

Equality Impact Assessment

Introduction

An Equality Impact Assessment (EqIA) is a method for assessing the effects or impacts of a council policy or function on removing barriers to equality.

The Equality Act 2010 includes a public sector equality duty which requires public authorities to try and eliminate discrimination; advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it and promote equality and good relations across a range of protected characteristics.

The protected characteristics are:

Age	Disability	Gender Reassignment
Marriage and civil partnership	Pregnancy and maternity	Race
Religion or belief (including lack of belief)	Sex	Sexual orientation

An EqIA should be completed with the full range of protected characteristics considered during the initial stages of developing new strategies, policies, functions or services, prior to starting a procurement exercise and before decisions are made.

Examples of when an EqIA should be completed are:

<ul style="list-style-type: none">Any proposals to introduce or add to a service	<ul style="list-style-type: none">Any proposals to adopt policy priorities, strategies and plans
<ul style="list-style-type: none">Any proposals to remove, reduce or alter a service	<ul style="list-style-type: none">Changes to staffing structure where groups of employees are likely to be negatively affected
<ul style="list-style-type: none">Any new policies or changes to policies	<ul style="list-style-type: none">Any proposals in relation to procured or commissioned services

Stage 1 - Equality Screening

Whenever a policy/service or function is reviewed, changed, developed or removed an initial equality impact assessment stage 1 will need to be undertaken. This is a screening template and will help establish whether a full assessment is needed. This should be done at an early stage of the process so that it is part of policy development.

Stage 2 – Equality Impact Assessment

This is the full EqIA and seeks to identify the equality considerations that have been taken into account including any mitigating actions proposed and ensures decisions are based on evidence. The EqIA will need to be agreed with the appropriate Head of Service or Director and should be included on the decision-making report, along with commentary on the assessment in the main body of the report.

STAGE 1 – Equality Screening

1. Identify the policy, project, function or service change.

a. Person responsible for this EqIA

Officer responsible: John Clements

Service Area: Building Services

Title:

Date of assessment: 10/11/2025

Signature: *John Clements*

b. Is this a policy, function, strategy, service change or project?

Policy

If other, please specify: Policy

c. Name of the policy, function, strategy, service change or project

Housing Repairs and Maintenance Policy for Tenanted Properties

Is this new or existing?

Already exists and is being reviewed

Please specify reason for change or development of policy, function, strategy, service change or project

d. What are the aims, objectives and intended outcomes and who is likely to benefit from it?

Aims:

The Responsive Repairs Policy aims to provide a clear, fair, and efficient framework for the delivery of repairs to council-managed housing stock. It seeks to ensure that all residents live in homes that are safe, secure, and well-maintained and that repairs are carried out within reasonable timescales based on the urgency of the issue. The policy also aims to support vulnerable residents, reduce inequalities, and promote tenant satisfaction.

Objectives:

This policy sets out CBCs commitment to deliver a high-quality responsive repairs service and how we will therefore ensure that repair works are completed promptly and efficiently. Repairs and maintenance represent one of the largest areas of revenue expenditure for CBC. The key stakeholders are:

- Council tenants and leaseholders.
- Tenancy Services officers and repairs teams.
- Contractors and suppliers.
- Community and wellbeing teams.
- Residents' groups and tenant panels
- Vulnerable residents, including those with disabilities, older people, and families with young children.

Outcomes:	The principles and terms within this policy apply to the responsive repairs service at CBC. It applies to all homes, communal areas and garages where the council has a responsibility for repairs.
Benefits:	<ul style="list-style-type: none"> • Compling to Legal requirement and Compliance • Deliver high-quality homes and services for tenants! • Maintain the value of our housing stock! • Ensure services meet tenants' needs and expectations! • fulfils our legal obligations as a landlord Compling to Legal requirement and Compliance

e. What are the expected impacts?	
Are there any aspects, including how it is delivered or accessed, that could have an impact on the lives of people, including employees and customers.	Yes
Do you expect the impacts to be positive or negative?	Positive
Please provide an explanation for your answer:	
This policy is to clearly outline CBC expectations for repair, focusing on service delivery, for all our tenants regardless of customers, Value for Money and Legislative Requirements	

If your answer to question e identified potential positive or negative impacts, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.

f. Identify next steps as appropriate	
Stage Two required	Choose an item.
Owner of Stage Two assessment	
Completion date for Stage Two assessment	

Please forward this completed form to [add email address] and move on to Stage 2 if required.

STAGE 2 – Full Equality Impact Assessment

2. Engagement and consultation

The best approach to find out if a policy etc, is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those equality groups.

a. Research and evidence

List below any data, consultations (previous, relevant, or future planned), or any relevant research, studies or analysis that you have considered to assess the policy, function, strategy, service change or project for its relevance to equality.

CBC senior management Internal consultation with housing staff and manager

Review of best practice guidance from HQN

Legal and legislative frameworks.

Alignment with existing policies.

Reviewed by CBC SIPS team

Reviewed by Amanda Wary Safeguarding Equality & Diversity Manager

b. Consultation

Has any consultation be conducted?

Yes

Describe the consultation or engagement you have conducted or are intending to conduct. Describe who was consulted, what the outcome of the activity was and how these results have influenced the development of the strategy, policy, project, service change or budget option.

If no consultation or engagement is planned, please explain why.

Discussed at senior level , r

3. Assessment

a. Assessment of impacts

For each characteristic, please indicate the type of impact (positive – contributes to promoting equality or improving relations within an equality group, neutral – no impact, negative – could disadvantage them).

