

Equality Analysis (EA) (appendix c)

Financial Year
2020/21

Section 1 – General Information (Aims and Objectives)

Name of the proposal including aims, objectives and purpose

“A 6-month extension of contract H3190 for housing repairs, maintenance, gas servicing and repair, until 30 September 2021 to maintain repairs services to the housing stock”.

See
Appendix A

Current decision
rating



Conclusion - To be completed at the end of the Equality Analysis process

(the exec summary will provide an update on the findings of the EA and what outcome there has been as a result. For example, based on the findings of the EA, the proposal was rejected as the impact on a particular group was unreasonable and did not give due regard. Or, based on the EA, the proposal was amended, and alternative steps taken)

There are no findings from the Equality Analysis (nor the Equality Analysis Quality Assurance Checklist completed as stage 1 of the Equality Analysis) which indicates residents or groups by protected characteristics will be negatively impacted by the extension of the existing contract H3190 and this is underpinned from monitoring arrangements under the existing contract delivery.

Name:

(signed off by)

Date signed off:

(approved)

Service area:

Asset Management

Team name:

Repairs

Service manager:

Hillary Kelly (Head of Repairs)

Name and role of the officer completing the EA:

Nadja Rajgelj (Specialist Procurement Programme Lead)

Section 2 – Evidence (Consideration of Data and Information) *What initial evidence do we have which may help us think about the impacts or likely impacts on service users or staff?*

Several evidence sources and considerations have been included in producing the Equality Analysis:

- a) Leaseholders re-charging

- b) Tower Hamlets Homes Residents Profile and Equality Data
- c) Complaints/Members Enquiries
- d) Customer feedback surveys

a) Leaseholder re-charging

During the period of extension, the recovery of costs from Leaseholders will need to be limited to £250 (per block/estate) for all works under the contract. Due to this there might be some elements of work that will need to be deferred or delivered under a different contract or leaseholder consultation for emergency works will have to be done retrospectively.

b) Tower Hamlets Homes Resident Profile and Equality Data

THH has information on 15,057 tenants (noting there are some unknowns and prefer not to say). The data details:

- ethnicity (largest groups Asian or Asian British: Bangladeshi 39.3%, white British 18.2%, Black or Black British: Somali 1.6%)
- Communication support needed (overall 0.14% of residents with 0.09% requiring literacy support and less than 10 residents each requiring speech – sign language, text phone or other)
- Written communication (largest needs 625 or 4.15% requiring large print)
- Language need spoken (Bangla 1126 or 7.48%, other 240)
- Language need written (similar for line above)
- Religion – tenants 50.1% Muslim, 15.5% Christian and 5.7% no religion
- Disability (one or more) amongst tenants is 18.7%
- The largest age groups of tenants are 40-49 at 23.6% and 65+ at 23.3% with c70% of tenants being of working age

Generally, there is the same proportional need identified amongst the 12,903 leaseholders albeit the unknown section is higher when compared to tenants.

The proposed contract extension will not change the service standard provided under the current contract, so any existing provisions that cater for profiles identified above, will be retained.

c) Complains/Members enquiries

THH has resident feedback in various forms including satisfaction data, as well as complaints and Members Enquiries. There is no evidence of adverse impact for any protected group, in terms of access arrangements currently in place, communication (language and written), hours of delivery and appointment slots available to complete works (which have been developed with residents to offer choice e.g. to accommodate school runs).

None of these elements of service provision will change during the proposed contract extension so we can be confident there will be no adverse impact in relation to this.

d) Customer Feedback Surveys

THH undertakes routine customer surveys in relation to the repairs service. Third party independent company “Kwest” seek resident feedback via telephone, including satisfaction. There are on average 4,700 specific telephone surveys made each year to residents on the repairs service using industry standard questions. All areas score well and broadly achieve targets, which are set using industry data.

There is no anticipated change during the proposed contract extension so there will be no adverse impact in relation to this.

A staff related measure of the Institute of Customer Service 'strategy and culture set' of questions shows performance at 78% which is above the Local Government Sector benchmark of 73.6%

Section 3 – Assessing the Impacts on the 9 Groups

Please refer to the guidance notes below and evidence how your proposal impacts upon the nine Protected Characteristics in the table on page 3?

For the nine protected characteristics detailed in the table below please consider:-

- **What is the equality profile of service users or beneficiaries that will or are likely to be affected?**

Use the Council's approved diversity monitoring categories and provide data by target group of users or beneficiaries to determine whether the service user profile reflects the local population or relevant target group or if there is over or under representation of these groups

- **What qualitative or quantitative data do we have?**

List all examples of quantitative and qualitative data available
(include information where appropriate from other directorates, Census 2001 etc)

- *Data trends – how does current practice ensure equality*

- **Equalities profile of staff?**

Indicate profile by target groups and assess relevance to policy aims and objectives e.g. Workforce to Reflect the Community. Identify staff responsible for delivering the service including where they are not directly employed by the council.

- **Barriers?**

What are the potential or known barriers to participation for the different equality target groups? Eg- communication, access, locality etc.

- **Recent consultation exercises carried out?**

Detail consultation with relevant interest groups, other public bodies, voluntary organisations, community groups, trade unions, focus groups and other groups, surveys and questionnaires undertaken etc. Focus in particular on the findings of views expressed by the equality target groups. Such consultation exercises should be appropriate and proportionate and may range from assembling focus groups to a one to one meeting.

