



## Equality Impact Assessment

Question	Response
1. Name of policy/funding activity/event being assessed	Repairs and Maintenance Policy
2. Summary of aims and objectives of the policy/funding activity/event	The policy sets a framework to enable the delivery of an effective maintenance service which fulfils our statutory obligations, protects council assets and offers value for money.
3. Who is affected by the policy/funding activity/event?	South Kesteven District Council tenants and leaseholders
4. Has there been any consultation with, or input from, customers/service users or other stakeholders? If so, with whom, how were they consulted and what did they say? If you haven't consulted yet and are intending to do so, please complete the consultation table below.	Consultation will take place with the stakeholders affected (SKDC tenants and leaseholders). This will be for a 6 week period via the policy being placed on the SKDC website consultation page. Consultation with tenants who have special needs will be undertaken separately.
5. What are the arrangements for monitoring and reviewing the actual impact of the policy/funding activity/event?	A new housing IT system and processes are being put into place, which will monitor and evaluate the impact of the policy.

Protected Characteristic	Is there a potential for positive or negative impact?	Please explain and give examples of any evidence/data used	Action to address negative impact e.g. adjustment to the policy <small>(The Action Log below should be completed to provide further detail)</small>
Age	Positive	<p>Tenants will be able to choose from a number of specific appointment slots eg. mornings, afternoons, and specific requests - for example, avoiding the school run.</p> <p>Should the tenant wish to arrange a responsive repair appointment, they are able to contact the contractor on the telephone number provided and arrange a convenient appointment for the work to be completed.</p> <p>All contractors will be asked to provide copies of their Equality and Diversity Policies to the Council, prior to the award of any contract.</p> <p>Repair work and maintenance programmes may from time to time be tailored to meet the needs of individuals, for example the priority of a repair may be increased for vulnerable residents. All cases will be considered on an individual basis.</p>	n/a



		<p>The repairs which are the tenants' responsibility eg. changing a light bulb can be undertaken by a repairs operative for elderly and disabled tenants but this would have to be recharged to the tenant; alternatively they can choose for a relative/carer to do this for them.</p> <p>The Council will in all circumstances make information available in a variety of information formats, including for example:</p> <ul style="list-style-type: none"><li>• large print</li><li>• audio tape</li><li>• community languages</li></ul> <p>Where specialist services are required to ensure that information is accessible to the tenant or leaseholder, we will ensure that these are made available.</p>	
Disability	Positive	<p>Tenants will be able to choose from a number of specific appointment slots eg. mornings, afternoons, and specific requests - for example, avoiding the school run.</p> <p>Should the tenant wish to arrange a responsive repair appointment, they are able to contact the contractor on the telephone number provided and arrange a convenient appointment for the work to be completed.</p> <p>All contractors will be asked to provide copies of their Equality and Diversity Policies to the Council, prior to the award of any contract.</p> <p>Repair work and maintenance programmes may from time to time be tailored to meet the needs of individuals, for example the priority of a repair may be increased for vulnerable residents. All cases will be considered on an individual basis.</p> <p>The repairs which are the tenants' responsibility eg. changing a light bulb can be undertaken by a repairs operative for elderly and disabled tenants but this would have to be recharged to the tenant; alternatively they can choose for a relative/carer to do this for them.</p>	n/a



		<p>The Council will in all circumstances make information available in a variety of information formats, including for example:</p> <ul style="list-style-type: none"><li>• large print</li><li>• audio tape</li><li>• community languages</li></ul> <p>Where specialist services are required to ensure that information is accessible to the tenant or leaseholder, we will ensure that these are made available.</p>	
Gender Reassignment	Neutral	The Council will not treat the resident less favourably due to gender reassignment.	n/a
Marriage and Civil Partnership	Neutral	n/a (applicable only to employment legislation)	n/a
Pregnancy and Maternity	Positive	Tenants will be able to choose from a number of specific appointment slots eg. mornings, afternoons, and specific requests - for example, avoiding the school run.	n/a
Race	Positive	<p>The Council will in all circumstances make information available in a variety of information formats, including for example:</p> <ul style="list-style-type: none"><li>• large print</li><li>• audio tape</li><li>• community languages</li></ul> <p>Where specialist services are required to ensure that information is accessible to the tenant or leaseholder, we will ensure that these are made available.</p>	n/a
Religion or Belief	Positive	<p>The Council will in all circumstances make information available in a variety of information formats, including for example:</p> <ul style="list-style-type: none"><li>• large print</li><li>• audio tape</li><li>• community languages</li></ul> <p>Where specialist services are required to ensure that information is accessible to the tenant or leaseholder, we will ensure that these are made available.</p>	n/a
Sex	Neutral	The Council will not treat the resident less favourably due to their sex.	n/a
Sexual Orientation	Neutral	The Council will not treat the resident less favourably due to their sexual orientation.	n/a



