

# Full Equality Impact Assessment (EIA)



Please refer to the guidance and resources available on Connect site to help you complete this Full EIA form

A full EIA is undertaken when the policy or service change will have a significant impact on one or more of the protected characteristics and/or have high political or public interest.

The full EIA should demonstrate how you have considered the impact of the changes on the different protected characteristics in more depth than the EIA screening.

The evidence you collect must inform your assessment. This will help demonstrate that you have met the general duty and have shown due regard to eliminating discrimination, advancing equality and fostering good relations.

The characteristics protected by the Equality Act 2010 are:

<b>Disability</b>	<b>Age</b>	<b>Sex (gender)</b>
<b>Gender reassignment</b>	<b>Marriage/civil partnership</b>	<b>Pregnancy/maternity</b>
<b>Race</b>	<b>Sexual orientation</b>	<b>Religion/belief</b>

In addition to the above protected characteristics, you should consider the impact of living in a **rural area** as part of this assessment. Where people live is not a characteristic protected by law, but for an organisation such as Babergh and Mid Suffolk District Councils it is good practice to consider carefully how location may affect people's experience of a policy or service.

Similarly, you should also consider the impact of policies/services on **veterans**. We signed the Suffolk Armed Forces Covenant which aims to encourage activities which help to integrate the armed forces community into local life. Together Local Government, statutory services (such as health, police and the Job Centre), and charities shared aims of providing fair opportunity and support to the Armed Forces community and their families.

Therefore, you should consider the challenges and disadvantages faced by veterans in accessing public services, employment opportunities, housing, healthcare etc. after transitioning to civilian life. Also recognising that veterans may have disabilities or mental health conditions like PTSD resulting from their military service that need to be accommodated. Therefore, identifying and mitigating potential negative impacts of policies/services on this particular group.

Please also give consideration to **neurodivergent individuals**. Neurodiversity refers to the different ways the brain can work and take in information. Therefore, you should consider the need to provide suitable adjustments, accommodations and assistive technologies for neurodivergent individuals and prevent policies/services from disproportionately disadvantaging or excluding those who think/learn differently. Neurodiversity could also, in some cases, be classed as a disability, and therefore a protected characteristic, under the Equality Act 2010.

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Details	
<b>Service or policy title</b>	Council Housing Repairs and Maintenance Policy 2024
<b>Lead officer</b> <i>(responsible for the policy or service/function)</i>	Head of Operations and DLO – Jane Branch
<b>Officers carrying out the EQIA</b> <i>(it is recommended that an officer responsible for the policy or service/function is involved in completion)</i>	David White – Head of Housing Transformation and Regulation Jane Branch – Head of Operations and DLO
<b>Is this new or a revision?</b> <i>(If revision state when previous EQIA undertaken)</i>	New
<b>Is this the first time this policy or function has been assessed?</b>	Yes
<b>Date of completing this EQIA</b>	15 <sup>th</sup> October 2024

Description
<p><b>What exactly is proposed?</b> <i>(Describe the service/policy and the changes that are being planned)</i></p> <p>The purpose of the policy is to make all staff, tenants and members aware of our repairs and maintenance responsibilities and the level of service that tenants can expect to receive.</p>
<p><b>Why?</b> <i>(Give reasons why these changes are being introduced)</i></p> <p>It is best practice for a social landlord to have a documented policy outlining their repairs and maintenance service offer.</p>
<p><b>What will the effect of the changes be?</b> <i>(Describe which people, communities, localities etc. will be affected by the changes)</i></p> <p>All tenants of Babergh and Mid Suffolk District Councils will be affected by this policy.</p>
<p><b>How will it be implemented?</b> <i>(Describe the decision making process, timescales, process for implementation)</i></p> <p>The policy has been developed with input from various service areas mainly within housing. The policy has been reviewed by our Tenant Board and checked for clarity by our Resident Readers group. As this is a new policy which impacts all wards and all tenants within those wards, this is classed as a key decision to be taken by cabinet to approve the policy.</p>

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<b>When is it due to start?</b> <i>(Planned start of new/revised policy/service)</i>
December 2024 – after approval from Cabinet.
<b>Any other relevant details</b>

