




Title of proposed EIA	Capital Investment Programme 2020-2021
Reference No	EQUA415
EA is in support of	Amended Policy
Review Frequency	Annually
Date of first review	01/03/2021
Directorate	Neighbourhoods
Division	Neighbourhoods and Housing
Service Area	Asset Management and Maintenance
Responsible Officer(s)	 Gary Nicholls
Quality Control Officer(s)	 Leroy Pearce
Accountable Officer(s)	 Martin Tolley
Purpose of proposal	Ensure that the Capital Investment Programme meets the requirement of the Equality Impact Assessment
Data sources	Survey(s); 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 POTENTIAL 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: Gender	Service Users / Stakeholders; Wider Community
Gender details:	The service provides support as required or when specified in order to ensure no discrimination takes place.
Protected characteristics: Gender Reassignment	

Gender reassignment details:	Service Users / Stakeholders; Wider Community 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	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.
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 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.
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 protected characteristics.
Are there any adverse impacts on any particular group(s)	No
If yes, please explain your reasons for going ahead.	
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

I have completed the initial review of this EIA and now pass it to the Accountable Officer for final approval.

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

10/12/2019

Reasons for approval or rejection

Please print and save a PDF copy for your records

Yes

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