

## Equality Impact Assessment (EIA)

### 1. Author, service area, date

Imran Ahmed,  
Business Development Unit, North Tyneside Homes 25/07/14

### 2. Who else has been involved in writing this EIA?

Imran Ahmed  
Ian Rice

### 3. What proposal is this EIA assessing?

This EIA is assessing the Rechargeable Repairs Policy

### 4. What is the purpose of your proposal and what is it expected to achieve?

To ensure that the rechargeable repairs policy is fair and equal to all of the 9 Protected Characteristics

### 5. Is there any relevance to the aims of the public sector equality duty? *Write your answers in the table*

Aim	Yes, No, or N/A	Details if 'yes'
Eliminate unlawful discrimination, victimisation and harassment	Yes	
Advance equality of opportunity between people who share a protected characteristic and those who do not		
Foster good relations between people who share a protected characteristic and		



**APPENDIX 2**

		<ul style="list-style-type: none"> <li>• There has been no specific analysis of historical recharges to identify if any repairs are linked to this characteristic.</li> </ul>
Gender	Positive	<ul style="list-style-type: none"> <li>• The policy covers domestic abuse in section 6 Exceptional circumstances. The policy states ‘The Council will consider the following when deciding whether or not to recharge for a repair...has the customer left through no choice of their own such as fleeing harassment/ violence or as a result of domestic abuse?’</li> <li>• Section 12 Appeal &amp; Dispute allows customers to appeal against any raised recharges stating ‘Documentary evidence to support the appeal/dispute must be provided’.</li> </ul>
	Negative	<ul style="list-style-type: none"> <li>• There has been no specific analysis of historical recharges to identify if any repairs are linked to this characteristic.</li> </ul>
Gender reassignment	Positive	<ul style="list-style-type: none"> <li>• If there are repairs as a result of damage caused by a third party for example through hate crime the policy states ‘the customer should be advised to report the incident to the police and obtain a crime reference number’</li> <li>• The policy also states ‘If the tenant has a crime reference number and the crime reported relates to the damage in question, there will be no recharge’</li> <li>• Section 12 Appeal &amp; Dispute allows customers to appeal against any raised recharges stating ‘Documentary evidence to support the appeal/dispute must be provided’.</li> </ul>
	Negative	<ul style="list-style-type: none"> <li>• There has been no specific analysis of historical recharges to identify if any repairs are linked to this characteristic.</li> </ul>
Marriage and civil partnership status	Positive	<ul style="list-style-type: none"> <li>• The policy covers domestic abuse in section 6 Exceptional circumstances. The policy states ‘Each case must be assessed individually and discretion may be exercised where there are any vulnerability issues that may lessen the tenant’s culpability and exclude them from their responsibilities for repair, damage or neglect’.</li> </ul>
	Negative	<ul style="list-style-type: none"> <li>• Section 12 Appeal &amp; Dispute allows customers to appeal against any raised recharges stating ‘Documentary evidence to support the appeal/dispute must be provided’.</li> <li>• There has been no specific analysis of historical recharges to identify if any repairs are linked to this characteristic.</li> </ul>
Pregnancy and maternity	Positive	<ul style="list-style-type: none"> <li>• No impact identified</li> <li>• There has been no specific analysis of historical recharges to identify if any</li> </ul>

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	Negative	repairs are linked to this characteristic.
Race	Positive	<ul style="list-style-type: none"> <li>• If there are repairs as a result of damage caused by a third party for example through hate crime the policy states ‘the customer should be advised to report the incident to the police and obtain a crime reference number’</li> <li>• The policy also states ‘If the tenant has a crime reference number and the crime reported relates to the damage in question, there will be no recharge’</li> <li>• Section 12 Appeal &amp; Dispute allows customers to appeal against any raised recharges stating ‘Documentary evidence to support the appeal/dispute must be provided’.</li> <li>• There has been no specific analysis of historical recharges to identify if any repairs are linked to this characteristic.</li> </ul>
	Negative	
Religion or belief	Positive	<ul style="list-style-type: none"> <li>• If there are repairs as a result of damage caused by a third party for example through hate crime the policy states ‘the customer should be advised to report the incident to the police and obtain a crime reference number’</li> <li>• The policy also states ‘If the tenant has a crime reference number and the crime reported relates to the damage in question, there will be no recharge’</li> <li>• Section 12 Appeal &amp; Dispute allows customers to appeal against any raised recharges stating ‘Documentary evidence to support the appeal/dispute must be provided’.</li> <li>• There has been no specific analysis of historical recharges to identify if any repairs are linked to this characteristic.</li> </ul>
	Negative	
Sexual orientation	Positive	<ul style="list-style-type: none"> <li>• If there are repairs as a result of damage caused by a third party for example through hate crime the policy states ‘the customer should be advised to report the incident to the police and obtain a crime reference number’</li> <li>• The policy also states ‘If the tenant has a crime reference number and the crime reported relates to the damage in question, there will be no recharge’</li> <li>• Section 12 Appeal &amp; Dispute allows customers to appeal against any raised recharges stating ‘Documentary evidence to support the appeal/dispute must be provided’.</li> <li>• There has been no specific analysis of historical recharges to identify if any repairs are linked to this characteristic.</li> </ul>
	Negative	

**7. Have you carried out any engagement in relation to this proposal? If so, what?**

The Rechargeable repairs Policy will be discussed at a meeting on 06/08/14 with tenants to get their views on the policy

**8. Is there any information you don't have that you need to find?**

None

**9. What actions are already in place, or will be taken, to remove or reduce potential negative impacts? (add more lines to the table if you need to) Write your answers in the table**

Action	Responsibility	Timescale
Monitoring of rechargeable repairs by protected characteristics will be introduced as part of the roll out of the new policy	Ian Rice / Val Kerridge	April 2015

**10. Are there any potential negative impacts that cannot be removed or reduced? If so, why is this?**

There has been no analysis of historical recharge data to identify if there are any specific repairs that are linked to a protected characteristic. This can be carried out on existing data if deemed necessary.

**11. Based on your conclusions from this assessment, what are your next steps?**

Monitor the appeals and disputes to see if there are any unidentified E&D related issues regarding the enforcement of the policy

**12. How will the impact of this proposal be monitored after it is introduced?**

Areas to be monitored are as follows:

- Number and value of rechargeable repairs carried out as a void repair
- Number and value of rechargeable repairs carried out as a responsive repair

- Collection rates and performance for each type of repair
- Numbers and nature of disputes/appeals and outcomes
- Number and value of discount incentives
- Number and nature of waivers

**13. When will this EIA be reviewed?**

12 months from introduction of Rechargeable Repairs Policy