



First things first: does this activity need an EqIA?

Subject of the assessment:	Repairs and Maintenance Policy
Please answer Yes or No to the following questions:	
Does it affect staff, service users or the wider community?	Yes
Has it been identified as being important to particular groups of people?	Yes
Does it or could it potentially affect different groups of people differently (unequal)?	Yes
Does it relate to an area where there are known inequalities or exclusion issues?	No
Will it have an impact on how other organisations operate?	Yes
Is there potential for it to cause controversy or affect the council's reputation as a public service provider?	Yes

Where a positive impact is likely, will this help to:	Please tick all that apply (✓)
Remove discrimination and harassment?	✓
Promote equal opportunities?	✓
Encourage good relations?	✓

If you ticked or answered Yes to one or more of these questions you should carry out an EqIA. There are two levels of analysis (Brief and Full) and in deciding which to go for, you should think about not just the number of people affected but the significance of the effect on them – both positive and negative.

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If you answered No to all of the questions and decide that your activity doesn't need an EqIA you must explain below why it has no relevance to equality and diversity. You should reference the information you used to support your decision and seek approval from your Head of Service or Strategic Director before sending this to equalities@stevenage.gov.uk.

I determine that no EqIA is needed to inform the decision on the (insert name of subject being assessed).

Name of assessor:
Role:
Date:

Decision approved by:
Role:
Date:



Full Equality Impact Assessment

For a policy, project, service or other decision that is new, changing or under review

What is being assessed?		Responsive Repairs and Maintenance Policy			
Lead Assessor	Paul Connolly – Interim Head of Repairs and Maintenance		Assessment team	Mark Gibbs – Repairs Manager Ana Hetherington – Business Improvement Manager	
Start date	January 2024	End date		December 2025	
When will the EqlA be reviewed?		December 2025			

Who may be affected by it?	Staff, Stevenage Borough Council Housing Tenants and Leaseholders
What are the key aims of it?	<ul style="list-style-type: none"> • Ensure that our customers are treated in a fair and consistent way. • Focus on working in partnership with our tenants and leaseholders ensuring that a safe and healthy internal environment is provided. • Where reasonably practical, ensure that homes are maintained to the required habitable standard and the internal environment is safe and in a healthy condition and the fabric of the property is protected from damage. • Undertake effective investigations and meet the routine, urgent and emergency repair needs of Stevenage Borough Council tenants and leaseholders at their request. • Comply with statutory requirements and good practice. • Maximise the available budgets and ensure that they are used effectively and efficiently to offer value for money.

What positive measures are in place (if any) to help fulfil our legislative duties to:					
Remove discrimination & harassment	Ensuring all are treated fairly and in a consistent way.	Promote equal opportunities	Demonstrating what service can be expected from the council for all tenants and leaseholders.	Encourage good relations	Encouraging partnership working.
What sources of data / information are you using to inform your assessment?	Landlord and Tenant Act 1985 The Commonhold and Leasehold Reform Act 2002 Defective Premises Act 1972 Environmental Protection Act 1990 The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994 Homes (Fitness for Human Habitation Act) 2018 Social Housing (Regulation) Act 2023 NEC – Housing management internal system				



In assessing the potential impact on people, are there any overall comments that you would like to make?	<p>We understand there is a proportion of customers who will be considered vulnerable. In these instances, we will make reasonable adjustments on a case by case basis to support them as best we can.</p> <p>Refresher training and raising awareness to staff on Equality Act 2010 will help promote equality and inclusion overall going forward. To be delivered via HR iLearn training and Toolbox talk training sessions.</p>
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Evidence and impact assessment

Explain the potential impact and opportunities it could have for people in terms of the following characteristics, where applicable:

Age					
Positive impact	Self-service 24 hour access through the Online Housing account to report repairs.	Negative impact	Those elderly or with no access to online service may need extra support to report a repair.	Unequal impact	N/A
Please evidence the data and information you used to support this assessment	This service is available to all tenants and leaseholders who need to report a repair for their home, communal area or estate. Customers are able to report a repair via their Housing Online account, by phoning the Customer Service Centre or seek guidance at reception at Daneshill House. The choice of contact points will provide the extra support these groups may require to report a repair, where they do not have access to online services, or they prefer speaking to someone over the phone or face to face.				
What opportunities are there to promote equality and inclusion?	Promote how the Council can provide assistance and guidance and the policy document. This may be reasonable adjustments, language services, documents in other formats, etc.	What do you still need to find out? Include in actions (last page)	N/A		

Disability					
e.g. physical impairment, mental ill health, learning difficulties, long-standing illness					
Positive impact	N/A	Negative impact	Some customers might not be able to use traditional contact points or may need special arrangements during their repairs appointment.	Unequal impact	N/A
Please evidence the data and information you used to support this assessment		Customers are able to report a repair via their housing Online account, the Customer Service Centre or seek guidance at reception at Daneshill House. Reasonable adjustments will be considered on a case by case basis and alternative format of information is available. The Repairs system allows for special requests to be logged for operatives to be informed on these prior to their visits.			
What opportunities are there to promote equality and inclusion?	The council will work with other departments to support customers as needed.	What do you still need to find out? Include in actions (last page)	N/A		

