

Appendix 7 - Equality Impact Assessment

Housing Repairs Recharge 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 Recharge Policy	June 2025

Section 1 – Data Checklist

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	No	New Policy
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function 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).
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	<p>Policy was discussed with service users as part of the Service Delivery Groups (SDG) and at the tenant Repairs and Maintenance Redesign workshops.</p> <p>Went to the Tenant Readers Panel. Policy presented to the Economy and Housing Committee in February 2025.</p>

4	Do you have any concerns regarding the implementation of this policy or project?	No	The recovery of repair debts that are not the responsibility of the council ensures fairness and sustainability of the HRA for all tenants.
5	Does any accessible data regarding the area which your work will address identify any areas of concern or potential problems which may impact on your policy or project?	No	
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	Experience in debt recovery. Rent arrears policy, similar policies implemented with other housing providers. Implementing void process, similar process.
7	Are there any other issues that you think will be relevant?	Yes	Recovery of repair cost debts that are not the responsibility of the council ensures fairness and sustainability of the HRA for all tenants. Challenges change in culture for tenants - appeals process in place.

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 Recharge Policy
2	Is this a new or existing policy?	New Policy
3	Briefly describe the aim and purpose of this work.	The purpose of this policy is to set out how and what our approach is for rechargeable repair works for current and former tenants. The key aim is to encourage tenants to look after their home and where this is not the case have a process to undertake works and recharge costs in the event of wilful damage, accidental damage or neglect

		of the property. This protects the HRA budget through the recovery of costs currently being absorbed by all tenants.
4	What are the associated objectives of this work?	<ul style="list-style-type: none"> • To encourage tenants to take responsibility for Tenancy agreement areas as set out in the terms of their Tenancy Agreement. • To recover costs at void stage for any rechargeable works. • To recover costs of any rechargeable repairs works. • To aid the management of the appropriate demand on the repairs service.
5	Who is intended to benefit from this work and in what way?	<ul style="list-style-type: none"> • Ensuring those tenants who currently do not look after their home are recharged at an individual level and not at the detriment of other tenants who maintain their homes • Officers – clear policies in place to support the process. • Clear process by which to implement recharges (reinforcing the requirements of tenants to maintain their homes)
6	What are the outcomes sought from this work?	As above
7	What factors/forces could contribute or detract from the outcomes?	<p>Consistency of applying this policy</p> <ul style="list-style-type: none"> • Cost of living and other competing priority payments • Effective management of tenant challenges and vulnerabilities.
8	Who are the key individuals and organisations responsible for the implementation of this work?	Housing Landlord Services Managers, Income Recovery Team.
9	Who implements the policy or project and who or what is responsible for it?	Repairs, Compliance & Voids Manager (Policy Owner) all housing teams.

		Please select your answer in bold . Please provide detail here.		
10a	Could the policy or project 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?	<p>No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.</p> <p>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.</p> <p>There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process.</p>		
11a	Could the policy or project 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?	<p>No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all. There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process</p>		
12a	Could the policy or project have the potential to affect individuals or communities on the basis of disability differently in a negative way?			

	<p><i>(you may wish to consider:</i></p> <ul style="list-style-type: none"> • <i>Physical access</i> • <i>Format of information</i> • <i>Time of interview or consultation event</i> • <i>Personal assistance</i> • <i>Interpreter</i> • <i>Induction loop system</i> • <i>Independent living equipment</i> • <i>Content of interview)</i> 	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. There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process		
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. There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process.		
14a	Could the policy or project have the potential to affect individuals on the	Y	N	

	basis of age differently in a negative way?			
14b	What existing evidence (either presumed or otherwise) do you have for this?	<p>No disproportionate impact identified. All staff receive equality and diversity training as part the induction process. The repairs service is open to all.</p> <p>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.</p> <p>There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process</p>		
15a	Could the policy or project 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?	<p>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.</p>		

		There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process Culture awareness training is available.		
16a	Could this policy or project 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. There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process		
17a	Could this policy or project 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. There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process		
18a	Could this policy or project 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. 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. There is an appeals procedure set out in the policy and discretion on how recharges are applied and the corporate complaints process
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19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	
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 Recharge Repairs 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. 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.

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