

Screening/Scoping Pro Forma

Section	Neighbourhood & Housing Management Services – Repairs & Maintenance	Officer responsible for the screening/scoping	D Bartlett & S Epsom		
Name of Policy to be assessed	Providing a full range of repairs & maintenance services	Date of Assessment		Is this a proposed new or existing policy/procedure/practice?	Existing
1. Briefly describe the aims, objectives and purpose of the policy/procedure/practice?	<ul style="list-style-type: none"> To provide a full range of landlord services to over 5500 social homes. Working with local partners building a safer stronger local communities throughout the borough. 				
2. Are there any associated or specific objectives of the policy/procedure/practice? Please explain.	<ul style="list-style-type: none"> To provide a repairs & maintenance service for over 5500 social homes. To provide a limited repairs & maintenance service to public buildings. 				
3. Who is intended to benefit from this policy and in what way?	<ul style="list-style-type: none"> People living in Guildford Borough Council properties. Residents & staff in Sheltered Units. Visitors & Staff of Day Centres. Visitors & Staff of car parks. Visitors & Staff of public buildings. 				
4. What outcomes are wanted from this policy/procedures/practice?	<ul style="list-style-type: none"> To provide an efficient and improving repairs & maintenance service to all of our service users. 				
5. What factors/forces could contribute/detract from the outcomes?	<ul style="list-style-type: none"> Lack of information relating to our service users makes it difficult to ascertain impact in certain areas. 				

6. Who are the main stakeholders in relation to the policy?	<ul style="list-style-type: none"> • Guildford Borough Council staff. • External contractors. • Our tenants. • Guildford Borough residents. • Visitors & staff at Day Centres. • Visitors & staff in public buildings. • External agencies. 	7. Who implements the policy, and who is responsible for the policy?	<ul style="list-style-type: none"> • Minor Works & Tenant Services team. • Borough Housing Repairs team. • Mechanical & Electrical Services team. • Surveying Services Team. • Tenants Focus Group
8. Are there concerns that the policy <u>could</u> have a differential impact on racial groups?	<p style="text-align: center;">¥</p>	<p style="text-align: center;">N</p>	Please explain There is the potential for a negative differential impact in a case in which the member of the household receiving the operatives does not have English as a first language. The operative may need to be sensitive to uncertainties/discomfort on the part of the tenant if the only person at home is black and female.
What existing evidence (either presumed or otherwise) do you have for this?	<ul style="list-style-type: none"> • Due to lack of data we do not know our tenants racial groups. • Of those who responded to the 2006 tenant survey 1% classed themselves as other white & 1% classed themselves as other (survey of 5100 properties, responses from 1666 – 33%). • The repairs call centre has access to Language Line translation service although this has only been used twice in the past 4 years. • Service users can contact us in a way that suites them (telephone, fax, email. Via web site, in person & in writing) • We liase with the councils Equalities officer when required to ensure that we meet our tenants needs. • Responses to various repairs surveys show a high level of tenant satisfaction. However we do not offer to produce the survey in other languages. 		
9. Are there concerns that the policy <u>could</u> have a differential impact due to gender?	<p style="text-align: center;">¥</p>	<p style="text-align: center;">N</p>	Operatives need to sensitive to any discomfort that may be felt by a female being the only member of the household present when the operative calls.

<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<ul style="list-style-type: none"> • Although we have a mix of staff in our call centre this is not the case in other areas that are mainly staffed by male members of staff. However this is probably due to the nature of the work involved. • We arrange timed work appointments for safe houses, hostels or any other buildings that require a manager or care worker to be present while the work is carried out. 	
<p>10. Are there concerns that the policy <u>could</u> have a differential impact due to disability?</p>	<p>¥</p>	<p>N</p> <p>Potential impacts are ameliorated by the arrangements described below.</p> <p>Are there any examples of differential impacts where tenants have mental health disabilities?</p> <p>Can severely disabled tenants always remain at home when repairs and maintenance are being carried out?. What arrangements are made if not?</p>

What existing evidence (either presumed or otherwise) do you have for this?

- Lack of information about our tenants. Of those who responded to the 2007 tenant survey 50% of respondents classed themselves as disabled although we are not able to ascertain the extent of their disability.
- We have links with various agencies (support workers, carers etc) who we liase with when carrying out work for relevant tenants.
- Call centre operative, repairs inspectors & tradesmen have a free hand to organise work to meet out tenants needs.
- We run an internal decorating service for the disabled and elderly.
- When arranging work we liase with our Community Care Services to ensure that between us we meet our tenant's needs i.e. When refitting kitchen we provide high level electrical sockets.
- ~~Legal~~ & Property Services are currently carrying out a DDA assessment of our public buildings. Any findings will be considered for our housing stock.
- Tenants are not charged for repairs that they would usually be responsible for if the cause of the damage is a direct result of a disability.
- Our repairs call centre is ready to register with the BT Tynetalk service but as yet we have not been contacted by any service users who use it.
- Service users can contact us in a way that suites them (telephone, fax, email. Via web site, in person & in writing)
- Any tenants who express a preference on how they would like us to contact them can be accommodated by the use of contact warnings on our computer system.
- Any 'special' requests for access when carrying out repairs is accommodated by including the full details on the tradesman's job ticket.
- Although Guildford Council can provide information, letters etc in different formats this is not always offered by our contractors.
- Responses to various repairs surveys show a high level of tenant satisfaction. However we do not offer to produce the survey in other formats.
- We work in conjunction with the departments Estate Managers to ensure that our tenants needs are met.

