



North West Leicestershire
District Council

Repairing & Improving Your Home
Equality Impact Assessment

EQUALITY IMPACT ASSESSMENT

Name of the policy or service being assessed: **REPAIRING AND IMPROVING YOUR HOME**

Service Area: **HOUSING**

Date Impact Assessment completed: Monday, 8th September 2008

Is this a policy or service? **Policy** **Service** **Procedure**

Is this a new or existing policy or function? **New** **Existing**

Names and roles of the people carrying out the Impact Assessment:

1. Andy Nickels, Housing Maintenance Service Manager
2. Mark Tuff, Responsive Repairs Manager
3. Alan Glover, Planned Investment Manager
4. Emma Sparkes, Performance and Support Service Manager

Head of Service: Chris Lambert

Signature



Date: September 2008

PART 1

AIMS AND IMPLEMENTATION OF THE SERVICE

Identifying the aims of the service

What is the service? What is the aim, objective, or purpose of the service?

The housing repairs and improvements service encompasses energy efficiency, planned maintenance and the delivery of Decent Homes, advice to tenants on asbestos, installation of aids and adaptations, gas servicing and the responsive repairs service, delivering day to day maintenance.

The aim of the service is to ensure that NWLDC meet its both its statutory and contractual repair and maintenance obligations to its housing tenants and leaseholders

The service is delivered through the key objectives of

- Achieving excellent value for money
- Delivering excellent customer service,
- Ensuring product and finish quality
- A high level of compliance to health safety best practice working practices.

Rationale behind the service and its delivery

The rationale of the service is to deliver homes that tenants want to live in and that are maintained using the most efficient approach possible. While we are obliged legally, and contractually, to maintain our tenants' homes it also makes good business sense to do so ensuring that we maintain and invest in our assets, including reviewing the long term investment needs of our properties forming part of the housing service's long term strategy.

Who is affected by the policy? Who is intended to benefit from it and how?

1. Who are the main stakeholders in relation to this service?

2. What outcomes would other stakeholders want from this service?

3. Are there any groups, who might be expected to benefit from the intended outcomes but which do not?

1. Tenants and leaseholders are the primary stakeholders.

2. Private residents - Private residents in areas where we have council houses wish to see an attractive environment, helping to make the neighbourhood feel good about itself, maintaining/increasing property values, and generally making the place more desirable.

Elected members – Elected members often deal with enquiries relating to the repairs and improvement service and are seeking a consistent and robust approach

3. None

Policy Priorities:

(How does the service fit in with the council's wider aims? Include Corporate and Local Strategic Partnership Priorities)

How does the service relate to other policies and practices within the council?

What factors/forces could contribute/detract from the outcomes?

1. Approach to 'One Council – One Service'.
2. Equality and Diversity Policy
3. Customer Care Standards
4. Asbestos Policy and Procedures
5. Health and Safety Procedures
6. SMART Plan and Performance management framework including performance indicators
7. Service Transformation (esp. procurement due to values of Decent Homes works)
8. Related CATs and NATs
9. Tenant Compact
10. Corporate Procurement Strategy

The two most significant factors that could impact upon outcomes are the future of the housing stock and the development of a delivery strategy to meet Decent Homes and the government review of housing finance.

How the service is implemented

Is the service/policy provided solely by one service or in conjunction with another service or through a Partnership?

If external partners are involved - what are the measures in place to ensure that they comply with the Council's Equal Opportunities policy?

The service is delivered with the support of a number of contractors including a Schedule of Rates contractor. Modern methods of procurement recommend the use of "partnering" as a way to procure, contract and manage, which the service takes an active approach to seeking when and wherever appropriate

All contractors, be they traditional or partnered, have to provide evidence statements that they comply with our Equality & Diversity Policy before being awarded contracts/works orders. For most contracts, we also require copies of their own EO Policy to ensure that it is satisfactory to us.

Users and beneficiaries are:

(Indicate profile by target groups and assess relevance to policy aims and objectives e.g. Workforce to reflect the Community).

NWLDC's Housing tenants and leaseholders – the two main target areas are General Needs and Older People

Customer profile to be used to further shape the service, esp. on ethnicity.

Action needed:

(Include short-term measures to be taken to provide a baseline where no or little information is available)

Target hard to reach groups for involvement in the working group.

