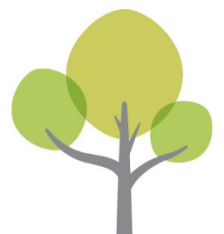


Equality Impact Assessments Toolkit

EqlA Template



You must consider the [Equality Impact Assessment Guidance](#) when completing this template.

The EDI team can provide help and advice on undertaking an EqlA and also provide overview quality assurance checks on completed EqlA documents.

EDI team contact email: edi_team@sandwell.gov.uk

Quality Control	
Title of proposal	Approval of Asset Management Policies
Directorate and Service Area	Place (Housing)
Officer completing EqlA	Louis Bebb
Contact Details	Louis_bebb@sandwell.gov.uk
Other officers involved in completing this EqlA	Sarah Ager
Date EqlA completed	14.02.2025
Date EqlA signed off or agreed by Director or Executive Director	TBC
Name of Director or Executive Director signing off EqlA	Alan Lunt
Date EqlA considered by Cabinet	09.04.2025
Where the EqlA is Published (please include a link to the EqlA and send a copy of the final EqlA to the EDI team)	Modern Gov

Section 1.

The purpose of the project, proposal or decision required

The proposed assessment is for the four Housing Asset Management related policies, namely, the Housing Repairs and Maintenance Policy, Complaints Compensation Policy, Rechargeable Repairs Policy and Lift Maintenance and Breakdown Policy.

Section 2.

Evidence used and considered. Include analysis of any missing data

The policy outputs outlined in the document have been formulated around a considerable amount of research and associated data. Sources include:

- Housing Asset Management and Property Compliance Strategy 2025-2030
- Housing Strategy 2023-2028
- HRA Business Plan
- Property Compliance Policy
- Tenancy Conditions
- Tenant Handbook

Section 3.

Consultation

Resident Engagement Meetings:

Throughout November and January, we have carried out engagement sessions with residents for our Housing Repairs and Maintenance Policy which have been facilitated by our Community Partnerships Team. These sessions were to understand what our Housing services currently look like and to establish the policy approach we need in order to address the Housing and Asset Management challenges affecting our communities. The policy engagement sessions included representation from both Housing and Asset Management staff, plus around 30 tenants and leaseholders in total across these various meetings. At these meetings, we also provided paper copies of the Lift Maintenance and Breakdown Policy, Rechargeable Repairs Policy and Complaints Compensation Policy so that residents could review these and provide feedback on the documents via postal survey.

Online consultation

The online consultation on the draft policies ran for a 4-week period throughout February and March. The surveys featured a mixture of qualitative and quantitative questions, providing respondents the opportunity to give feedback on the policy proposals, whether the document itself is resident-friendly and if there are any things missing in the policy document.

A consultation report has been prepared for each of the four policy documents, summarising the overall satisfaction with the policies and addressing specific areas where proposals for amendments have been made. For a more detailed understanding of tenant and resident perspectives on each policy, the individual consultation reports are available. These reports provide an in-depth analysis of satisfaction levels, include qualitative feedback, and outline any revisions made in response to the recommendations. The full reports can be accessed in the appendix.

Safer Neighbourhoods and Active Communities (SNAC) Board

Recommendations were also received from elected members around operational delivery when the policies were presented to the Safer Neighbourhoods and Active Communities Scrutiny (SNAC) Board on 6th February 2025. The recommendations have since been addressed in the final drafts of these policy documents.

Leadership Team

Furthermore, recommendations were provided during the presentation of the policies at the Leadership Team Meeting on 12th March 2025. After reviewing these documents, the recommendations made have since been addressed in the final drafts of these policy documents.

Section 4.

Summary assessment of the analysis at section 4a and the likely impact on each of the protected characteristics (if any)

The key equality impacts identified within this assessment are the following:

- Disability
- Age
- Race
- Socio-economic status

In order to address these, the following measures will help to mitigate any of these circumstances:

- Accessible communication within these policies
- Making reasonable adjustments
- Regular monitoring and feedback
- Reviewing policies on a periodical basis.

Section 4a - What are the potential/actual impacts of the proposal on the protected characteristics?

