

Title of EIA	Repairs & Improvements Handbook	Ref No.	HM53
Delivery / Resource / Finance Unit or Intelligent Commissioning name	Property & Investment Team, Housing & Social Inclusion		
Aim of policy or scope of service	<p>To produce a repairs & improvements handbook for Brighton & Hove City Council's tenants. We aim to introduce a handbook which compliments the tenancy handbook while providing up to date clear information to all residents on repairs and improvements in their homes.</p> <p>The handbook has been developed and designed along with resident focus groups whose views, comments and concerns have been taken into account. This EIA will be revised in light of any observations made by Housing Management Consultative Committee (HMCC).</p>		

2. Record of data/engagement; impacts identified; and potential actions to meet the Duties.

	Data ¹ that you have	Community engagement exercises or mechanisms ²	Impacts identified from analysis (actual and potential) ³	Potential actions to advance equality of opportunity, eliminate discrimination, and foster good relations (You will prioritise these below)
<p>Community Cohesion (what must happen in all communities to enable different groups of people to get on well together.)</p>	<p>There are currently some 12,300 tenancies and 2,230 leaseholders.</p>	<p>We have consulted with resident group including selected tenants from the STATUS survey. We have also consulted with other resident groups such as: RMMG (Repairs and Maintenance Monitoring Group); Partnership Group; CORE group and the Tenancy Management Group during the course of the inclusion of the contents and</p>	<p>It is the landlords' responsibility to keep tenants informed on changes and to communicate those changes in a timely manner. The risk and effect of not producing the new document is that residents cannot access the correct information and this could impact on their homes.</p>	<p>The handbook has been revised is to ensure all tenants have the correct information necessary to report repairs and plan their own improvements and will be distributed by March 2012 to all residents by methods of distribution yet to be decided.</p>

¹ 'Data' may be monitoring, customer feedback, equalities monitoring, survey responses...

² These may be ongoing links that you have with community and voluntary groups, service-user groups, staff forums; or one-off engagement sessions you have run.

³ If data or engagement are missing and you can not define impacts then your action will be to take steps to collect the missing information.

	Data ¹ that you have	Community engagement exercises or mechanisms ²	Impacts identified from analysis (actual and potential) ³	Potential actions to advance equality of opportunity, eliminate discrimination, and foster good relations (You will prioritise these below)
		draft design		
Age (people of all ages)	<p>Equality Act 2010</p> <p>Human Rights Act 1998</p> <p>Equalities & Inclusion policy and action plan 2008-11</p> <p>Link to profiling data</p> <p>Link to STATUS survey 2008</p>	The residents groups consulted had representatives from SHAG (Sheltered Housing Action Group) who participated in drafting the document. Their input and comments were approving and helpful. They recommended the addition of images and it was noted these would be useful.	During the consultation with residents groups it was identified that elderly residents may need assistance and would benefit from having updated information. Examples of this are clearer text on the new handbook and images added for clarity and ease of understanding	Discussions will take place with Housing Managers to ensure the tenants understand their rights and responsibilities and how to access services. This will take place in Jan. 2012 and implemented when the handbook is published.
Disability (a person is disabled if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to	<p>Equality Act 2010</p> <p>Human Rights Act 1998</p> <p>Equalities & Inclusion policy and action plan 2008-11</p>	Although consultation took place with resident groups, representing a diverse range of people, it is noted that no groups representing those	Depending on the type of disability this may affect a tenant's ability to understand the handbook or the tenant may require a different format to	Tenants may benefit from an audio version in CD format. This will be investigated at the next Housing Managers meeting and discussed in Feb.

	Data ¹ that you have	Community engagement exercises or mechanisms ²	Impacts identified from analysis (actual and potential) ³	Potential actions to advance equality of opportunity, eliminate discrimination, and foster good relations (You will prioritise these below)
carry out normal day-to-day activities ¹)	<p>Housing management IT system data Link to profiling data :</p> <p>Tenants needing alternative formats</p> <p>OHMS data on mobility bands: Link to STATUS survey 2008</p> <p>We do offer a variety of formats to allow residents to access the handbook in a way that meets their needs (large print, audio tape, CD Braille). British Sign Language signers at sign up.</p> <p>Profile data from tenancy visits is regularly improving the data held by the council.</p>	with disabilities were directly consulted.	<p>access the information.</p> <p>It was identified at the resident groups that tenants with learning disabilities will benefit from the images and graphics in the handbook.</p> <p>They also thought some would benefit from an audio version CD</p>	<p>2012, after which a proposal will be put forward.</p> <p>A proposal for customer facing staff to receive mental health training will be presented at the Partnership meeting on 23 Jan. 2012 and the Housing Managers' meeting in Feb. 2012.</p>

¹ The definition includes: sensory impairments, impairments with fluctuating or recurring effects, progressive, organ specific, developmental, learning difficulties, mental health conditions and mental illnesses, produced by injury to the body or brain. Persons with cancer, multiple sclerosis or HIV infection are all now deemed to be disabled persons from the point of diagnosis.

