



## Aids and Adaptations Policy

# Equality Impact Assessment (EqIA) Form

June 2024 – June 2026

<b>Date created</b>	June 2024
<b>Approved by</b>	SLT
<b>Owner</b>	Assistant Director – Denise Lewis
<b>Version</b>	2
<b>Author</b>	Charlotte Carter (Business Improvement Manager)
<b>Business Unit and Team</b>	Building Safety and Housing Property Services Housing Asset Management

Please [click this link](#) to find the EqIA guidance toolkit for support in completing the following form.

For translations, braille or large print versions of this document please email  
[equalities@stevenage.gov.uk](mailto:equalities@stevenage.gov.uk).

<b>Title:</b>	<b>Aids and Adaptations Policy</b>	
<b>Please answer Yes or No to the following questions:</b>		
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?		Yes
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

<b>Where a positive impact is likely, will this help to:</b>	
Remove discrimination and harassment?	Yes
Promote equal opportunities?	Yes
Encourage good relations?	Yes

**If you answered 'Yes' to one or more of the above questions you should carry out an EqlA.**

Or if you answered 'No' to all of the questions and decide that your activity doesn't need an EqlA you must explain below why it has no relevance to equality and diversity.

You should reference the information you used to support your decision below and seek approval from your Assistant Director before confirming this by sending this page to [equalities@stevenage.gov.uk](mailto:equalities@stevenage.gov.uk).

I determine that no EqlA is needed to inform the decision on the .

Name of assessor:

Decision approved by:

Role:

Role: Assistant Director

Date:

Date:

# Equality Impact Assessment Form

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

<b>What is being assessed?</b>		<b>Aids and Adaptations Policy</b>			
Lead Assessor	Keith Peirson, Programme Manager, Stevenage Borough Council			Assessment team	Charlotte Carter, Business Improvement Manager, Stevenage Borough Council  Andrew Garside, Head of Housing Asset Management, Stevenage Borough Council.
Start date	June 24 (updated Nov 2024)	End date	June 26		
When will the EqIA be reviewed? (Typically every 2 years)	June 2026 or as/when Policy is amended or reviewed if sooner				

Who may be affected by the proposed project?	<p>Current tenants of Stevenage Borough Council.</p> <p>Those who may be living with current tenants.</p> <p>Prospective tenants</p> <p>Staff at Stevenage Borough Council</p>
What are the key aims of the proposed project?	<ul style="list-style-type: none"> <li>• Detail the approach to aids and adaptations requests within tenanted properties</li> <li>• Ensure that our customers are treated in a fair and consistent way.</li> <li>• Focus on working in partnership with our tenants and social care</li> <li>• 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.</li> <li>• Comply with statutory requirements and good practice.</li> <li>• Maximise the available budgets and ensure that they are used effectively and efficiently to offer value for money</li> </ul>

What <b>positive measures</b> are in place (if any) to help <b>fulfil our legislative duties</b> to:					
Remove discrimination & harassment	Ensuring all are treated fairly and in a consistent way.	Promote equal opportunities	Allow those with disabilities to remain in their homes if suitable.	Encourage good relations	Pro-active response to requests for installations of aids and adaptations to build confidence with tenants. Encourage partnership working.

What sources of data / information are you using to inform your assessment?	<p>The Chronically Sick and Disabled Persons Act 1970</p> <p>The Housing Grants Construction and Regeneration Act 1996</p> <p>Children Act 1996</p> <p>Equality Act 2010</p> <p>The Care Act 2014</p> <p>Mental Capacity Act 2005</p> <p>Regulatory Reform (Housing Assistance) Order 2002</p> <p>The Housing Act 1985</p> <p>The Housing Act 2004 - Housing Health and Safety Rating System (HHSRS)</p> <p>Home Adaptations for Disabled People 2013</p> <p>Social Housing (Regulation) Act 2023</p>
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In assessing the potential impact on people, are there	It is important that, as a Local Authority, we monitor and assess the impact this policy may have on people requiring adaptations to their home. We need to ensure that there is no indirect, or direct, discrimination, contrary to our public sector equality duty. We are morally and legally accountable for ensuring our homes are
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any overall comments that you would like to make?	<p>maintained to the Quality and Safety standard and ensuring that doesn't put any individuals or marginalised groups at a disadvantage.</p> <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. Refresher training and raising awareness to staff on Equality Act 2010 will help promote equality and inclusion overall going forward.</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	Yes	Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	<p>An estimated 16.0 million people in the UK had a disability in 2021/22. This represents 24% of the total population. The prevalence of disability rises with age: around 11% of children were disabled, compared with 23% of working age adults and 45% of adults over State Pension age.</p> <p>As this policy is more likely to impact those of state pension age, we have incorporated best practice and this policy has been drafted in partnership with the Specialist Support Services who offer specialist accommodation required for those over the age of 60. These properties are often adapted with wet room, level access entry as well as additional support that could be required for those needing adaptations.</p> <p>Customers can report a need for adaptations via their housing Online account, email, 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.</p> <p>We have taken these data sources into account - Herts Insight Diversity Profile - Age</p> <p><a href="https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243">https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243</a></p> <p>2021 Census Profile:</p>				