Please use the description of impact box to explain how you justify the impact and include any data and evidence that you have collected from surveys, performance data or complaints to support your proposed changes

Protected Characteristic	Specific Characteristic	Impact	Description of impact	Mitigating Action
AGE	Older people (60+)	Positive and negative	struggle to report repairs digitally or cope with delays in heating or mobility-related repairs. Older tenants may have mobility issues or health conditions that make it harder to cope with delays or disruptions. experience mobility issue	Provide telephone and in-person reporting options; prioritise heating, lighting, and access repairs. Flags on QL with vulnerabilities. With in the HHSRS guidance based upon the level of risk factor prioritisation of repairs where older tenants, families with young children, or young people in supported housing are affected. Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.
	Younger People (16-25)	Positive	No significant negative impact identified	
	Children (0-16)	Positive	No significant negative impact identified	
DISABILITY A definition of disability under the Equality Act 2010 is available here . <i>See also carer responsibilities under other considerations.</i>	Physical disability	Positive and negative	sensory, mobility, or learning disabilities may face barriers in communication or access during repairs.	communication (large print, BSL, Easy Read); provide reasonable adjustments and prioritise adaptations. Contractors Positive impact – reasonable adjustments made where needed to support disabled residents. Priority repair times for equipment critical to independent living. Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.
	Sensory Impairment (sight, hearing)	Positive and negative	sensory, mobility, or learning disabilities may face barriers in communication or access during repairs.	
	Mental health	Positive and negative	sensory, mobility, or learning disabilities may face barriers in communication or access during repairs.	
	Learning Disability	Positive and negative		

GENDER REASSIGNMENT		Positive and negative	Trans and non-binary community can suffer from Minority stress – this can impact on both their mental and physical health – they can become isolated and find it difficult to engage- CBH need to work hard to ensure that these communities feel safe and able to work with teams to ensure that the DMC can be addressed sensitively. This may mean working in partnership with local groups to ensure that the person feels safe and respected.	This may mean working in partnership with local groups to ensure that the person feels safe and respected. Flags on Q/L Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.
MARRIAGE & CIVIL PARTNERSHIP	Women	Neutral	No significant negative impact identified	
	Men	Neutral	No significant negative impact identified	
	Lesbians	Neutral	No significant negative impact identified	
	Gay Men	Neutral	No significant negative impact identified	
PREGNANCY & MATERNITY	Women	Positive and negative	Health risks from dust, fumes, or lack of heating/hot water	Prioritise urgent repairs for expectant or new parents. Positive impact – quicker response times for households with new-borns or expectant mothers to ensure a safe home environment. Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.
RACE* Further information on the breakdown below each of these headings, is available here . For example Asian, includes Chinese, Pakistani and Indian etc	White	Positive	No significant negative impact identified	Positive impact – repairs service accessible to all, with translation services or cultural sensitivity considerations where needed. Offer translation and interpretation services; ensure diverse workforce training
	Mixed or multiple ethnic groups	Positive	language barriers or cultural expectations may affect communication and satisfaction.	Offer translation and interpretation services; ensure diverse workforce training.
	Asian	Positive	language barriers or cultural expectations may affect communication and satisfaction.	
	African	Positive	No significant negative impact identified	

	Caribbean or Black	Positive	No significant negative impact identified	
		Positive	. No significant negative impact identified	
RELIGION & BELIEF** A list of religions used in the census is available here	See note	Positive and negative	Contractors entering during religious observances could cause discomfort.	Respect cultural and religious practices; flexible appointment times.
SEX (GENDER)	Men	Neutral	Risk of bias or discrimination from contractors.	Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.
	Women	Neutral	No significant negative impact identified	.Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.
	Trans Men	Neutral		Equality and diversity training for all staff including Sub-contractors; robust complaint procedures.
	Trans Women			
SEXUAL ORIENTATION	Heterosexual	Positive	No significant negative impact identified	
	Lesbian	Positive and negative	No significant negative impact identified	
	Gay	Positive and negative	No significant negative impact identified	
	Bisexual/Pansexual	Positive and negative	No significant negative impact identified	
Other considerations				
Socio-economic factors (income, education, employment, community safety & social support)		Positive and negative		
Rurality i.e. access to services; transport; education; employment; broadband		Neutral		

Other (e.g. caring responsibilities)

Choose an item.

* To keep the form concise, race has not been included as an exhaustive list, please augment the list above where appropriate to reflect the complexity of other racial identities.

** There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts. A list of religions in the census is available [here](#)

4. Outcomes, Action and Public Reporting

a. Please list the actions identified through the evidence and the mitigating action to be taken.

Action	Target completion date	Lead Officer

b. Public reporting

All completed EqIA's are required to be publicly available on the Council's website once they have been signed off. EqIA's are also published with the papers for committee and full council decisions.

Please send completed EqIA's to [email address]

5. Monitoring outcomes, evaluation and review

The Equalities Impact Assessment is not an end in itself but the start of a continuous monitoring and review process. The relevant Service or Lead Officer responsible for the delivery of the policy, function or service change is also responsible for monitoring and reviewing the EqIA and any actions that may be taken to mitigate impacts.

Individual services are responsible for conducting the impact assessment for their area, staff from Corporate Policy and Governance will be available to provide support and guidance, please email xxxx if you have any questions.

6. Change log

Name	Date	Version	Change