Reviewed Characteristic	Impact? Positive (P) Negative (N) Neutral (Ne)	Details of impact	Actions to address negative impact or promote positive impact (use section 8 table)	Owner of action/ Timescale
Age	P	Quick and efficient repairs to properties and passenger lifts will help to maintain a supply of suitable and accessible homes where older people can feel safe and keep their independence for longer.		
Disability	P	<p>The numbers of disabled people or those in poor health in Sandwell is significantly higher than the national average. Maintaining safe and well adapted housing is essential to help people remain independent if they experience health problems. These policies:</p> <ul style="list-style-type: none"> • Ensure that those with disabilities or additional needs are not disadvantaged in 		

Reviewed Characteristic	Impact? Positive (P) Negative (N) Neutral (Ne)	Details of impact	Actions to address negative impact or promote positive impact (use section 8 table)	Owner of action/ Timescale
		<p>relation to rechargeable repairs or accessing council services.</p> <ul style="list-style-type: none"> • Ensure that those with disabilities or additional needs will receive clear and timely communication, as well as extra support in the event of a lift or adaptive equipment malfunction. 		
Gender Reassignment	Ne	There is no evidence that these policies would impact negatively on this protected characteristic		
Marriage and civil partnership	Ne	There is no evidence that these policies would impact negatively on this protected characteristic		
Pregnancy and maternity	Ne	There is no evidence that these policies would impact negatively on this protected characteristic		

Reviewed Characteristic	Impact? Positive (P) Negative (N) Neutral (Ne)	Details of impact	Actions to address negative impact or promote positive impact (use section 8 table)	Owner of action/ Timescale
Race	P	<p>These policies will have an impact on ethnic minority groups in several ways. As outlined in Sandwell's Housing Strategy, ethnic minority households have distinct characteristics in terms of their housing needs which may leave them disadvantaged in some way.</p> <p>Our commitment to make the best use of the homes we have will benefit ethnic minority groups particularly. These households typically live in poorer housing conditions than white households and are especially likely to experience problems of damp and mould etc.</p>		

Reviewed Characteristic	Impact? Positive (P) Negative (N) Neutral (Ne)	Details of impact	Actions to address negative impact or promote positive impact (use section 8 table)	Owner of action/ Timescale
Religion or belief	Ne	There is no evidence that these policies would impact negatively on this protected characteristic		
Sex	Ne	There is no evidence that these policies would impact negatively on this protected characteristic		
Sexual Orientation	Ne	There is no evidence that these policies would impact negatively on this protected characteristic		
Could other socio-economic groups be affected?				
Carer Low income groups Veterans/Armed Forces Community Other	Low Income Groups	In particular, our Housing Repairs and Maintenance Policy will improve the energy efficiency of our homes whilst supporting tenants in fuel poverty – having energy efficient homes will protect tenants' household incomes.		

If there are no adverse impacts or any issues of concern or you can adequately explain or justify them, then please move to Sections 6.

5.	What actions can be taken to mitigate any adverse impacts?
	<ol style="list-style-type: none"> 1. Accessible Communication: Update repair policy materials to be available in accessible formats. <ul style="list-style-type: none"> ◦ Timescale: Completed within 1 month, ongoing thereafter. 2. Reasonable Adjustments: Provide reasonable adjustments for tenants with disabilities and other vulnerabilities, including in our Repairs and Rechargeable Repairs Policies. <ul style="list-style-type: none"> ◦ Timescale: Immediate, with review every 3 months. 3. Monitoring & Feedback: Implement a system for tracking feedback from tenants to assess impact on different groups. <ul style="list-style-type: none"> ◦ Timescale: surveys within 6 months. 4. Policy Review: Conduct periodical reviews of these policies to address any emerging issues.
6.	Section 6: Decision or actions proposed
	Approval of the four policies so that they can be implemented across the Housing and Asset Management services.
7.	Monitoring arrangements
	We have a Housing Policy and Strategy Library that is updated regularly – this monitors when policies need to be reviewed and will include all the EQIA documents.

Section 8 Action planning (if required)

Question no. (ref)	Action required	Lead officer/ person responsible	Target date	Progress

If you have any suggestions for improving this process, please contact EDI_Team@Sandwell.gov.uk