



EQUALITY IMPACT ASSESSMENT

POLICY / SERVICE AREA DETAILS:	
Name of policy / service area:	Repairs Policy
Details of person carrying out EIA: <i>(Name; title; contact details)</i>	Karl Harnwell Asset Manager
What does this EIA relate to?	Existing Policy
What service areas does this EIA relate to?	Repairs Policy – Housing Services
Other persons involved in the EIA:	

POLICY / SERVICE DESCRIPTION
What are the aims of the policy / service review? The policy sets out how CHA will meet its legal obligations to deliver responsive repairs to CHA properties.
How do the proposals link with the corporate objectives? CHA has an objective to deliver high quality, tenant focussed service. An excellent service will result in higher resident satisfaction.
Who will the proposals benefit? The repairs policy benefits all residents who require repairs to their home.

What outcomes will the proposals achieve?

The repairs policy is designed to ensure that all repairs are completed within an expected timescale. This will ensure repairs are to residents satisfaction and Cosmopolitan s assets are kept in a good state of repair.

Are there any aspects of the policy / service that could contribute to inequality?

YES / NO (delete as applicable)

Details:

The policy could make certain assumptions that fails to meet particular needs of minority or vulnerable groups. Examples could include the following:

- Inappropriate literature is issued which fails to take into account the needs of persons whose first language are not English when arranging appointments
- Needs of vulnerable persons not taken into account, e.g. those requiring support lacking capacity to understand need for servicing to be undertaken
- Vulnerable groups such as women not comfortable with allowing a man into home to carryout repairs.

Please summarise how the policy / service contributes to the Group’s equality and diversity commitments:

The policy contributes to the E&D commitments of CHA through adopting a sensitive approach to service delivery meeting the needs of vulnerable persons through taking their needs into account and amending service delivery accordingly.

What interface is there with other organisations for implementing proposals?

Where particular vulnerable / diversity needs of a tenant are known, this information is shared with the reapiers provider KHT Services so that their needs may be met.

This section allows you to identify whether the policy / service changes will impact positively or negatively on a range of diverse groups.

If negative impacts are identified, it would be useful at this stage to highlight the actions that could be taken to create a more positive effect.

IMPACT ASSESSMENT			
Equality and diversity area	Benefit (positive impact)	Disadvantage (negative impact)	REASON*

<p>Gender women, men, Transgender</p>		<p>Potential for needs of women to not be known</p>	<p>Some women may be uncomfortable with men entering home, e.g. victims of domestic violence. This could be logged on system where known and call centre be aware of this when arranging appointments.</p>
<p>Race Black and other minority ethnic people (for specific groups, see note 1)</p>		<p>Some people from BME backgrounds practice different religions – see below.</p>	<p>See Religion below</p>
<p>Disability Disabled people in general, physical access, sight/hearing needs, other groups of disability</p>		<p>People with disabilities may require additional services, e.g. arrangements for obtaining access; support workers as main liaison point.</p>	<p>Needs should be logged on system and communicated to contractors. Tenant census exercise will assist with process.</p>
<p>Sexuality Lesbians, gay men, and bisexuals.</p>		<p>n/a</p>	
<p>Religion Faith group (see note 2)</p>		<p>Servicing arrangements should avoid religious and holy days.</p>	<p>When arranging appointments, KHT Services staff should be aware of and consult with diversity calendars. Religious needs should be flagged up to contractors.</p>
<p>Age Older people, younger people, children (see note 3)</p>	<p>Times for appointments may conflict with work commitments –</p>	<p>Older persons – see disabled persons above.</p>	

	appointments available in evenings and weekends.		
Other			

FURTHER ASSESSMENT	
Equality and Diversity area:	Repairs Policy
Type of impact:	Positive Negative
Is it legal? <i>(i.e. not discriminatory under equality / discrimination legislation)</i>	Yes No
Is it intended?	Yes No
What is the level of impact?	High Low
Could you minimise / remove any negative impact? How?	Yes – See ‘Reasons’ section above
Could you improve the positive impact? How?	Yes – Improved intelligence about customers through profiling exercises – currently on-going.
If there is no evidence that the policy / service promotes equality and diversity, could it be adapted so that it does? How?	See above

<p>On the basis of answers to questions for the policy screening stage, do you recommend Phase 2 - a full impact assessment should be carried out?</p>	<p style="text-align: center;">Yes No</p>
<p>If a full impact assessment is required, what experts / relevant groups need to be contacted to get further views or evidence on the issues and the assessment?</p>	<p>n/a</p>

ACTION PLANNING					
Area / Issue	Action	Responsible	Due Date	Resources	Comments
All	Continue with Tenant Census to enhance knowledge of customer base	Alec Gaston	On going	Staff time only	Currently obtained over 45% response rates.
Religion	KHT Services staff to be reminded of need to consult diversity calendar dates when arranging appointments for servicing	Karl Harnwell	May 09	n/a	This is just to obtain confirmation that this takes place
Gender	Explore options for offering female only repair visits	Karl Harnwell	May 09	tbc	Enquiries to be made with KHT Services. Notes to be placed on

					system using UDC where required.
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Signed:

Date: