

Title of proposed EIA	Housing Repairs, Maintenance and Investment 2024
Reference No	EQUA1212
EA is in support of	Amended Function
Review Frequency	Two Years
Date of first review	30/10/2023
Directorate	City Housing
Division	Asset Management
Service Area	Repairs and Maintenance
Responsible Officer(s)	<input type="checkbox"/> Lorraine Long
Quality Control Officer(s)	<input type="checkbox"/> Mara Shepherd
Accountable Officer(s)	<input type="checkbox"/> Asha X Patel
Purpose of proposal	To ensure that the Housing Repairs, Maintenance and Investment 2024 paper meets the requirement of the Equality Impact Assessment
Data sources	Consultation Results; relevant reports/strategies; Statistical Database (please specify)
Please include any other sources of data	NEC, Apex stock condition database, key performance indicator reports

ASSESS THE IMPACT AGAINST THE PROTECTED CHARACTERISTICS

Protected characteristic: Age	Service Users / Stakeholders; Wider Community
Age details:	The function is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects on any tenant on the basis of any protected characteristics. There are specific arrangements in place to respond and support tenants with any vulnerabilities or special requirements in order for a responsive repair or planned work to be carried out. The BCC contact centre holds specific scripts and advice for tenants where applicable. NEC holds specific service requirement data to enable and inform our service provision. Customer liaison officers will collect specific data when consulting with customers for planned works to ensure any special needs are taken into account and adjustments provided.
Protected characteristic: Disability	Service Users / Stakeholders; Wider Community
Disability details:	The function is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects on any tenant on the basis of any protected characteristics. There are specific arrangements in place to respond and support tenants with any

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Protected characteristic: Sex

Gender details:

Service Users / Stakeholders; Wider Community

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Protected characteristics: Gender Reassignment

Gender reassignment details:

Service Users / Stakeholders; Wider Community

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Protected characteristics: Marriage and Civil Partnership

Marriage and civil partnership details:

Service Users/ Stakeholders; Wider Community

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Protected characteristics: Pregnancy and Maternity

Pregnancy and maternity details:

Service Users / Stakeholders; Wider Community

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Protected characteristics: Race

Race details:

Service Users / Stakeholders; Wider Community

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Any improvements to residents' homes will be delivered in a sensitive and respectful manner and customers advised of any economic impact such as changes to cost of fuel and / or home running costs. Long term investment in homes and areas will have a positive socio-economic impact on tenants and wider communities , providing safe, warm and secure homes for all of our tenants.

None

NO

Protected characteristics: Religion or Beliefs

Religion or beliefs details:

Protected characteristics: Sexual Orientation

Sexual orientation details:

Socio-economic impacts

Please indicate any actions arising from completing this screening exercise.

Please indicate whether a full impact assessment is recommended

What data has been collected to facilitate the assessment of this policy/proposal?	Key performance indicator data around customer satisfaction is collected aswell as recent tenant satisfaction measure surveys as part of our regulatory framework. Customer profiling is carried out to identify any specific areas of concern. Tenants views are also collected through the CHLB and local consultation groups.
Consultation analysis	Customers are generally satisfied with the repairs service those with a younger age profile tend to be slightly more dissatisfied with waiting times and lack of technological solutions.
Adverse impact on any people with protected characteristics.	Every effort is made to ensure that no customer is adversely affected. Works are dealt with in compliance with statutory legislation and where appropriate, in line with policies which have been consulted on with tenants and leaseholders.
Could the policy/proposal be modified to reduce or eliminate any adverse impact?	The policy is applied to each individual based on specific circumstance or need for example, the use of language translation facilities or hard of hearing communication facilities. In addition, any specific repair related special circumstances are noted in our systems and interfaced to the contractors systems enabling operatives to take account of any on site specific adjustments.
How will the effect(s) of this policy/proposal on equality be monitored?	Customer feedback will be analysed on profiling to ensure the service is equally delivered at all times. Complaints and root cause analysis is also carried out to inform lessons learnt and continuous improvement.
What data is required in the future?	Customer profiling data aligned to repairs, visits, surveys and complaints will enable us to analyse the success of the function.
Are there any adverse impacts on any particular group(s)	No
If yes, please explain your reasons for going ahead.	N/a
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. We will be undertaking further detailed analysis of our data to inform future actions and learning.
Consulted People or Groups	

Summary and evidence of findings from your EIA

Ongoing consultations with residents/residents groups / contractors are being carried as part of regulatory compliance and business as usual service improvement. The future procurement activity will also provide valuable intelligence to inform the service going forward.

QUALITY CONTORL SECTION

Submit to the Quality Control Officer for reviewing?

No

Quality Control Officer comments

Reviewed and approved

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

07/11/2023

Reasons for approval or rejection

Please print and save a PDF copy for your records

Yes

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Created at 31/10/2023 10:40 AM by ☐ Lorraine Long

Last modified at 09/11/2023 11:34 AM by Workflow on behalf of ☐ Asha X Patel

Close