	<p><a href="https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true">https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true</a></p> <p><a href="https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/">https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/</a> - latest changes in Stevenage.</p> <p><a href="https://researchbriefings.files.parliament.uk/documents/CBP-9602/CBP-9602.pdf">https://researchbriefings.files.parliament.uk/documents/CBP-9602/CBP-9602.pdf</a> - UK disability statistics: Prevalence and life experiences</p>		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

Disability e.g., physical impairment, mental ill health, learning difficulties, long-standing illness					
Positive impact	Yes	Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	<p>This policy is designed to make the homes of our tenants more accessible for those with disabilities that are residing in the property. The policy uses the definition of disability from the Housing, Grants, Construction and Regeneration Act 1996 (as amended) if they have any of the following:</p> <ul style="list-style-type: none"> <li>• Sight, hearing or speech is substantially impaired</li> <li>• Mental disorder or impairment of any kind</li> <li>• Physically substantially disabled by illness, injury, impairment present</li> </ul> <p>Although this is definition is industry standard, the policy incorporates reviewing any recommendations for adaptations for those with other disabilities within the Equality Act 2010, “if you have a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on your ability to do normal daily activities”. Those normal daily activities are likely to be assisted with any changes we make to properties under this policy. The intention of the policy is so tenants affected by disabilities are able to remain in their home with reasonable adjustments.</p> <p>We have taken these data sources into account - Herts Insight Diversity Profile - Disability</p> <p><a href="https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243">https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243</a></p>				

	<p>2021 Census Profile:</p> <p><a href="https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true">https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true</a></p> <p><a href="https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/">https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/</a> - latest changes in Stevenage.</p> <p><a href="https://researchbriefings.files.parliament.uk/documents/CBP-9602/CBP-9602.pdf">https://researchbriefings.files.parliament.uk/documents/CBP-9602/CBP-9602.pdf</a> - UK disability statistics: Prevalence and life experiences</p>		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

Gender Reassignment					
Positive impact		Negative impact		Unequal impact	Yes
Please evidence the data and information you used to support this assessment	<p>No impact – this is not something that we assess or discriminate against in management and maintenance of homes.</p> <p>We have taken these data sources into account - Herts Insight Diversity Profile - Transgender</p> <p><a href="https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243">https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243</a></p> <p>2021 Census Profile:</p> <p><a href="https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true">https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true</a></p> <p><a href="https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/">https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/</a> - latest changes in Stevenage.</p>				
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	

Marriage or Civil Partnership					
Positive impact		Negative impact		Unequal impact	Yes
Please evidence the data and information you used to support this assessment	<p>Not impacted – not compulsory question for recording tenant profile. It is not something that we assess or discriminate against in tenancy management and maintenance of homes</p> <p>We have taken these data sources into account - Herts Insight Diversity Profile - Marital or Civil Partnership Status</p> <p><a href="#">Diversity Profile - Districts   Stevenage   Report Builder for ArcGIS (esriuk.com)</a></p> <p>2021 Census Profile:</p> <p><a href="https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true">https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true</a></p> <p><a href="https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/">https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/</a> - latest changes in Stevenage.</p>				
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	Yes	Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	<p>The drafted policy incorporated previous provisions that stipulates that an adaptation could be provided if the adaptations are required for more than 12 months (unless life threatening). This is to ensure value for money and any significant changes to stock profile are required in the long term for the tenant. It is likely because of this that a temporary disability caused by pregnancy or early maternity would not be covered within the 12-month adaptation criteria, we do however review each application on a case-by-case basis. SBC will assess if aids and adaptations to a property could support a tenant or family member long-term, which may in turn benefit them if they are also pregnant.</p> <p>We have taken these data sources into account - Herts Insight Early Years Profile</p> <p><a href="https://www.reports.esriuk.com/view-report/c0060a87d61a4c0ddea7bfebb6fbf84e/E10000015?clear=true">https://www.reports.esriuk.com/view-report/c0060a87d61a4c0ddea7bfebb6fbf84e/E10000015?clear=true</a></p> <p>2021 Census Profile:</p>				



	<a href="https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true">https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true</a> <a href="https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/">https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/</a> - latest changes in Stevenage		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

Race					
Positive impact		Negative impact		Unequal impact	Yes
Please evidence the data and information you used to support this assessment	Not impacted – not compulsory question for recording tenant profile. It is not something that we assess or discriminate against in management and maintenance of homes  We have taken these data sources into account - Herts Insight Diversity Profile - Ethnicity  <a href="https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243">https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243</a>  2021 Census Profile:  <a href="https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true">https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true</a>  <a href="https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/">https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/</a> - latest changes in Stevenage.				
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		Negative impact		Unequal impact	Yes