PART 2			
ASSESSMENT OF IMPACT			
	From the evidence available Identify how the groups are reflected in the take up of the service	From the evidence does the policy have an actual or potential negative impact	If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity
Race	Not known	Not known	N/A
Gender	Not known	Our profile of older customers demonstrates that we have more women than men, which means that they inadvertently benefit, proportionately across the whole gender split, from our occasionally used practice of accelerating repairs priorities for the elderly.	There is no adverse effect
Disability	Not known	We take into account customers individual needs in respect to disability by increasing a repair priority or carry out work on the basis of someone having a disability. However, the DDA allows for “reasonable adjustments” to be made, on this occasion to service delivery, in order that someone is able to enjoy their home as if they were able bodied.	Yes

Age	Not known	It could be said that we directly discriminate any time we accelerate a repairs priority, or carry out work on the basis of someone being elderly.	Yes – e.g elderly are more susceptible to hypothermia, therefore, a different response needed to heat failure in cold months. This response also extends to other vulnerable groups such as those with physical disabilities, those with serious illnesses and those families with very young children (effectively babies). As it happens, often those with physical disabilities and serious illnesses are found proportionately more amongst the elderly in any case.
Religion/Belief	Not known	There appears to be no adverse effect. The service is delivered in a manner which is sensitive and respectful of the individual requirements of our customers. However, any service or product adjustments should accord with the provisions made in our Business Plan	N/A
Sexual Orientation	Not known	Not known	N/A
Other groups	None identified		

PART 3: PROCESS OF POLICY OR SERVICE DELIVERY AND MONITORING

The Process of Service Delivery (In particular look at the arrangements for the service being provided).

Operation Times

When is the service provided - are there seasonal issues; are there barriers to the service based on the time and delivery of the service which may affect the target groups?

The repairs and improvements service is accessible through many channels, including DDA compliant offices for face to face contact, telephone where language line is available if required, e-mail, letter, and internet.

Methods of communication to the public (external) and internally

What methods do you use to communicate this service? Include review and assessment of methods, media, translations, interpretation etc, bearing in mind the extent to which these media forms are accessible to all sections of the community

Externally:

Leaflets, Repairs Handbook, Tenancy Agreement, verbal discussion with officers, internet (NWLDC website and e-mail), and newsletters (Tenants Voice and Vision).

Internally:

E-mails, intranet, Housing Leader (covers housing issues – monthly), meetings, posters, personal invitations, procedural guides

Future Monitoring and Consultation

How and when will the service be monitored?

Identify areas for future consultation and any barriers to participation in consultation with proposals to overcome these.

On-going – Repairs Working Group, satisfaction surveys, Complaint surveys.

Policies are reviewed in light of changes in legislation and recognised good practice.

To gather evidence to support anecdotal information of number of target group being disproportionately impacted by policies.

PART 4

MEASURES TO REDUCE DISPROPORTIONATE OR ADVERSE IMPACT – POSITIVE IMPACT

Specify measures that can be taken to remove or minimise the disproportionate impact or adverse effect identified at the end of Part 3. If none were identified in Part 3, identify how disproportionate impact or adverse effect could be avoided in the future. (Consider measures to reduce any adverse impact and better achieve the promotion of equality of opportunity).

RACE:

We actively promote the repairs and improvements service, making available literature in key languages as necessary and through the use of Language Line.

GENDER:

We actively promote the repairs and improvements service using different products including Vision articles, website etc

DISABILITY:

We actively promote the repairs and improvements service, and service and maintain any aids and adaptations that we install.

AGE:

We actively promote the repairs and improvements service. Older People living in sheltered schemes have additional access to the service through mobile scheme managers and the Control Centre.

RELIGION/BELIEF:

We actively promote the repairs and improvements service.

SEXUAL ORIENTATION:

We actively promote the repairs and improvements service.

PART 5 – ACTION PLAN

Recommendation	Key activity	Responsible Officer	Milestones	Progress	Date of completion
1. Broaden range of usage of customer satisfaction surveying	Introduce Customer Satisfaction Surveys across improvements, planned maintenance (solid fuel servicing) and aids and adaptations. In doing so, we must consider how to reach those with poor literacy	Alan Glover	<ol style="list-style-type: none"> 1. Draft forms 2. Consult RWG 3. Amend forms 4. Implement 		Dec. 2008
2. Develop more sophisticated presentation of results findings	Monitor CSS results by the 6 target groups.	Ketan Mehta	<ol style="list-style-type: none"> 1. Implement new recording system 2. Present results in new formats 		Sept. 2008 Dec. 2008
3. Try to make membership of the RWG more representative of our tenancy profile	Recruitment campaigns for a) White non-British and b) younger people	Mark Tuff	<ol style="list-style-type: none"> 1. Draft campaigns proposals having liaised with the Housing Dept's E&D Working Group and Policy and Performance Officer 2. Consult RWG 3. Amend proposals 4. Implement 		Dec. 2008

<p>4. Further develop our peoples' awareness and actual appreciation of the E&D "agenda"</p>	<p>Work with Human Resources and Policy and Performance Officer, to consider the development of an appropriate personal development approach</p>	<p>Andy Nickels</p>	<ol style="list-style-type: none"> 1. Liaise with Housing HR Advisor and Policy and Performance Officer 2. The next steps will evolve from the liaison meeting 		<p>October 2008</p>
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