	Data ¹ that you have	Community engagement exercises or mechanisms ²	Impacts identified from analysis (actual and potential) ³	Potential actions to advance equality of opportunity, eliminate discrimination, and foster good relations (You will prioritise these below)
Gender reassignment (a transsexual person is someone who proposes to, starts or has completed a process to change his or her gender. A person does <u>not</u> need to be under medical supervision to be protected)	No specific issues identified	-----	We do not envisage any impact on this group, however, we see the importance in engaging and empowering all residents	Possibility of training with contractors and customer facing staff on sensitivity. This is an agenda item to be discussed at the next Partnership meeting on 23 Jan. 2012
Pregnancy and maternity (protection is during pregnancy and any statutory maternity leave to which the woman is entitled)	No specific issues identified	-----	-----	-----
Race (this includes ethnic or national origins, colour or nationality, including refugees and migrants; and Gypsies and Travellers)	Equality Act 2010 Number of requests for translation Housing register applicants via ethnicity: Tenant Data on the housing	-----	There is the potential for the handbook to be less well understood amongst some tenants that are non English speaking or not confident in reading or speaking	To confirm language needs at lettings stage and add to tenant profiling data

	Data¹ that you have	Community engagement exercises or mechanisms²	Impacts identified from analysis (actual and potential)³	Potential actions to advance equality of opportunity, eliminate discrimination, and foster good relations (You will prioritise these below)
	<p>management IT system.</p> <p>Link to STATUS survey 2008</p> <p>The council offers translation services and Interpreters can be arranged for meetings. The council accesses the Bigword language service for telephone interpreting.</p>		<p>English and those who are not aware of their legal rights and council processes if translation / interpreting services are not available</p> <p>Commission for Racial Equality Code of Guidance for racial harassment in housing.</p>	
<p>Religion or belief (religion includes any religion with a clear structure and belief system. Belief means any religious or philosophical belief. The Act also covers lack of religion or belief.)</p>	<p>Little is known about the influence religion, faith and belief may have on tenant's repairs and maintenance requirements. Repairs helpdesk and the contractors at Mears are trained on faith and awareness</p> <p>Equality Act 2010</p> <p>Racial and Religious Hatred Act 2006.</p> <p>Equalities & Inc. policy & action plan</p>	<p>It was identified at tenant meetings that in some cases women may not like one man to enter their home alone to carry out a repair.</p>	<p>The impact is the awareness that inclusion and involvement of minority groups are not being ignored</p>	<p>Staff check the person checklist on the housing management IT system (OHMS) to flag up any needs to ensure these can be met during the tenancy.</p>

	Data¹ that you have	Community engagement exercises or mechanisms²	Impacts identified from analysis (actual and potential)³	Potential actions to advance equality of opportunity, eliminate discrimination, and foster good relations (You will prioritise these below)
	2008-11 Link to profiling data Housing Management leaflet; 'Culture, diversity religion and belief' – faith awareness guidance for staff and contractors. www.bbc.co.uk/religion/tools/calendar			
Sex (both men and women are covered under the Act)	There is currently no gender specific repairs & maintenance satisfaction data available. There is the potential for female tenants to express a preference for female operatives. Link to profiling data	As per religion or belief above	-----	Raise awareness at the letting / first tenancy stage that a female operative can be requested. At time of reporting repair if issue raised.
Sexual orientation (the Act protects bisexual, gay, heterosexual and lesbian people)	Little is known about the influence sexual orientation may have on tenant's repairs and maintenance requirements. Equality Act 2010	No specific issues identified	No specific issues identified	Raise awareness with contractor staff at the next Partnership meeting in Jan. 2012

	Data¹ that you have	Community engagement exercises or mechanisms²	Impacts identified from analysis (actual and potential)³	Potential actions to advance equality of opportunity, eliminate discrimination, and foster good relations (You will prioritise these below)
	<p>Equalities & Inclusion policy and action plan 2008-11</p> <p>Link to profiling data</p> <p>In the STATUS survey 2008</p>			
Marriage and civil partnership (only in relation to due regard to the need to eliminate discrimination)	No specific issues identified	-----	-----	-----
Other relevant groups eg: Carers, people experiencing domestic violence, substance misusers, homeless people, looked after children etc	<p>Dyslexia information DATA</p> <p>Carers that are involved in offering support to tenants can advocate and contact Repairs on their behalf.</p>	<p>The residents groups consulted had representatives from the SHAG Group who participated in adding and comments and approving the document. Their input and comments were approving and helpful. Their comments were specifically around easy read publication of document.</p>	<p>Tenants who are not confident in reading or writing English may not be aware of their legal rights, responsibilities and council processes. More vulnerable groups could require assistance in understanding their responsibilities around repairs.</p>	<p>The handbook is subject to a plain language review and will also be available in audio tape and on CD. An audio visual version will be further investigated. It will be an agenda item in Feb. 2012 at the Tenancy Management group to discuss ways to</p>

