



**Equality Impact and Needs Assessment Form 2010**

**PART 1 – Initial Assessment**

**Step 1 – Preparation**

**Directorate:**

Chief Executives

Business Development

Tenancy Services

Finance & Resources

**Service:**

Property Maintenance

**Name of policy, strategy or service:**

Repairs and Maintenance Strategy

New  Existing

**Lead Officer: Ian Gallagher**

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**Members of EINA group:**

① Ian Gallagher

② Dave Crow

③ Tim Hutton

④ Amanda Roberts

⑤ Stu Mclean

⑥ Simone Doyle

**Dates of assessment: 1<sup>st</sup> December 2010**

**Start: 1.30p.m.**

**End: 3.45p.m.**

## Step 2 - Aims & purpose

<p>What is the main aim of the policy, procedure or function?</p>	<p>To do the right repair first time at the right quality and cost for all YHN tenants and leaseholders.</p>
<p>What are the outcomes and associated aims you are trying to achieve?</p>	<ul style="list-style-type: none"> <li>• Priority 1 review and improve our key repairs and maintenance processes to enable us to deliver excellent services</li> <li>• Priority 2 plan for the long term maintenance and investments of the housing stock</li> <li>• Priority 3 involving customers and acting upon what they have told us.</li> </ul>
<p>Which individuals, organisations or stakeholders are likely to have an interest in or likely to be affected by the policy or function? Who has been consulted?</p>	<p>All tenants leaseholders, contractors, Tenants Fed and YHN staff.</p> <p>The strategy has been circulated to: City Build key members of YHN Staff and Tenants Fed. Customer and Service Delivery Committee.</p>
<p>Who has overall responsibility for this policy, strategy or service? And is there a shared responsibility? (e.g. another department, authority or organisation.)</p>	<p>Head of Property Maintenance Your Homes Newcastle</p>
<p>Does the development/review of the policy or function present us with an opportunity to promote equality of opportunity and good community relations?</p>	<p>Yes. The policy is about the service we deliver, maintaining homes and sustaining tenancies.</p>
<p>What are the main policies, legislation</p>	<ul style="list-style-type: none"> <li>• Regional Housing Strategy</li> </ul>

or other documentation that relates to this policy or function?

- Newcastle Partnerships Sustainable Community Strategy
- Newcastle City Council Housing Strategy
- YHN's Delivery Plan 2011/12
- Customer Services Strategy
- Assessment Management Strategy
- Corporate Equality Plan
- YHN Procurement Strategy
- YHN Value for Money Strategy

### Step 3 – Information and data

What qualitative data has been considered in the development/review of the document/service?

- Status Survey 2009
- Telephone Surveys
- Text Satisfaction
- Customer Satisfaction Cards
- Focus Groups/Mystery Shopping
- Tenants Federation
- Post Inspections
- Business & Financial Planning – Tenants Involvement
- Repairs & Maintenance Service Standards
- Complaints
- Changes in legislation

What quantitative data has been considered in the development/review of the document/service?

- Key Performance Indicators

- HouseMark
- Benchmarking against like for like ALMO's
- Chartered Surveyors
- HQN Seminars
- Financial Data – ensuring value for money

Are there any gaps in the data? What actions are required to address this?

None

**Step 4 – Assessing the impact**

All Strands	Impact +/-	Details of impact identified	Evidence
	Positive	Policy is delivered fair and equitable	High satisfaction returns
	Negative	We need to explore the possibility of extending the repairs service for elderly and disabled tenants	Feedback from Business & Financial Planning Meeting

**If negative impacts have been identified, please go to Step 6. If no impacts have been identified, please go to Part 3.**

**Step 6 – Improvement Plan**

<b>Recommendations &amp; actions for Repairs &amp; Maintenance Strategy</b>			
<b>All Equality Strands</b>	<b>Action</b>	<b>Responsible Officer</b>	<b>Completion Date</b>
	Extend repairs service to include to all tenants and not specific groups. Required actions built into Repairs & Maintenance Strategy Action Plan 2011/12	Ian Gallagher	December 2010

**If you have identified actions to eliminate all of the negative impacts please go to Part 3.**

**If some or all of the negative impacts cannot be eliminated please go to Part 2.**

**PART 3 – Publishing**

**Name of policy, strategy or service:**

Repairs & Maintenance Strategy

**Comments:**

This can be used to make any comments that you think may be relevant. This includes justifying any positive or negative impacts where no actions have been taken or why an EINA has been signed off.

**Complete:**

Initial Assessment

Full Assessment

**Lead Officers signature:**

[Empty signature box]

**Diversity Officer agreed & signed:**

[Empty signature box]

**Director of Service agreed & signed:**

[Empty signature box]

[Large empty box for comments]