

# West Lothian Council: Equality Impact Assessment

## A. About the function, service, policy, procedure, project etc

- 1 What is the name of the function/service/policy/procedure/project etc (called “policy” from this point) to be assessed?

Repairs

- 2 What were the results of the screening for relevance?

Screening for relevance is conducted by asking the following 4 questions of the topic:

1. *Which aspects of the General Duty does it relate to?*
2. *Is there evidence or reason to believe that some groups could be affected differently? Which groups?*
3. *How much evidence do you have?*
4. *Is there any public concern that functions/policies are operated in a discriminatory manner?*

The policy has a medium/high level of relevance to:

- Race Relations Act 1976 (RRA Amendment Act 2000 & 06)
- Sex Discrimination Act 1975
- Disability Discrimination Act 1995 (DDA Amendment Act 2005 & 06)
- Protection from Harassment Act 1997
- CRE Code of Practice for Rented Housing
- Recommendations of McPherson Report
- Human Rights Act 1998
- Gender Equality Act 2007

The Repairs policy includes a variety of sub topics including the following:

- Capital Programme, Locality Project Identification and Tenant Consultation

- Claims for Compensation
- Complaints and Rectification Procedure
- Gas Maintenance
- Localised Repairs Team
- Planned Reactive Repairs Process
- Procedural Notes for Remedial Work
- Rechargeable Repairs
- Repairs and Maintenance Process
- Repairs and Maintenance Strategy
- Repair Inspections
- Right to Repair
- Works Order Recalls
- Visual Repair Inspection Process
- Capital Works to Mixed Tenure Blocks
- Procedures for Decanting Council Tenants
- Removal of birds
- Asbestos Management

The results of the screening were that a full impact assessment is not required on this policy with the exception of Capital Programmes where there is a small degree of public concern that it may be discriminatory. This is not unusual in public housing, where areas are prioritised for upgrades due to age, condition, the environment and previous improvements factors. While this is the fairest and most responsible way of planning capital improvements to existing stock, it is understood that every tenant feels that their case is a priority. For this reason, it is deemed necessary to handle Capital Programmes as a separate Impact Assessment.

The approach to Repairs in West Lothian has been held up by Communities Scotland as a standard bearer for the sector, and they awarded it their highest grading (A) in their inspection of the service. The use of technology, best practice, decentralised local repair teams and the ongoing LEAN approach to improvements removes all perception of discrimination, and in most cases, eliminates the possibility of it entirely. It also ensures that improvements are initiated systematically by customers, stakeholders and staff through their use of the policy and procedures, and where failure occurs, changes are made inkeeping with our LEAN approach to repairs.

All repairs are reported via our CRM (Customer Relationship Management) systems and the status of every repair has been categorised and refined through collaborative review to agreed timescales and responses. Customers know what to expect, and are always given notice of the appropriate timescales. Government led legislation on compensation and complaints is adhered to and customer satisfaction is very high in terms of our repairs work.

3 Briefly describe the aim of the policy etc.

What needs or duties is it designed to meet? Who are the intended beneficiaries? How will it affect employees? How will it affect the community and the different groups of people within it?

Is the service contracted out or delivered under a service-level agreement or with partners? Who else is involved?

In what way will you involve any of these people in the impact assessment process?

## **B. Gathering the evidence and assessing the impact**

4 Is there any evidence (or reason to believe) that this policy could have a different effect on some groups of people compared to others? (e.g. different needs, different experiences, different outcomes, different rates of participation, different abilities to access opportunities).

Is there an adverse impact around race, gender, disability, faith, sexual orientation, age, health, etc? What are the reasons for this adverse impact?

5 Please describe the evidence or reasoning you have used to make your judgement. What existing data for example (qualitative or quantitative) have you used to form your judgement? Tell us about the information as it applies to different groups (e.g. by race, gender and disability etc).

6 Are there any unmet needs/requirements that can be identified that affect any of the specific groups?

### C. Making changes and promoting equality

7 If in your judgement, the policy etc does have an adverse impact, can you modify the policy to reduce/eliminate any adverse impact?

You need to think whether your modifications will:

- have a positive or negative effect on the promotion of equality of opportunity for any group
- help eliminate discrimination in any way
- encourage or hinder community relations.

8 If you cannot modify the policy to reduce adverse impact, consider if the impact can be justified and explain. (It is unlikely that you will be able to justify any impact which amounts to unlawful discrimination.)

If the impact cannot be justified, how do you intend to deal with it?

### D. Consultation

8 What steps have you taken/are you taking to consult externally as part of your assessment?

Whom have you consulted? What methods did you use? How long was the consultation period?

Have you consulted any “experts”? Did you involve any people in the affected groups in some other way during the process?

### E. Next steps

10 What were the results of the consultation?  
What have you done with the results i.e. how do you intend to use the information gathered as part of the consultation?

11 Have you published the results of that consultation? If so, where?  
What arrangements were made to reach specific groups affected?

12 What are your recommendations based on the conclusions of this assessment?

13 Please provide us with separate information about how you intend to monitor this policy in future. What is the review date set for this policy?

14 How will you publish the results of this assessment? What methods will you use?  
What arrangements are there to reach specific groups affected?

15 Have you conducted any other types of impact assessment on this policy? (e.g. health, financial, environmental).

16 Is there anything else you wish to add?

Assessment made by:	Sarah Kelly
Others involved in assessment:	

<p>Summary of assessment (this will be published).</p> <ul style="list-style-type: none"> <li>▪ What you did</li> <li>▪ What evidence you used</li> <li>▪ What you found</li> <li>▪ What consultation you undertook</li> <li>▪ What changes you made</li> <li>▪ What will happen next.</li> </ul>	<p>Conduct Screening for Relevance/Equality Impact Assessment</p> <p>Vanguard LEAN repairs experiment report Communities Scotland Inspection Report Customer satisfaction performance reporting</p> <p>No evidence or perceptions of discrimination. Evidence that one topic (Capital Programmes) requires a full assessment due to public perception of project prioritisation.</p> <p>N/a</p> <p>N/a</p> <p>This summary will be presented to Housing &amp; Building Services Management Team with the recommendation that the Capital Programme Policy is assessed separately.</p>
<p>Manager's Signature</p>	
<p>Date:</p>	
<p>Service area and job title:</p>	

When you have completed this form, please take a copy and send it to your service representative on the Corporate Working Group on Equality and/or the Equality Officer.