Other Factors requiring consideration			
Socio-Economic Impacts	Positive	<p>The Council will ensure that tenants meet the costs of repairs they have responsibility for. Payment will be required in full before any re-chargeable repairs work is carried out. Where people are in hardship, we will discuss their personal circumstances. In exceptional circumstances, the Council may consider waiving the cost of the re-chargeable repair. All cases will be considered on an individual basis.</p>	n/a
Carers (those who provide unpaid care to a family member, friend or partner)	Positive	<p>Tenants will be able to choose from a number of specific appointment slots eg. mornings, afternoons, and specific requests - for example, avoiding the school run.</p>	n/a

## Consultation

Negative impacts identified will require the responsible officer to consult with the affected group/s to determine all practicable and proportionate mitigations. Add more rows as required.			
Group/Organisation	Date	Response	
SKDC tenants and leaseholders		<p>Consultation will take place with the stakeholders affected (SKDC tenants and leaseholders). This will be for a 6 week period via the policy being placed on the SKDC website consultation page. Consultation with tenants who have special needs will be undertaken separately.</p> <p>Any responses including any equality, diversity and inclusion issues highlighted from this consultation will be considered and changes will be made to the policy if deemed necessary.</p>	

## Proposed Mitigation: Action Log

To be completed when barriers, negative impact or discrimination are found as part of this process – to show actions taken to remove or mitigate. Any mitigations identified throughout the EIA process should be meaningful and timely. Add more rows as required.				
Negative Impact	Action	Timeline	Outcome	Status

## Evaluation Decision



Once consultation and practicable and proportionate mitigation has been put in place, the responsible officer should evaluate whether any negative impact remains and, if so, provide justification for any decision to proceed.

Question	Explanation / justification	
Is it possible the proposed policy or activity or change in policy or activity could discriminate or unfairly disadvantage people?		
Final Decision	Tick	Include any explanation/justification required
1. <b>No barriers</b> identified, therefore activity will proceed		
2. <b>Stop</b> the policy or practice because the data shows bias towards one or more groups		
3. <b>Adapt or change</b> the policy in a way that will eliminate the bias		
4. <b>Barriers and impact identified</b> , however having considered all available options carefully, there appear to be no other proportionate ways to achieve the aim of the policy or practice (e.g. in extreme cases or where positive action is taken). Therefore you are going to <b>proceed with caution</b> with this policy or practice knowing that it may favour some people less than others, providing justification for this decision		

Did you consult with an Equality Ally prior to carrying out this assessment? Yes

#### Sign off

Name and job title of person completing this EIA	Celia Bown – Senior Housing Policy and Strategy Officer and Julie Martin – Head of Housing Technical Services
Officer Responsible for implementing the policy/function etc	Julie Martin – Head of Housing Technical Services
Date Completed	19 <sup>th</sup> April 2023
Line Manager	Craig Spence – Acting Director of Housing
Date Agreed (by line manager)	20 <sup>th</sup> April 2023
Date of Review (if required)	

Completed EIAs should be included as an appendix to the relevant report going to a Cabinet, Committee or Council meeting and a copy sent to [equalities@southkesteven.gov.uk](mailto:equalities@southkesteven.gov.uk).



SOUTH KESTEVEN  
DISTRICT COUNCIL

Completed EIAs will be published along with the relevant report through Modern.Gov before any decision is made and also on the Council's website.