11. Are there concerns that the policy <u>could</u> have a differential impact due to sexual orientation?	¥	N	In entering people's homes, operatives need to be sensitive and not make observations if the household is populated by males only or females only
What existing evidence (either presumed or otherwise) do you have for this?	<ul style="list-style-type: none"> • In the past we have worked with the councils Equalities officer to ensure that our tenants needs are met. 		
12. Are there concerns that the policy <u>could</u> have a differential impact due to their age?	¥	N	Potential impacts are ameliorated by the arrangements described below.
What existing evidence (either presumed or otherwise) do you have for this?	<ul style="list-style-type: none"> • Repairs for residents of sheltered units are usually arranged by the units manager on behalf of our tenant. • Special access arrangements can be arranged to suite an individuals need. • We have strong links with our Community Care Dept, which enable us to liase regards tenants specific needs. • Call centre staff, repairs inspectors & tradesmen have a free hand to organise work to suite our tenants needs. • Call centre staff will accept repair requests and enquiries from people telephoning on behalf of our tenant. • Service users can contact us in a way that suites them (telephone, fax, email. Via web site, in person & in writing) • We liase with relevant agencies, support workers etc when arranging repairs and hold specific contact details on our records. • We work in conjunction with the departments Estate Managers to ensure that our tenants needs are met. 		
13. Are there concerns that the policy <u>could</u> have a differential impact due to their religious belief?	¥	N	Potential impacts are ameliorated by the arrangements described below.

<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<ul style="list-style-type: none"> • Our appointment system ensures that we can arrange work inspections & repair appointments at a time that suites our tenant. • If required we liase with our Equalities Officer to ensure that we are fully aware of how our tenants beliefs may have an impact on any work that is required. 	
<p>14. Are there concerns that the policy <u>could</u> have a differential impact due to them having dependants/caring responsibilities?</p>	<p>¥</p>	<p>N Potential impacts are ameliorated by the arrangements described below.</p>
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<ul style="list-style-type: none"> • Our appointment system ensures that we can arrange work inspections & repair appointments at a time that suites our tenant. • Call centre staff, repairs inspectors & tradesmen have a certain amount of flexibility to arrange work to suite our tenants. 	
<p>15. Are there concerns that the policy <u>could</u> have a differential impact due to them have an offending past?</p>	<p>¥</p>	<p>N</p>
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>Generally it is not known that tenants have a criminal record and, as such, there is no differential impact</p>	
<p>16. Are there concerns that the policy <u>could</u> have a differential impact due to them being Transgender or transsexual?</p>	<p>¥</p>	<p>N In entering people's homes, operatives need to be sensitive and not make observations about appearance of tenants.</p>
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<ul style="list-style-type: none"> • In the past we have worked with the councils Equalities officer to ensure that our tenants needs are met. 	

<p>17. Could the differential impact identified in 8-16 amount to there being the potential for adverse impact in this policy/procedure/practice?</p>	<p>¥</p>	<p>N</p>	<p>Steps are in place to ensure that potential differential impacts are avoided although the absence of detailed knowledge of the profile of individual tenants could result in a potential differential impact.</p>
<p>18. Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group? Or any other reason?</p>	<p>¥</p>	<p>N</p>	
<p>Business improvement</p> <p>19. Is there any concern that there are unmet needs in relation to any of the above groups?</p>	<p>¥</p>	<p>N</p>	<p>There is no clear evidence to suggest that there is a differential impact although the service will continue to develop consultation with tenants that encourages them to raise potential concerns when, at this time, they may not feel comfortable/confident to do so.</p>
<p>20. Does differential impact or unmet need cut across the equality strands (e.g. elder BME groups)?</p>	<p>¥</p>	<p>N</p>	<p>In the extreme, for example a black Asian woman, may feel discomfort if home alone when operatives call but there have been no examples reported</p>
<p>21. If yes, should the full EIA be conducted jointly with another service area/contractor/partner/agency?</p>	<p>¥</p>	<p>N</p>	<p>Is there any evidence of situations in which a service being delivered to tenant who needs extra care could have been improved through the involvement of social services?</p>

<p>22. Is there a missed opportunity to improve your business in relation to any of the policies, procedures or practices to promote racial, gender, disability, age, sexual orientation, religion or belief equality?</p>		<p>Greater awareness of the profile of individual tenants would ensure preparations for visits avoid any potential differential impacts.</p>						
<p>23. Should the policy proceed to a full equality impact assessment?</p>	<p>¥</p>	<table border="1"> <tr> <td data-bbox="768 614 1798 667"></td> <td data-bbox="1798 614 1917 667"> <p>Yes</p> </td> <td data-bbox="1917 614 2056 667"> <p>No</p> </td> </tr> <tr> <td colspan="3" data-bbox="768 667 2056 967"></td> </tr> </table>		<p>Yes</p>	<p>No</p>			
	<p>Yes</p>	<p>No</p>						

<p>24. If No, are there any changes required to the policy to improve it around the equality agenda?</p>		<ul style="list-style-type: none"> • Access to Languageline to be given to all staff. • Review all existing surveys with a view to introducing equality related questions. • Relevant managers to ensure that contractors are sensitive to the needs of tenants who are target groups under the 6 equality strands • Relevant managers to ensure that contractors can provide information in other languages & different formats. • Gather data to get a true picture of who our tenants/customers are. • Develop the current use of warnings on our IT system. • Review our recruiting process to ensure that there is no gender discrimination. • Review current letters & surveys with a view to offering different formats & languages. • Ensure that an EIA screening is carried out on any new or re-written procedures before they are agreed. • Ensure that EIA is included in future work tenders. 	
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Signed
(completing officer)

Date March 2009

Signed
(Head of Section)

Date

Countersigned
HR Representative

Date March 2009