Gender reassignment					
Positive impact	N/A	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment		Customers are able to report a repair via their housing Online account, the Customer Service Centre or seek guidance at reception at Daneshill House. Reasonable adjustments will be considered on a case by case basis and alternative format of information is available. The Repairs system allows for special requests to be logged for operatives to be informed on these prior to their visits.			
What opportunities are there to promote equality and inclusion?	Refresher training and raising awareness to staff on Equality Act 2010.	What do you still need to find out? Include in actions (last page)	N/A		

Marriage or civil partnership					
Positive impact	N/A	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment		N/A			
What opportunities are there to promote equality and inclusion?	N/A		What do you still need to find out? Include in actions (last page)	N/A	

Pregnancy & maternity					
Positive impact	N/A	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment		N/A			
What opportunities are there to promote equality and inclusion?	N/A		What do you still need to find out? Include in actions (last page)	N/A	

Race					
Positive impact	N/A	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment		N/A			
What opportunities are there to promote equality and inclusion?	N/A		What do you still need to find out? Include in actions (last page)	N/A	

Religion or belief					
Positive impact	N/A	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment		N/A			
What opportunities are there to promote equality and inclusion?	N/A		What do you still need to find out? Include in actions (last page)	N/A	

Sex					
Positive impact	N/A	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment		N/A			
What opportunities are there to promote equality and inclusion?	N/A		What do you still need to find out? Include in actions (last page)	N/A	

Sexual orientation					
e.g. straight, lesbian / gay, bisexual					
Positive impact	N/A	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment		N/A			
What opportunities are there to promote equality and inclusion?	N/A		What do you still need to find out? Include in actions (last page)	N/A	

Socio-economic¹					
e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement					
Positive impact	Being able to identify financial difficulties or ability to maintain property.	Negative impact	N/A	Unequal impact	N/A
Please evidence the data and information you used to support this assessment		The Council's Repairs staff are our eyes and ears on the front line and they are able to raise to management any safeguarding concerns in relation to our tenants and leaseholders. Operatives should (whilst in a customers home): 1. Monitor a persons Emotional and Physical Wellbeing. 2. Look for any indicators that suggest a person is at risk of harm (such as changes to their demeanour or behaviours) 3. Make a point of recording any indicators (day/date/time + their findings) 4. They should always report their concerns to the appropriate persons (they should not engage with the customer as to their concerns) 5. An appropriate person can then if its felt necessary, carry out a wellbeing check to ensure there are no safeguarding issues.			
What opportunities are there to promote equality and inclusion?	Further training and collaborative work across departments.	What do you still need to find out? Include in actions (last page)	Safeguarding training for staff.		

Other					
please feel free to consider the potential impact on people in any other contexts					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment					
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)			

¹Although non-statutory, the council has chosen to implement the Socio-Economic Duty and so decision-makers should use their discretion to consider the impact on people with a socio-economic disadvantage.



What are the findings of any consultation with:

Staff?	Repairs Pulse Survey took place in January 2024.	Residents?	<p>Tenant and Leaseholder pre-consultation took place in February 2024. This targeted tenants and leaseholders who had raised a repair in the last 12 months and was later expanded to focus groups and pop-up events across the town and social media. Approximately 100 responses had been received by the end of June 2024.</p> <p>The draft Responsive Repairs and Maintenance Policy was also subject to further tenant and leaseholder consultation for 6 weeks during summer 2024, closing on 30 September. Comments received have been taken into consideration in the final version of the Policy as presented to Cabinet in December 2024 for approval.</p>
Voluntary & community sector?	N/A	Partners?	N/A
Other stakeholders?	The Executive Housing Working Group received a pre-consultation draft in July and an updated version following consultation with tenants and leaseholders in November for their views and comments ahead of presentation to Cabinet for approval (July and December).		

Overall conclusion & future activity

Explain the overall findings of the assessment and reasons for outcome (please choose one) :	
1. No inequality, inclusion issues or opportunities to further improve have been identified	This EIA demonstrates the proposed policy is robust and there is no potential for discrimination or adverse impact. All opportunities to promote equality have been/will be undertaken.



Negative / unequal impact, barriers to inclusion or improvement opportunities identified	2a. Adjustments made	
	2b. Continue as planned	
	2c. Stop and remove	

Detail the actions that are needed as a result of this assessment and how they will help to remove discrimination & harassment, promote equal opportunities and / or encourage good relations :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
Safeguarding training for Repairs staff	Yes	Head of Repairs and Maintenance	TBC	Include in planned training programme

Approved by Assistant Director / Strategic Director: Denise Lewis Assistant Director Building Safety and Housing Property Services

Date: November 2024

Please send this EqIA to equalities@stevenage.gov.uk