<b>Data about the population</b>
<b>What is the demographic profile or make up of the community you are serving?</b> <i>(A brief overview of quantitative data used and qualitative research undertaken, including customer surveys and focus groups, plus links to reports, local or national data that you have used, suggested sources of information can be found at the end of this document)</i>
See below
<b>What is the profile or make up of your service users by protected characteristics?</b> <i>(Where this data is available. If it is not currently available state any plans to collect this in future)</i>
<p>We currently have limited information relating to our tenant profile in relation to protected characteristics. We are continually using various operational journeys with our tenants to increase and update the information we have about them to ensure that we continue to consider their specific needs and vulnerabilities when delivering landlord services to them so we can ensure that we are providing equitable services.</p>
<b>Disability</b>
As of the date of this assessment we are aware of 1127 tenants listed within our system as having a disability or vulnerability.
<b>Age – the average age of our tenants is 56 years old.</b>
<ul style="list-style-type: none"><li>• 2.4% of tenants are 25 years and under</li><li>• 9.7% are 26– 35 years old</li><li>• 15.9% are 36-45 years old</li><li>• 15.9% are 46-55 years old (same as above)</li><li>• 18.7% are 56-65 years old</li><li>• 13.7% are 65 – 74 years old</li><li>• 14% are 75-84 years old</li><li>• 6% are 85+ years old</li></ul>
<b>Gender</b>
Our tenants are made up of 4257 Females and 2752 males
<b>Ethnicity/Race</b>
2065 – no records – out of the 4762 that we hold:
<ul style="list-style-type: none"><li>• 61% are White British</li><li>• 1.97% are White other</li><li>• 0.37% are Black</li></ul>

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- 0.27% are listed as 'Other'
- 0.16% are Asian
- 0.14% are Gypsy/Traveller/Romany
- 2.4% refused to tell us

## Language

4225 – no records – out of the 2605 that we hold:

- 98% - English
- 0.38% - Polish
- 0.23% – Portuguese
- 0.19% - Romanian
- 0.15% – Turkish
- 0.15% - Ukrainian
- 0.07 – Lithuanian
- We have small numbers (1) for Africans, Arabic, Bengali, Chinese, French, German, Irish, Italian, Pashto, Spanish, Swedish

Implications for communities and workforce	
<b>Disability</b>	
What is the impact on people with a disability (including children with additional needs) and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our repairs and maintenance service will be delivered to all of our tenants in line with the policy regardless of any disability or vulnerability as we have a contractual relationship with them to provide them with a repairs and maintenance service through their tenancy agreement. People in this group may be more vulnerable because of their disability.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	Where required, we will consider any disability-related vulnerabilities in relation the delivery of our repairs and maintenance service. We will also make reasonable adjustments where this would further promote a positive impact on our tenants. This may include works being prioritised outside of the stated response times.
<b>Age</b>	
What is the impact on people of different ages and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our repairs and maintenance service will be delivered to all of our tenants in line with the policy regardless of their age as we have a contractual relationship with them to provide them with a repairs and maintenance service through their tenancy agreement. People in this group may be more vulnerable because of their age.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	Where required, we will consider any age-related vulnerabilities in relation to response times to repairs where this would further promote a positive impact on our tenants. This may include works being prioritised outside of the stated response times.

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<b>Sex (gender)</b>	
What is the impact on people of different genders and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our repairs and maintenance service will be delivered to all of our tenants in line with the policy regardless of their gender identity as we have a contractual relationship with them to provide them with a repairs and maintenance service through their tenancy agreement.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	If requested to send an operative of a specific gender for whatever reason, we will look to accommodate this request through joining up visits with other officers of the required gender.
<b>Gender reassignment</b>	
What is the impact on people who have undergone gender reassignment (i.e. transgender people) and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our repairs and maintenance service will be delivered to all of our tenants in line with the policy regardless of their gender identity as we have a contractual relationship with them to provide them with a repairs and maintenance service through their tenancy agreement.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	If requested to send an operative of a specific gender for whatever reason, we will look to accommodate this request through joining up visits with other officers of the required gender.
<b>Marriage/civil partnership</b>	
What is the impact on people who are married or in a civil partnership and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our repairs and maintenance service will be delivered to all of our tenants in line with the policy regardless of their marital status as we have a contractual relationship with them to provide them with a repairs and maintenance service through their tenancy agreement.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	N/A
<b>Pregnancy/maternity</b>	
What is the impact on people who are pregnant women or those with a young child and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our repairs and maintenance service will be delivered to all of our tenants in line with the policy regardless of their pregnancy or maternity status as we have a contractual relationship with them to provide them with a repairs and maintenance service through their tenancy agreement. People in this group may be more vulnerable because of their pregnancy or maternity status.
How does it have a positive or negative impact?	Neutral