<p>Please evidence the data and information you used to support this assessment</p>	<p>No impact – this is not something that we assess or discriminate against in management and maintenance of homes</p> <p>We have taken these data sources into account - Herts Insight Diversity Profile - Religion</p> <p><a href="https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243">https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243</a></p> <p>2021 Census Profile:</p> <p><a href="https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true">https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true</a></p> <p><a href="https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/">https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/</a> - latest changes in Stevenage.</p>		
<p>What opportunities are there to promote equality and inclusion?</p>	<p>Possible cultural differences – larger families / more than one family looking to share accommodation, resulting in increased condensation</p>	<p>What do you still need to find out? Include in actions (last page)</p>	<p>N/A</p>

Sex					
Positive impact		Negative impact		Unequal impact	Yes
<p>Please evidence the data and information you used to support this assessment</p>	<p>No impact – this is not something that we assess or discriminate against in management and maintenance of homes</p> <p>We have taken these data sources into account - Herts Insight Diversity Profile - Gender</p> <p><a href="https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243">https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243</a></p> <p>2021 Census Profile:</p> <p><a href="https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true">https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true</a></p> <p><a href="https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/">https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/</a> - latest changes in Stevenage.</p>				
<p>What opportunities are there to promote equality and inclusion?</p>	<p>N/A</p>		<p>What do you still need to find out? Include in actions (last page)</p>	<p>N/A</p>	

<b>Sexual Orientation e.g., straight, lesbian / gay, bisexual</b>					
Positive impact		Negative impact		Unequal impact	Yes
Please evidence the data and information you used to support this assessment	<p>No impact – this is not something that we assess or discriminate against in tenancy management and maintenance of homes.</p> <p>We have taken these data sources into account - Herts Insight Diversity Profile – Sexual Orientation</p> <p><a href="https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243">https://www.reports.esriuk.com/view-report/638ca3f75a2541799e068399579d719e/E07000243</a></p> <p>2021 Census Profile:</p> <p><a href="https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true">https://www.reports.esriuk.com/view-report/79b7917a1c72415ea39bca5ed45c6094/E10000015?clear=true</a></p> <p><a href="https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/">https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/</a> - latest changes in Stevenage.</p>				
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	

<b>Socio-economic<sup>1</sup></b>					
<b>e.g., low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement</b>					
Positive impact	Yes	Negative impact		Unequal impact	
Please evidence the data and information	<p>Tenants with caring responsibilities for those within their household will be able to request aids and adaptations to their property to enable care to be provided adequately.</p>				

<sup>1</sup>Although 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.

you used to support this assessment	<p>Customers can report a requirement for aids and adaptations via their housing Online account, email, 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.</p> <p>We have taken these data sources into account -Herts Insight Economy, Work &amp; Education Profile</p> <p><a href="https://www.hertfordshire.gov.uk/microsites/herts-insight/topics/economy-work-and-education.aspx">https://www.hertfordshire.gov.uk/microsites/herts-insight/topics/economy-work-and-education.aspx</a></p> <p><a href="https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/">https://www.ons.gov.uk/visualisations/censusareachanges/E07000243/</a> - latest changes in Stevenage</p>
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What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	
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<b>Additional Considerations</b> Please outline any other 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)			

## Consultation Findings

Document any feedback gained from the following groups of people:

Staff?		Residents?	An on-line consultation is being carried out which closes in early December 2024 and the feedback will be used to inform any changes
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			to the Policy before it is presented to Cabinet for approval no later than March 2025.
Voluntary & community sector?		Partners?	The OT service at Herts CC will be consulted on any proposed changes to the Policy.
Other stakeholders?	The Community Select Committee will be consulted on the Policy and any proposed changes in advance of these being presented to Cabinet for approval.		

## Overall Conclusion & Future Activity

Explain the <b>overall findings</b> of the assessment and <b>reasons for outcome (please choose one)</b> :		
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 taken.	
Negative / unequal impact, barriers to inclusion or improvement opportunities identified	2a. Adjustments made	
	2b. Continue as planned	
	2c. Stop and remove	

Detail the <b>actions that are needed</b> as a result of this assessment and how they will help to <b>remove discrimination &amp; harassment, promote equal opportunities</b> and / or <b>encourage good relations</b> :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
Equality Act 2010 Training for staff	Ensure staff have refresher training on act to ensure equality is promoted.	Andrew Garside	TBC	On-going training review

Review Aids and Adapts Policy	<ul style="list-style-type: none"> <li>• The Community Select Committee will be consulted on the Policy ahead of consideration by Cabinet for approval.</li> <li>• The policy will continue to promote the most suitable solution for each case.</li> </ul>	Denise Lewis/Andrew Garside	March 2025	Policy will be reviewed against financial and non-financial KPI's.
Budget monitoring and review	<ul style="list-style-type: none"> <li>• The budget and actual spend will be monitored during 2025/26 and any variances included as part of the quarterly monitoring reports and adjusted if necessary.</li> </ul>	Denise Lewis/Andrew Garside	April 2025 onwards	This will form part of the regular (monthly and quarterly) budget monitoring arrangements during 2025/26.

**To be Approved by Cabinet (December 2024)**

**Date: 11<sup>th</sup> December 2024**

Please send this EqIA to [equalities@stevenage.gov.uk](mailto:equalities@stevenage.gov.uk) for critical friend feedback and for final submittance with the associated project.