

Mansfield District Council  
Equality Impact Assessment  
Form

August 2007

**Proforma for Equality Impact and Needs Assessment**

**Reference:**

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<b>What is the policy / function / procedure being assessed?</b> The Housing Repairs Service is responsible for repairing and maintaining the Council's Housing stock in accordance with relevant legislation in order to ensure they are all brought up to the Decent Homes Standard.	<b>Directorate:</b>	<b>Date:</b> 31 <sup>st</sup> October 2007.
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**1. Responsibility and Ownership**

<b>Service Area:</b> Housing Repairs Service
<b>Lead Officer:</b> Paul Barker
<b>Members of the assessment team:</b> Paul Barker, Jeanette Marples, Fiona Myford
<b>Others involved in the assessment (peer review / external challenge):who they represent or job title</b>

**2. Aims of the policy or function you are assessing**

**• What Outcomes are wanted from this service / policy / procedure / function?**

The Housing Repairs Service aims to manage the Decent Homes Programme to achieve the Decent Homes Standard and value for money delivery for all Council properties.

**What are the key elements of the service / policy / function / procedure?**

- To Repair and Maintain all Council Properties in Accordance with Relevant Legislation
- Deliver Timely Service to Residents
- Aids and Adaptations – Minor Works
- To Recover Monies in respect of Criminal Damage
- Enabling the Provision of Affordable Housing.
- Reduction in Void Re-let Times to Maximise the Number of Properties Available for Occupancy
- Achieve Performance Indicator Targets for Repairs Timescales
- To Consider the Needs of all Vulnerable Tenants Regardless of Age, Race, Gender or Sexuality

**Who is affected by this service / policy / function / procedure?**

All residents within the District with a primary focus on Council tenants

**Who are the main stakeholders?**

- All residents within the District with a primary focus on Council tenants
- Housing Management
- Bullock Construction
- Impart Links
- Framework
- Homeless Section
- Hermitage Lane
- Environmental Health Department
- Estates Department
- Leisure Department
- Technical Services
- Private developers
- Private Landlords
- Registered Social Landlords (RSL's)

**List any other key policies, procedures, projects or strategies that this policy / project will have implications for (how does this policy relate to other policies and practices within the Council – what factors / forces contribute to / detract from the outcomes)?**

The Housing Repairs Service contributes to the Corporate Priorities to ensure Decent Homes for all and to the Reduction in Crime and Disorder Strategy and the Community Safety Strategy, liaising with the Police and Anti-Social Behaviour team in respect of criminal damage. In addition the Housing Repairs Service ensures wheelchair accessibility and compliance with DDA in respect of hearing loops etc.

**3. Benchmarking**

**Give details in this section of any benchmarking exercises carried out, how you have done this, for example is it in the forms of data from other sources, telephone calls with colleagues from other authorities, working groups, research, statistics etc.**

The Housing Repairs Service is an active member of the North Notts and Derbyshire Property Maintenance Benchmarking Group, which provides a forum for exchanging positive practice initiatives.

Whilst this issue has not been addressed to date within this group, it is proposed to include Equality and Diversity as an Agenda item in a forthcoming meeting during the current financial year.

**4. What are the equality implications of what you are trying to achieve? (please extend table as necessary)**

<b>BME People</b> <b>Will the policy / project have significant positive impact for BME people?</b>	<b>What evidence do you have?</b> <b>Data/research/consultation</b>	<b>Is there any way that you could increase the positive impact?</b>	<b>Timescale for action and resources required</b>
The Housing Repairs Service aims to improve satisfaction levels from BME people following previously reported low levels of satisfaction with housing repairs and maintenance.	Status Survey Repairs Satisfaction Survey User Feedback	Further investigation into the specific repairs and maintenance needs of BME people.	