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negative impact?	
What could be done to mitigate any adverse impact or further promote positive impact?	Where required, we will consider any pregnancy or maternity related vulnerabilities in relation to delivery of our repairs service where this would further promote a positive impact on our tenants. This may include works being prioritised outside of the stated response times.
<b>Race</b>	
What is the impact on people from different races or ethnic groups and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our repairs and maintenance service will be delivered to all of our tenants in line with the policy regardless of their race or ethnicity as we have a contractual relationship with them to provide them with a repairs and maintenance service through their tenancy agreement.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	N/A
<b>Sexual orientation</b>	
What is the impact on people according to their sexual orientation and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our repairs and maintenance service will be delivered to all of our tenants in line with the policy regardless of their sexual orientation as we have a contractual relationship with them to provide them with a repairs and maintenance service through their tenancy agreement.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	N/A
<b>Religion/belief</b>	
What is the impact on people according to their religion or belief and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our repairs and maintenance service will be delivered to all of our tenants in line with the policy regardless of their religion or belief as we have a contractual relationship with them to provide them with a repairs and maintenance service through their tenancy agreement.
How does it have a positive or negative impact?	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	Where we are aware of any religious factors that need to be considered in the delivery of our repairs and maintenance service, we will make reasonable adjustments where practicable.



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<b>Rurality</b>	
Where people live is not a characteristic protected by law: but for Babergh and Mid Suffolk District Councils it is good practice to consider carefully how location may affect people's experience of a policy or service.	
What is the impact on people according to whether they live in an urban or rural environment and what evidence do you have? <i>(If you do not believe there is any impact describe why not)</i>	Our repairs service will be delivered to all of our tenants in line with the policy regardless of where they live in the district as we have a contractual relationship with them to provide them with a repairs and maintenance service through their tenancy agreement.
Is the impact positive or negative? <i>(Explain)</i>	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	N/A

<b>Armed Forces Veterans</b>	
We signed the Suffolk Armed Forces Covenant which aims to encourage activities which help to integrate the armed forces community into local life. Together, Local Government, statutory services (such as Health, police and the Job Centre), and charities shared aims of providing fair opportunity and support to Armed Forces people and their families.	
What is the impact on veterans? <i>(If you do not believe there is any impact describe why not)</i>	There should be no impact on armed forces veterans because of implementing this policy.
Is the impact positive or negative? <i>(Explain)</i>	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	N/A

<b>Neurodiversity</b>	
Neurodiversity refers to the different ways the brain can work and take in information. It includes conditions like ADHD, autism, dyslexia and dyspraxia.	
What is the impact on neurodivergent people? <i>(If you do not believe there is any impact describe why not)</i>	Our repairs and maintenance service will be delivered to all of our tenants in line with the policy regardless of their neurodiversity as we have a contractual relationship with them to provide them with a repairs and maintenance service through their tenancy agreement.
Is the impact positive or negative? <i>(Explain)</i>	Neutral
What could be done to mitigate any adverse impact or further promote positive impact?	If we are made aware of any specific requirement requests by the tenant or their representative, we will look to make any reasonable adjustments to mitigate any adverse impacts, such as adjusting our communication

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	method or processes to further promote a positive impact.
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## Making Decisions

Having completed this equality impact assessment indicate which decision is recommended to be taken.	
Should the policy or service be implemented as the correct course of action?	Yes
Should the policy or service be amended as suggested by the report so that mitigating actions are taken to address an adverse or negative impact on any characteristic?	No
Should the policy or service be reviewed and revised more significantly to take into account its impact on different groups?	No
Should the policy or service not be actioned as there are too many negative impacts?	No

## Monitoring Impact

Assessing the impact on equality is an ongoing process that does not end once a policy or service had been agreed or implemented.	
How frequently will the policy or service be reviewed?	Every 3 years or as legislation changes require.
Who will be involved?	Head of Operations and DLO Head of Asset Investment and Compliance Head of Housing Transformation and Regulation
Will there need to be an action plan completed for any amendments?	No
What further evidence or consultation will be needed to check that the policy or service is working well?	As stated above, we are continually looking at improving and keeping up to date the data we hold on our tenants in relation to their protected characteristics and vulnerability status. We will also use data from complaints and satisfaction surveys, as well as any relevant tenant engagement activities when reviewing the policy and service.

## Completion

Authors signature	
Date of completion	15 <sup>th</sup> October 2024

Last reviewed: 17/05/24

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