

Charnwood Borough Council

Equality impact assessment 'Knowing the needs of your customers and employees'

Background

An equality impact assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

Legislation- equality duty

As a local authority that provides services to the public Charnwood Borough council has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations

For the following protected characteristics:

1. Age
2. Sex
3. Disability
4. Race
5. Religion or belief
6. Sexual orientation
7. Gender reassignment
8. Marriage and civil partnership
9. Pregnancy and maternity

What is prohibited?

1. Direct discrimination
2. Indirect discrimination
3. Harassment
4. Victimisation
5. Discrimination by association
6. Discrimination by perception
7. Pregnancy and maternity discrimination
8. Discrimination arising from disability
9. Failing to make reasonable adjustments

Note: Complete the action plan as you go through the questions

Step 1 – Introductory information

| | |
|--|--|
| Title of the document being assessed | Decant and disturbance policy |
| Name of lead officer and others undertaking this assessment | Andrew Staton, Landlord Services Manager Gill Taylor, Tenancy Support Team Leader |
| Date EIA started | 23 July 2023 |
| Date EIA completed | 24 August 2023 |

Step 2 – Overview of document being assessed:

| |
|---|
| Outline: What is the purpose of this document? (Specify aims and objectives) |
| <p>The objectives of the policy are:</p> <ul style="list-style-type: none">• to provide a framework that aims to establish a consistent and fair approach to moving tenants to temporary alternative homes;• to move tenants to properties that as far as possible match their needs in terms of property type, size and location;• to support tenants in the decant process;• to take account of the urgency of the need to move when identifying potential decant properties;• in respect of the cost of the decant process, from moving out, moving in and moving back again, to put tenants back in the financial position they would have been in had there been no requirement to move;• to establish a financial framework for reimbursing tenants moving temporarily to hotel or bed and breakfast accommodation if a CBC decant property is not [yet] available;• to give discretion to offer <i>ex-gratia</i> compensation in extenuating circumstances where, for reasons beyond the control of the tenant, excessive hardship, distress, delay or inconvenience has been experienced in the moving process. |
| What specific group/s is the policy designed to affect and what is the intended change or outcome for them? |

The policy applies to everyone who holds an introductory or secure tenancy of a council dwelling.

Which groups have been consulted as part of the creation or review of the policy?

- Staff – landlord services and other relevant teams;
- CHRF
- HMAB

■ **Step 3 – What we already know and where there are gaps**

List any existing information/data do you have/monitor about different diverse groups in relation to this policy? Such as in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation etc.

Data/information such as:

- Consultation
- Previous equality impact assessments
- Demographic information
- Anecdotal and other evidence

A range of diversity information is available from our records and held in QL (our housing management system) for all those customers receiving housing management services. This includes information on age, gender, ethnicity, sexual orientation, and disability. The range of information is limited in relation to certain characteristics (e.g. sexual orientation).

What does this information / data tell you about diverse groups? If you do not hold or have access to any data/information on diverse groups, what do you need to begin collating / monitoring? (Please list)

This information enables support to be directed to the most vulnerable tenants, and also to shape our services to meet the needs of vulnerable people across a range of diverse groups.

Step 4 – Do we need to seek the views of others? If so, who?

In light of the answers you have given in step 2, do you need to consult specific groups to identify needs / issues? If not please explain why.

Staff have been consulted.

Tenants have been consulted at the Charnwood Housing Residents' Forum and Housing Management Advisory Board

Step 5 – Assessing the impact

In light of any data/consultation/information and your own knowledge and awareness, please identify whether the policy has a positive or negative impact on the individuals or community groups (including what barriers these individuals or groups may face) who identify with any ‘protected characteristics’ and provide an explanation for your decision (please refer to the general duties on the front page).

| | Comments |
|--|--|
| Age | Older tenants might be disadvantaged as a result of their age in respect of being compensated adequately under the provisions of the policy through not claiming all that could be claimed |
| Sex | No disadvantage identified |
| Disability (physical, visual, hearing, learning disabilities, mental health) | Tenants with learning difficulties might be disadvantaged in respect of being compensated adequately under the provisions of the policy through not claiming all that could be claimed |
| Race | Language barriers might disadvantage a tenant whose first language is not English in understanding and claiming all aspects of this policy that they are able to claim. |
| Religion or belief (includes no belief) | No disadvantage identified |
| Sexual orientation | No disadvantage identified |
| Gender reassignment (transgender) | No disadvantage identified |
| Other protected groups (pregnancy & maternity, marriage & civil partnership) | No disadvantage identified |
| Other socially excluded groups (carers, low literacy, priority neighbourhoods, health inequalities, rural isolation, asylum seekers and refugee communities etc.) | Vulnerable people might be disadvantaged in respect of being compensated adequately under the provisions of the policy through not claiming all that could be claimed |

Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.

Please note:

- a) If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately.
- b) Additionally, if you have identified adverse impact that is justifiable or legitimate, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

There is no adverse impact or discrimination identified in this assessment since any potential impact can be mitigated by the positive action we are able to take.

Summarise your findings and give an overview as to whether the policy will meet Charnwood Borough Council's responsibilities in relation to equality and diversity (please refer to the general duties on the front page).

It is believed that this policy as drafted meets the council's equality and diversity responsibilities.

Step 6- Monitoring, evaluation and review

Are there processes in place to review the findings of this assessment and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact?

Claims and payments under this policy will be monitored against personal information held on QL and any disadvantages that emerge from the analysis of this data will be analysed; and measures will be considered in order to try to negate those disadvantages identified.

How will the recommendations of this assessment be built into wider planning and review processes?
e.g. policy reviews, annual plans and use of performance management systems.

The development of operational procedures around this policy will be the means by which any disadvantages are addressed and then compared against the QL personal data held.

Step 7- Action plan

Please include any identified concerns/actions/problems in this action plan:
The problems etc identified should inform your service plan and, if appropriate, your consultation plan

| Reference number | Action | Responsible officer | Target date |
|------------------|---|---|------------------------------|
| All | Support, predominantly through the tenancy & estate management and the tenancy support teams will aim to minimise the disadvantages to certain groups that the operation of this policy might create. Support for older tenants can also be given by the mobile warden/older persons' service | Principal officer for tenancy and income management Principal officer for customer engagement and older persons services | Upon the policy going 'live' |

Step 8- Who needs to know about the outcomes of this assessment and how will they be informed?

| | Who needs to know (Please tick) | How they will be informed (we have a legal duty to publish EIAs) |
|---|------------------------------------|---|
| Employees | ✓ | Team meetings |
| Tenants | ✓ | Publication on the council's website |
| Partners and stakeholders | ✓ | Publication on the council's website |
| Others | ✓ | Future and potential tenants through publication on the council's website. |
| To ensure ease of access, what other communication needs/concerns are there? | ✓ | Use of translation services and production of this policy in alternative formats if requested |

■ **Step 9- Conclusion (to be completed and signed by the service head)**

Please delete as appropriate

I agree with this assessment.

If *disagree*, state action/s required, reasons and details of who is to carry them out with timescales: NA

Signed (service head):



Peter Oliver

Director of Housing and Wellbeing

Date: 19.12.23

Please send completed & signed assessment to Vicki Brackenbury for publishing.