<b>Will the policy / project have significant negative impact for BME people?</b>	<b>What evidence do you have? Data/research/consultation</b>	<b>Is there any way that you could limit the negative impact?</b>	<b>Timescale for action and resources required</b>
With insufficient data received from BME people regarding specific repair and maintenance requirements, needs may not be met.	Repairs Satisfaction Survey Status Survey	Analyse information from the Repairs Satisfaction Survey to measure levels of satisfaction of BME people.	
BME groups may not be aware of the Aids and Adaptations service	None at present	Commence consultation with BME people to ensure equal access to all services available.	
<b>Disabled People Will the policy / project have significant positive impact for Disabled people?</b>	<b>What evidence do you have? Data/research/consultation</b>	<b>Is there any way that you could increase the positive impact?</b>	<b>Timescale for action and resources required</b>
The Housing Repairs Service aims to meet the repairs and maintenance obligations of all residents residing within its existing housing stock and to carry out improvements to meet the Decent Homes Standard.	Repairs Satisfaction Survey Status Survey User Feedback	Improve the information on how categories of disability relate to access needs and the general internal living requirements within the property.	

<p>The Aids and Adaptations service is available to all residents in the district who have a disability and who would benefit from the service in order to enable them to remain in their own homes, a new fast track service for the more straightforward aids and adaptations has also been introduced.</p>	<p>Tenants Newsletter Social Services Referral Forms</p>	<p>Promote the service widely across the District and consult with service users in order to monitor satisfaction levels.</p>	
<p><b>Will the policy / project have significant negative impact for Disabled people?</b></p>	<p><b>What evidence do you have?</b> <b>Data/research/consultation</b></p>	<p><b>Is there any way that you could limit the negative impact?</b></p>	<p><b>Timescale for action and resources required</b></p>
<p>Some residents with diverse needs may be unable to remain within their property should the Housing Repairs Service not take into account accessibility issues within its repairs and maintenance obligations.</p>	<p>Repairs Satisfaction Survey Status Survey User feedback</p>	<p>Monitor the feedback from the enhanced service offered to vulnerable/elderly tenants.</p>	

<b>Gender Groups</b> <b>Will the policy / project have significant positive impact on different gender groups?</b>	<b>What evidence do you have?</b> <b>Data/research/consultation</b>	<b>Is there any way that you could increase the positive impact?</b>	<b>Timescale for action and resources required</b>
The Status Survey is sorted by the respondent being male or female and currently does not show disproportionate levels of dissatisfaction with the service level provided by the landlord, when broken down by the landlord.	Repairs Satisfaction Survey Status Survey	No Gender specific priorities identified	
<b>Will the policy / project have significant negative impact on different gender groups?</b>	<b>What evidence do you have?</b> <b>Data/research/consultation</b>	<b>Is there any way that you could limit the negative impact?</b>	<b>Timescale for action and resources required</b>
Lack of female operatives to attend to repairs and maintenance requests	Status Survey Repairs Satisfaction Survey	Utilise female operatives, promote option, means to attract.	

<b>Sexual Orientation</b> <b>Will the policy / project have significant positive impact for Lesbian, Gay, Bisexual or Transsexual people?</b>	<b>What evidence do you have?</b> <b>Data/research/consultation</b>	<b>Is there any way that you could increase the positive impact?</b>	<b>Timescale for action and resources required</b>
Policy and procedures are applied consistently regardless of sexual orientation. There is little evidence known of the specific repairs and maintenance requirements for LGBT and it is difficult to assess whether there is a positive or negative response to the service.	None	Consultation with LGBT communities to be undertaken to identify specific housing needs (positive and negative)	
<b>Will the policy / project have significant negative impact for Lesbian, Gay, Bisexual or Transsexual people?</b>	<b>What evidence do you have?</b> <b>Data/research/consultation</b>	<b>Is there any way that you could limit the negative impact?</b>	<b>Timescale for action and resources required</b>
Policy and procedures are applied consistently regardless of sexual orientation. There is little evidence known of the specific repairs and maintenance requirements for LGBT and it is difficult to assess whether there is a positive or negative response to the service.	None	Undertake consultation with LGBT communities to identify specific housing needs	

