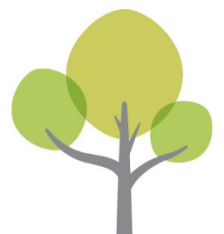


# Equality Impact Assessments Toolkit

## 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](mailto:edi_team@sandwell.gov.uk)

### Quality Control

Title of proposal	Reasonable Adjustments Policy
Directorate and Service Area	Place (Housing)
Officer completing EqlA	Louis Bebb
Contact Details	<a href="mailto:Louis_bebb@sandwell.gov.uk">Louis_bebb@sandwell.gov.uk</a>
Other officers involved in completing this EqlA	Nigel Collumbell
Date EqlA completed	23.04.2025
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	25.06.2025
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 proposal is for Cabinet approval in relation to the Reasonable Adjustments 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:

- [Sandwell Council Housing Strategy 2023-2028](#)
- [Sandwell 2030 Vision: Corporate Plan 2021-2025](#)
- [Housing Revenue Account 30 Year Business Plan 2023-2053](#)
- [Regulatory Standards for Landlords](#)
- [Reasonable Adjustments Policy](#)
- [Tenant Handbook](#)
- [Tenancy Conditions](#)

## **Section 3.**

Consultation

### Online consultation

The online consultation for the draft policies will be open for five weeks, commencing early May, via Citizenspace.

The surveys included a mix of qualitative and quantitative questions, giving respondents the chance to provide feedback on each of the policy proposals. This included whether the document was resident-friendly and if there were any aspects missing from the policy.

In response to the feedback received, comments on each policy were reviewed, and amendments were made to the documents where necessary. The finalised policies will be presented to Cabinet in June 2025.

### Policy Engagement Sessions with Stakeholders:

Throughout the drafting of these documents, Sandwell Council have conducted various engagement sessions with stakeholders to ensure we capture as many opinions as possible in order to share this policy. These include the following:

- **Collaboration Across Housing Teams and Partner Services:** These policies have been developed through collaboration across various housing teams and other relevant services, including Housing Management, Equality and Diversity, Legal and Corporate Improvement teams.
- **Policy Engagement Session:** On Friday 9<sup>th</sup> May, we held an engagement session with residents to discuss our Reasonable Adjustment Policy. The session will be facilitated by our Community Partnerships Team. The purpose of these sessions was to gain a better understanding of how our Housing services currently operate and to help shape the policy approach needed to tackle the Housing Management challenges facing our communities. These engagement sessions include input from Housing Management staff, as well as tenants and leaseholders taking part across the various meetings.

#### Policy Scrutiny Working Group

The policies will also be cascaded to the group consisting of Elected Members, with a brief meeting scheduled on Teams approximately one week after they have received the policies. This meeting will include relevant individuals such as the report author, housing colleagues, and any additional participants, as necessary. Its purpose is to address any questions that arise and provide an opportunity for officers to seek specific guidance or direction from the scrutiny board. This meeting will take place in May.

#### **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
- Marriage and civil partnership
- Religion
- Sexual orientation
- Pregnancy and maternity
- Low income groups

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?***

<b>Reviewed Characteristic</b>	<b>Impact? (P/N/Ne)</b>	<b>Details of Impact</b>	<b>Actions to address negative impact or promote positive impact (see Section 8)</b>	<b>Owner of Action / Timescale</b>
<b>Age</b>	P	Older customers may need adjustments like home visits, written info in larger print, or longer appointment times. Young people may need extra support understanding housing processes.	Ensure communication is age-appropriate; provide accessible options for older customers.	Housing Solutions / Tenancy and Estate Management Service
<b>Disability</b>	P	Customers with physical, sensory, or mental impairments may face barriers accessing housing services or accommodation.	Apply Reasonable Adjustments Policy proactively (e.g. interpreters, accessible formats, physical adaptations to homes).	Housing Solutions / Tenancy and Estate Management Service
<b>Gender Reassignment</b>	P	Customers undergoing or who have undergone transition may need sensitive communication, privacy, and assurance of respect.	Offer private appointments, use affirmed names/pronouns, train staff on trans inclusion.	Housing Solutions / Tenancy and Estate Management Service
<b>Marriage and Civil Partnership</b>	Ne	Unlikely to be impacted directly by the policy in terms of accessing housing services.	Ensure policy is applied consistently regardless of marital status.	N/A

