



Appendix 6 - Equality Impact Assessment

Housing Repairs and Maintenance Policy

Directorate:	Service Area:	Team:	Officer responsible for this assessment:	Name of the policy or project that is being assessed	Date of assessment:
Housing Services	Housing	Property Services	All housing Teams	Housing Repairs and Maintenance Policy	June 2025

Section 1 - Data Checklist

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy you are looking to implement?	No	This a new Policy.
2	Have all officers who will be responsible for implementing the policy been consulted, and given the opportunity to raise concerns about the way the policy has or will be implemented?	Yes	<ul style="list-style-type: none">• Staff workshops held at draft stage of the policy work.• Circulated to Service Leads for comments and amendments.• Discussed at Housing Department Management Team (DMT)• Referral process introduced in consultation with the Tenancy Sustainment Team meeting.
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	Policy was discussed with service users as part of the Service Delivery Groups (SDG) and at the tenant Repairs and Maintenance Redesign workshops. Went to the Tenant Readers Panel. Policy presented to the Economy and Housing Committee in February 2025.
4	Do you have any concerns regarding the implementation of this policy or project?	No	
5	Does any accessible data regarding the area which your work will address identify any areas of concern or potential	No	

	problems which may impact on your policy or project?		
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	Although this is a new policy, the council has been delivering a repairs and maintenance scheme for its residents for many years. Service Lead and Property Managers have experience developing similar policies within other housing authorities.
7	Are there any other issues that you think will be relevant?	No	

Section 2 - Your Equality Impact Assessment form

	Question	Please provide details
1	What is the name of the policy or project that is being assessed?	Housing Repairs and Maintenance Policy
2	Is this a new or existing policy?	New Policy
3	Briefly describe the aim and purpose of this work.	To set out the council's approach for the delivery of housing repairs and maintenance to ensure the council's stock is well maintained, safe, meets the decent standard and regulatory compliance requirements. It sets out response times, tenant responsibilities. Aids and adaptations to meet the needs of our residents.
4	What are the associated objectives of this work?	<p>The policy sets out the following objectives for repairs and maintenance:</p> <ul style="list-style-type: none"> • To ensure the service is easily accessible through a range of different contact points. • To provide a reliable, responsive service. • To deliver repairs at times that suit the council's residents in alignment with the terms of the repairs contract. • To achieve high standards of customer care and satisfaction. • To ensure all relevant stakeholders are aware of responsibilities for repairs and the costs associated with these. • To deliver 'first time fix' repairs whenever possible. • To complete work to appropriate standards. • To offer choice of materials and finishes in line with the council's standards/ specifications. • To undertake only those repairs that are the council's responsibility.

		<ul style="list-style-type: none"> To undertake repairs within defined timescales to ensure the upkeep of the council's assets.
5	Who is intended to benefit from this work and in what way?	Tenants, leaseholders, licensees, members, council officers, contractors, and the council will benefit from a clear repairs and maintenance policy that sets out the expected responsibilities of each involved party.
6	What are the outcomes sought from this work?	See objectives outlined in Q4
7	What factors/forces could contribute or detract from the outcomes?	<ul style="list-style-type: none"> Budget Staffing Resources Effective tenant engagement Effective staff training Other priorities such as cost of living
8	Who are the key individuals and organisations responsible for the implementation of this work?	Housing Landlord Service Managers and relevant contractors.

		Please select your answer in bold . Please provide detail here.		
10a	Could the policy have the potential to affect individuals or communities on the basis of race differently in a negative way?	Y	N	
10b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. Language support needs are identified at the nomination/ letting stage with alerts flagged on the Housing IT system. Translation and visual aids are offered. Translated materials, working with community groups who support refugees and asylum seekers. Dedicated resettlement scheme to support all individuals in council homes in a recognised government scheme.		
11a	Could the policy have the potential to affect individuals or communities on the basis of sex differently in a negative way?	Y	N	
11b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
12a	Could the policy have the potential to affect individuals or communities on the basis of disability differently in a negative way?	Y	N	

12b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. This Policy includes references to aid and adaptations support. Accessibility formats and options are available through the 'My Winchester Tenancy' App, a dedicated telephone line/Repairs Hub, Big word and braille. Tenancy Sustainment Support for vulnerable tenants.		
13a	Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?	Y	N	
13b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
14a	Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?	Y	N	
14b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. This policy will have a positive impact on both young children and older people who are more vulnerable or frail when impacted by repair issues including children under 12 months. Those households can be prioritised for urgent repairs work, referred for tenancy support, prioritised for a move through the housing register health and welfare criteria. The council also invests in retrofitting existing homes to improve accessibility and safety for older residents and ensure new housing developments follow age-friendly design. Older people's needs are also embedded in planning and local housing strategies.		
15a	Could the policy have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	

15b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all accepting that repair scheduling could cause inconvenience at prayer times or during other religious/cultural practices. If practices are known flexible scheduling can be arranged. Culture awareness training is available.		
16a	Could this policy have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	
16b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.		
17a	Could this policy have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all		
18a	Could this policy have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	
18b	What existing evidence (either presumed or otherwise) do you have for this?	No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. Pregnant women, their unborn babies and women who have recently given birth are prioritised for urgent repairs work, can be decanted to alternative accommodation, referred for tenancy support, prioritised for a move through the housing register health and welfare criteria		

19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate	Y	N	See Summary above
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	against certain groups on the basis of protected characteristics?			
20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.	Y	N	Race: Sex: Disability: Sexual orientation: Age: Gender reassignment: Pregnancy and maternity: Marriage and civil partnership: Religious belief:
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	The Housing Repairs and Maintenance policy has several measures included to ensure there are no negative consequences of its implementation. The policy will be monitored and reviewed every 2 years. Contractors are required to comply with the council's safeguarding policy when carrying out jobs and work within the Contractors Code of Conduct. All staff receive equality and diversity training.		
22	Do any negative impacts that you have identified above impact on your service plan?	Y	N	

Signed by completing officer	Gilly Knight
Signed by lead officer	Karen Thorburn