<b>Age Groups</b> <b>Will the policy / project have significant positive impact on different age groups?</b>	<b>What evidence do you have?</b> <b>Data/research/consultation</b>	<b>Is there any way that you could increase the positive impact?</b>	<b>Timescale for action and resources required</b>
<p>The Housing Repairs Service provides an enhanced response time for the repairs and maintenance requirements of vulnerable/elderly residents.</p>	<p>Information from the Status Survey identifies a positive impact, with high levels of satisfaction amongst the 60+ age.</p>	<p>To be covered within the Housing Strategy Section by the development of an Elderly Persons Strategy</p>	
<p>The Housing Repairs Service seeks to ensure the housing repairs and maintenance needs of young persons under the age of eighteen years of age and occupying their own tenancy are met whilst complying with the Council's corporate commitment to the 2004 Children Act.</p>	<p>None</p>	<p>Undertake consultation with tenants between the age group of 16 to 18 years of age.</p>	

<b>Will the policy / project have significant negative impact on different age groups?</b>	<b>What evidence do you have? Data/research/consultation</b>	<b>Is there any way that you could limit the negative impact?</b>	<b>Timescale for action and resources required</b>
<p>Little is known about the specific housing repairs and maintenance requirements of young people and therefore it is difficult to assess whether the Housing Repairs Service has a negative impact.</p>	<p>Status Survey Repairs Satisfaction Survey</p>	<p>Undertake research to identify any support needs of young people, for example, ensuring their understanding of the repairs and maintenance obligations of the Housing Repairs Service.</p>	
<b>Religion/Belief Groups Will the policy / project have significant positive impact on different religion/belief groups?</b>	<b>What evidence do you have? Data/research/consultation</b>	<b>Is there any way that you could increase the positive impact?</b>	<b>Timescale for action and resources required</b>
<p>Little is known about the specific repairs and maintenance requirements of different faith groups and therefore it is difficult to assess whether the Housing Repairs Service has a positive impact, however current statistics show lower levels of satisfaction to other groups.</p>	<p>None</p>	<p>Undertake consultation with different faith groups to identify any specific needs, for example only female operatives attending residents' homes to carry out a repair or maintenance on cultural reasons.</p>	

<b>Will the policy / project have significant negative impact on different religion/belief groups?</b>	<b>What evidence do you have? Data/research/consultation</b>	<b>Is there any way that you could limit the negative impact?</b>	<b>Timescale for action and resources required</b>
<p>Little is known about the specific repairs and maintenance requirements of different faith groups and therefore it is difficult to assess whether the Housing Repairs Service has a positive impact, however current statistics show lower levels of satisfaction to other groups.</p>	<p>None</p>	<p>Undertake consultation with different faith groups to identify any specific needs, for example only female operatives attending residents' homes to carry out a repair or maintenance on cultural reasons.</p>	

**5. Prioritise Actions**

**Equality Impact Assessment Action Plan**

Please list below all actions that you plan to take as a result of this impact assessment in order of priority (please extend the table as necessary)

<b>Prioritise what needs to be done. Highest priority first</b>	<b>Lead officer</b>	<b>Timescale</b>	<b>Included in Service plan *</b>	<b>Monitoring progress (reports, updates)</b>	<b>Consultation Planned and with which groups</b>
No other specific action to those identified by Housing Strategy, many of which address the issues for Housing and Property Services throughout.					

\* Please state reason why any actions identified have not been included in the Service Pan

Have these been agreed with your Head of Service?

**When you are confident that all significant implications have been identified and considered please sign this form and forward a copy to the Equality and Diversity Officer and keep a copy for your record**

Signed (Lead officer completing the assessment form) .....

Date .....

**6. Review of Impact Assessment**

Review of Impact Assessment due on

Progress.

Date	Actions	Progress	Completed