<b>Reviewed Characteristic</b>	<b>Impact? (P/N/Ne)</b>	<b>Details of Impact</b>	<b>Actions to address negative impact or promote positive impact (see Section 8)</b>	<b>Owner of Action / Timescale</b>
<b>Pregnancy and Maternity</b>	P	Pregnant individuals or those with newborns may need quicker access to housing or adjustments (e.g. avoiding stairs).	Prioritise suitable housing; offer home visits where travel is difficult.	Housing Solutions / Tenancy and Estate Management Service
<b>Race</b>	P	Language barriers or lack of familiarity with UK systems can create access issues.	Offer translation/interpreting services and culturally appropriate communication.	Housing Solutions / Tenancy and Estate Management Service
<b>Religion or Belief</b>	P	Some religious practices may influence housing preferences or access times.	Respect faith-based requirements (e.g., for gender-specific staff or time of contact).	Housing Solutions / Tenancy and Estate Management Service
<b>Sex</b>	Ne	Policy is applied equally regardless of sex.	Monitor outcomes to ensure no indirect discrimination occurs.	Housing Policy Officer
<b>Sexual Orientation</b>	Ne	Unlikely to be impacted directly by the policy in terms of accessing housing services.	Ensure policy is applied consistently regardless of sexual orientation.	N/A

<b>Reviewed Characteristic</b>	<b>Impact? (P/N/Ne)</b>	<b>Details of Impact</b>	<b>Actions to address negative impact or promote positive impact (see Section 8)</b>	<b>Owner of Action / Timescale</b>
<b>Carer</b>	P	Carers may require flexible appointment times or support when applying for housing for others.	Offer flexibility in scheduling and recognise carers' role in applications and decision-making.	Housing Solutions / Tenancy and Estate Management Service
<b>Low Income Groups</b>	P	Customers on low income may struggle with digital access, travel to appointments, or documentation.	Provide non-digital options, cover travel costs where appropriate, assist with form-filling.	Tenant Engagement Officers
<b>Veterans / Armed Forces Community</b>	P	Veterans may experience mental health issues or unstable housing after service.	Offer tailored advice and recognise Armed Forces Covenant commitments.	Housing Solutions / Tenancy and Estate Management Service
<b>Other (e.g. Neurodivergent, Refugees)</b>				

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?
1.	<p><b>Accessible Communication:</b> Update policy materials to be available in accessible formats.</p> <ul style="list-style-type: none"> <li>o <b>Timescale:</b> Completed within 1 month, ongoing thereafter.</li> </ul>
2.	<p><b>Reasonable Adjustments:</b> Provide reasonable adjustments for tenants with disabilities and other vulnerabilities.</p> <ul style="list-style-type: none"> <li>o <b>Timescale:</b> Immediate, with review every 3 months.</li> </ul>
3.	<p><b>Monitoring &amp; Feedback:</b> Implement a system for tracking feedback from tenants to assess impact on different groups.</p> <ul style="list-style-type: none"> <li>o <b>Timescale:</b> surveys within 6 months.</li> </ul>
4.	<p><b>Policy Review:</b> Conduct periodical reviews of these policies to address any emerging issues.</p>
6.	Section 6: Decision or actions proposed
	Approval of the Reasonable Adjustment Policy so that it can be implemented across the Housing Management service.
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)**

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

If you have any suggestions for improving this process, please contact [EDI\\_Team@Sandwell.gov.uk](mailto:EDI_Team@Sandwell.gov.uk)