	Data ¹ that you have	Community engagement exercises or mechanisms ²	Impacts identified from analysis (actual and potential) ³	Potential actions to advance equality of opportunity, eliminate discrimination, and foster good relations (You will prioritise these below)
				ensure the information is clear and different methods of engaging with these groups. A point of contact by phone will be discussed and added to the website.

3. Prioritised Actions:

NB: you should also highlight here if there is potential for cumulative impact across the service or for a specific group.

Action	Timeframe	Lead officer	Evidence of progress	Success measure
Agree methods by which the repairs handbook is to be distributed	By March 2012	TBC	All methods appropriate to the needs of residents are made available	Greater knowledge leading to more accurate reporting by residents
Investigate production of an audio version in CD format with Housing Managers.	Decision by Feb. 2012 after which a proposal will be put forward.	TBC	Agreement of Housing Managers and identification of funding	Take up by those requiring such a format
Present proposal for customer facing staff to receive mental health training at the Partnership and Housing Managers' meetings	Partnership meeting in Jan. 2012 and the Housing Managers' meeting Feb. 2012.	TBC	Agreement of both meetings	Training undertaken
Investigate audio version in CD format.	Raise at Housing Managers Feb. 2012	TBC	Agreement at meeting	CD produced
Investigate possibility of training on sensitivity relating to gender and sexual orientation etc with contractors and customer facing staff	Partnership meeting in Jan. 2012	TBC	Agreement at meeting	Training undertaken
Improve collection of profiling data on OHMS	Ongoing	TBC	Increasing percentages of data held	Data is used to review/improve services

Signing of EIA:

Lead Equality Impact Assessment Officer:

Date:

Head of Service Delivery Unit

Date:

Lead Commissioner (if required):

Date:

Communities and Equality Team

Date:

NB: Actions must now be transferred to service or business plans

4. Attach data and/or engagement lists as appendices.

Title (of data or engagement)	Date	Main findings	Gaps in data	Contact
A tenant focus was formed with representatives from across the city to review the Tenant Handbook.	Series of meetings from April 2009 to present.	The focus group reviewed the tenancy agreement comments and used this as a basis for finalising the agreement and developing the handbook. The focus group considered equalities issues throughout the handbook in both content and style/layout of handbook.	-	Michelle Johnson
Housing Management Equalities & Inclusion Steering Group.	April 2010	The group agreed with the findings and supported the pre tenancy workshop initiative to help younger tenants maintain their tenancy.	-	Martin Booty
Consultation with all tenants on new tenancy agreement (the tenant handbook has been written to complement the new agreement)	August/September 2009	2,384 responses were received to the tenancy agreement consultation with 1,615 individual comments (16.9% response rate). Some comments indicated support for harassment clauses, zero tolerance on racist and homophobic incidents and support for domestic violence clause. Equalities monitoring information was included and collected on the feedback forms.	-	Di Hughes

Equalities Impact Assessment Summary

Name of review:	Repairs & Improvements Handbook – HM53
Period of review:	2009- 2011
Date review signed off by Head of Unit / Lead Commissioner:	-
Scope of the review:	To produce a repairs & improvements handbook for Brighton & Hove City Council’s tenants which compliments the tenancy handbook and gives clear up to date information to all residents on repairs and improvements in their homes.
Review team:	Perrin Horne, Glyn Huelin, Mark Dennison, Michelle Johnson
Relevant data and research:	<ul style="list-style-type: none"> • A tenant focus group was formed with representatives from across the city to review the Tenant Handbook, with a number of hosted meetings taking place
Consultation: indicate who was consulted and how they were consulted	<ul style="list-style-type: none"> • Consultation took place with all tenants being written to on the proposals for a new tenancy agreement (the repairs handbook has been written to complement the new tenant handbook)
Assessment of impact, outcomes and key follow-up actions:	<ul style="list-style-type: none"> • Agree methods by which the handbook is to be distributed • Investigate production of an audio version in CD format with Housing Managers. • Present proposal for customer facing staff to receive mental health training at the Partnership and Housing Managers’ meetings • Investigate audio version in CD format. • Investigate possibility of training on sensitivity relating to gender and sexual orientation etc with contractors and customer facing staff • Improve collection of profiling data on OHMS
Name and contact details of lead officer responsible for follow-up action:	Perrin Horne
For further information on the assessment:	Perrin Horne