings from your EIA	Ongoing consultations with residents/residents groups/contractors will be carried out during the programmed capital works.
QUALITY CONTORL SECTION	
Submit to the Quality Control Officer for reviewing?	No
Quality Control Officer comments	All measures reviewed and confirmed by responsible officer
Decision by Quality Control Officer	Proceed for final approval
Submit draft to Accountable Officer?	Yes
Decision by Accountable Officer	Approve
Date approved / rejected by the Accountable Officer	11/02/2022
Reasons for approval or rejection	Ongoing consultations with residents/residents groups/contractors will be carried out during the programmed capital works.
Please print and save a PDF copy for your records	Yes
Content Type: Item	
Version: 39.0	
Created at 09/02/2022 11:46 AM by <input type="checkbox"/> Lorraine Long	
Last modified at 11/02/2022 12:37 PM by Workflow on behalf of <input type="checkbox"/> Sarah Ager	

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