



## Welwyn Hatfield Borough Council

### Equality Impact Assessment

Assessment completed by: Elliott Manzie

Name of policy/project/service to be assessed	Repairs and Maintenance Policy
At what stage of consultation has this EqIA been prepared?	Pre consultation <input checked="" type="checkbox"/> Post consultation <input type="checkbox"/> No consultation required <input type="checkbox"/>
Method of analysis undertaken and dates	Managers – desktop screening <input checked="" type="checkbox"/> Date: 04/02/25 Employee Forum <input type="checkbox"/> Date: Stakeholder review <input type="checkbox"/> Date:
Who does the policy or service affect?	Customers (public) <input checked="" type="checkbox"/> Internal (staff/Members) <input type="checkbox"/> External (partners/contractors/agencies) <input checked="" type="checkbox"/> Other <input type="checkbox"/>
What are the aims/objectives/purpose or outcome or intended effects of the policy, project or service?	To update the Repairs policy to the Repairs and Maintenance policy in line with current practices and following guidance from the Ombudsman Service and new legislation.  The policy aims to: <ol style="list-style-type: none"><li>1. Set out the scope of the service in providing Repairs and Maintenance.</li><li>2. To have regard to the council's duty to manage its housing stock effectively and to make best use of its stock, through the council's Housing, Homelessness and Rough Sleeping Strategy, Asset Management Strategy and Housing Delivery Strategy 2019-2025.</li><li>3. To comply with legal and statutory requirements such as the Social Housing (Regulation) Act 2023, and the Landlord and tenant Act 1985 in relation to Section</li></ol>

	<p>11. clear channels of communication and established joint working practices with partners.</p>
<p>What equality data is available relating to the use or implementation of the policy, project or service?</p>	<p>In 2021, 6.0% of Welwyn Hatfield residents were identified as being disabled and limited a lot. Just under 1 in 10 people (9.7%) were identified as being disabled and limited a little. The percentage of Welwyn Hatfield households that lived in a socially rented property is 25.4%. (taken from Office for National Statistics Census 2021)</p>
<p>What consultation has taken place in the development or review of the policy, project or service?</p>	<p>The policy has been reviewed and updated, the intention is to undertake consultation with internal colleagues affected by the policy such as the Neighbourhood's and Allocations teams along with external strategic partners such as our delivery contractors and we also intend to share the policy with residents from the tenants panel to gather their views and input.</p>

Does the policy have a positive or negative impact on any of the following Protected Characteristic groups covered by the Equality Act 2010?

	Positive	Negative	Neutral	Evidence & Comments
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Many tenants require repairs and maintenance to their homes to enable them to live independently. There are provisions within the policy where repairs maybe required to be completed more urgently due to vulnerability.
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Many tenants with disabilities require repairs to their homes to enable them to live independently. There are provisions within the policy where repairs maybe required to be completed more urgently due to vulnerability.
Ethnicity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>The council will ensure that no person nor group of persons will be treated less favourably than another person or group of persons and will carry out our duty with positive regard for and aims to provide services which meet the needs of customers, employees and other people and groups, including people with protected characteristics, as defined by the Equality Act 2010.</p> <p>The council will adapt our approach to meet differing needs such as making alternative appointments in consideration of a tenant's faith, where this is possible. We believe that all customers should be able to access housing, support and care services with the same ease and that the quality of our service is the same high standard for all.</p>
Gender re-assignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	None identified

Marriage/Civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	None identified
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	None identified

	Positive	Negative	Neutral	Evidence & Comments
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>The council will ensure that no person nor group of persons will be treated less favourably than another person or group of persons and will carry out our duty with positive regard for and aims to provide services which meet the needs of customers, employees and other people and groups, including people with protected characteristics, as defined by the Equality Act 2010.</p> <p>The council will adapt our approach to meet differing needs such as making alternative appointments in consideration of a tenant's faith, where this is possible. We believe that all customers should be able to access housing, support and care services with the same ease and that the quality of our service is the same high standard for all.</p>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	None identified
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	None identified

Equality Impact Assessment Outcome:

Low risk

Medium risk

High risk

Any other comments:

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For Steering Group use only:

Comments: