

## DBC Equality Impact Assessment Form

Directorate: **Housing and Regeneration**

Service: **Housing – Property and Place**

Policy / function / activity being reviewed: **Repairs and Maintenance Service**

Reviewed: **1<sup>st</sup> December 2010**

Next Review date: **1<sup>st</sup> December 2011**

### Step 1 – Identifying the Purpose / Aims

1. What type of policy, service, activity or function is this?

**Existing**  **New / proposed**  **Changing / updated**

2. What is the aim and purpose of the policy, activity, service or function?

To aim is to ensure that repairs and maintenance are carried out effectively and within the legal requirements in accordance with the conditions of the tenancy.

The delivery of the Responsive repairs and Voids work was outsourced to Mitie in January 2008.

3. Outline any proposals being considered.

The voids process has been revised with early involvement of the notice to quit period so that tenant responsibilities can be identified and consideration of personal circumstances or specific needs can inform the process.

There is consideration being given whether to retain the housing stock or to transfer to a Registered Social Landlord such as a Housing Association.

4. Who is the policy, activity, service or function intended to help / benefit / serve?

Responsive repairs and maintenance is carried out to properties for tenants, leaseholders and the councils benefit.

The repairs and maintenance service also benefits the wider community by addressing disrepair/vandalism issues in a timely manner.

Dacorum Borough Council have entered into a contract with Mitie to deliver the repairs and voids service. The Contract includes a number of key performance indicators to monitor the delivery and satisfaction levels of the customers.

5. Does the policy, activity, service or function have any specific aims or objectives in relation to equality, social inclusion or community cohesion?

Corporate Policies run through each service area within Dacorum Borough Council. Awareness of staff is undertaken corporately through training and education programmes.

Any new policy will be subject to an equalities impact assessment before being approved for use and these will be reviewed regularly.

The service aims to provide an efficient reactive repairs and maintenance function that is accessible to all, whatever their race age, disability, gender sexual orientation or religious beliefs.

The service is accessed by telephone or in person at the Councils offices. Facilities available to address equalities issues include language line, interpreters, sign language and access ramps.

The Tenants handbook has been redrafted and is available for translation.

Contractors have to complete an Equal Opportunities Form to be registered on the approved contractors list and when submitting tenders this forms part of the pre-qualification assessment. The form is designed to assess what measures sub Contractors have in place to ensure their services are delivered to all regardless of gender, disability, race, religion or sexual orientation.

## **Step 2 – Considering existing information and what this tells you**

6. Summarise any data / research or performance management information about the policy, function or activity that is available. This could include equalities monitoring information; surveys; complaints or grievances.

### ***Data / Information***

Status Survey 2008

Performance Indicators Quarterly and Annually

Complaints monitoring Procedure. Ongoing

Contractors Equal Opportunities Policy considered as part of the tender evaluation

process - Ongoing  
Post inspection surveys - Ongoing  
Customer satisfaction surveys - Ongoing

7. Is there any evidence of negative differential impact on any of the following? (Some equality categories may be more relevant than others)

<b><i>Race or ethnicity</i></b>
No
<b><i>Gender and transgender</i></b>
No
<b><i>Age</i></b>
No
<b><i>Disability</i></b>
No
<b><i>Religion or belief/ faith communities</i></b>
No
<b><i>Lesbian, gay, bisexual people</i></b>
No
<b><i>Other socially excluded communities or groups</i></b>
No

### Step 3 – Assessing the Impact

8. Is there any evidence of higher or lower take-up of the service, facility or opportunity by any group /community and if so, is there an explanation for this?

No

9. Could any of the associated rules, requirements or regulations of the function, activity or policy affect the accessibility of the service/ activity to any groups or communities?

No

10. If the impact or effects are adverse for any community or group, can they be defended i.e. in order to provide equality for another community under legislation or policy?

Yes

No

Please give details below.

N/A

#### Step 4 – Dealing with adverse or unlawful impact

11. What can be done to improve the policy, service, function or any proposals in order to reduce or remove any adverse impact or effects identified?

People with a disability may encounter difficulties accessing the service. Sight impairment or hearing loss may create a barrier to effective communication.

Alterations have been made to improve accessibility including provision for people with sight impairment.

Council employees are undertaking sign language courses.

Equalities and Diversity training for Technical Officers and Surveyors is currently carried out on-line for internal members of staff. The Repairs and Voids Contractor is actively encouraged to undertake similar training of its own workforce.

12. What would be needed to be able to do this? Are the resources available?

Liaison with Contractors to address Equalities Issues and a proactive approach to training and increasing the number of female operatives.

Training to improve cultural awareness issues.

#### **Step 5 – Consultation and Feedback**

13. Outline your proposals to consult with those affected on proposed changes.

Ongoing proposals to consult with the Maintenance Focus Group to try and increase the representation across diversity groups.

Ongoing evaluation of complaints to identify any negative differential impact upon any of the diversity groups.

#### **Step 6 – The decision**

14. What needs to be done?

Review of the existing tenant and leaseholder representative groups and identify areas that are under represented. – Ongoing

Training on Cultural Awareness Issues. - Ongoing

Process for evaluating complaints to identify and record any negative differential impact.

#### **Step 7 – Monitoring, review and evaluation**

15. What monitoring and review mechanisms are in place or will be developed.

See above.

Annual Review to be developed

**Step 8 – The service plan**

16. What needs to be included in the Service Development Plan?

The Service Plan includes for the identification of priority service areas to be Equalities Impact Assessed in order to identify areas for improvement.

17. Does an Action Plan need to be put together to ensure everything is actioned?

Develop action plan to address the review of the Tenant Participation groups and the findings.

Monitor training programme – Ongoing

Develop a process to incorporate equality impact into the complaints procedure.

**Step 9 – Publishing the Results**

Copy of the completed form to be sent to the Anne Stunell – Human Resources, ext. 2089