- **Additional factors which may influence disproportionate or adverse impact?**

Management Arrangements - How is the Service managed, are there any management arrangements which may have a disproportionate impact on the equality target groups

- **The Process of Service Delivery?**

In particular look at the arrangements for the service being provided including opening times, custom and practice, awareness of the service to local people, communication

Please also consider how the proposal will impact upon the 3 One Tower Hamlets objectives:-

- Reduce inequalities
- Ensure strong community cohesion
- Strengthen community leadership.

Please Note -

Reports/stats/data can be added as Appendix

Target Groups	Impact – Positive or Adverse What impact will the proposal have on specific groups of service users or staff?	Reason(s) <ul style="list-style-type: none"> Please add a narrative to justify your claims around impacts and, Please describe the analysis and interpretation of evidence to support your conclusion as this will inform decision making Please also how the proposal will promote the three One Tower Hamlets objectives? <ul style="list-style-type: none"> -Reducing inequalities -Ensuring strong community cohesion -Strengthening community leadership
Race	None	The existing contract arrangements include various provisions, including translation services for residents for whom English is not their first language. Proposed contract extension will continue in the same way and will therefore have no additional positive or negative impact in relation to this characteristic.
Disability	None	The existing contract delivers a range of services for residents with disabilities, which will continue during the proposed extension and thereby have no additional positive or negative impact in relation to this characteristic.
Gender	None	There is no evidence to indicate that the existing contract arrangements have any particular impact on this group. The proposed contract extension will therefore have no additional positive or negative impact in relation to this characteristic.
Gender Reassignment	None	There is no evidence to indicate that the existing contract arrangements have any particular impact on this group. The proposed contract extension will therefore have no additional positive or negative impact in relation to this characteristic.
Sexual Orientation	None	There is no evidence to indicate that the existing contract arrangements have any particular impact on this group. The proposed contract extension will therefore have no additional positive or negative impact in relation to this characteristic.
Religion or Belief	None	Current contractors are respectful and supportive of all religions and beliefs. They endeavour to accommodate these and offer particular assistance where required e.g. during Ramadan. This will continue during the proposed contract extension and will therefore have no additional positive or negative impact in relation to this characteristic.
Age	None	Although different age groups choose to access services in different ways, the current contract offers access to all and an equitable service to all. The proposed contract extension will continue to do so and therefore have no additional positive or negative impact in relation to this characteristic.
Marriage and Civil Partnerships.	None	There is no evidence to indicate that the existing contract arrangements have any particular impact on this group. The proposed contract extension will therefore have no additional positive or negative impact in relation to this characteristic.

Pregnancy and Maternity	None	There is no evidence to indicate that the existing contract arrangements have any particular impact on this group. The proposed contract extension will therefore have no additional positive or negative impact in relation to this characteristic.
Other Socio-economic Carers	None	There is no evidence to indicate that the existing contract arrangements have any particular impact on this group. The proposed contract extension will therefore have no additional positive or negative impact in relation to this characteristic.

Section 4 – Mitigating Impacts and Alternative Options

From the analysis and interpretation of evidence in section 2 and 3 - Is there any evidence or view that suggests that different equality or other protected groups (inc' staff) could be adversely and/or disproportionately impacted by the proposal?

No

If yes, please detail below how evidence influenced and formed the proposal? For example, why parts of the proposal were added / removed?

(Please note – a key part of the EA process is to show that we have made reasonable and informed attempts to mitigate any negative impacts. An EA is a service improvement tool and as such you may wish to consider a number of alternative options or mitigation in terms of the proposal.)

Where you believe the proposal discriminates but not unlawfully, you must set out below your objective justification for continuing with the proposal, without mitigating action.

N/a

Section 5 – Quality Assurance and Monitoring

Have monitoring systems been put in place to check the implementation of the proposal and recommendations?

Yes – existing monitoring arrangements will remain in place such as reviewing complaints, satisfaction surveying (independent).

How will the monitoring systems further assess the impact on the equality target groups?

It will be possible to identify any issues that arise and to monitor any emerging trends/themes, in order to address these.

Does the policy/function comply with equalities legislation?

(Please consider the [OTH objectives](#) and [Public Sector Equality Duty](#) criteria)

Yes

If there are gaps in information or areas for further improvement, please list them below:

None that will significantly impact.

How will the results of this Equality Analysis feed into the performance planning process?

Monitoring via contract management; complaints handling; leaseholder-recharging, through monitoring and proactive action.

Section 6 - Action Plan




As a result of these conclusions and recommendations what actions (if any) **will** be included in your business planning and wider review processes (team plan)? Please consider any gaps or areas needing further attention in the table below the example.

Recommendation	Key activity	Progress milestones including target dates for either completion or progress	Officer responsible	Progress
Example				
1. Better collection of feedback, consultation and data sources	1. Create and use feedback forms. Consult other providers and experts	1. Forms ready for January 2010 Start consultations Jan 2010	1. AB	
2. Non-discriminatory behaviour	2. Regular awareness at staff meetings. Train staff in specialist courses	2. Raise awareness at one staff meeting a month. At least 2 specialist courses to be run per year for staff.	2. CD	

Recommendation	Key activity	Progress milestones including target dates for either completion or progress	Officer responsible	Progress
As this is an extension of an existing contract arrangement, there are no additional actions or recommendations to be implemented during this short period.				

Appendix A

(Sample) Equality Assessment Criteria

Decision	Action	Risk
As a result of performing the analysis, it is evident that a risk of discrimination exists (direct, indirect, unintentional or otherwise) to one or more of the nine groups of people who share <i>Protected Characteristics</i> . It is recommended that the use of the policy be suspended until further work or analysis is performed.	Suspend – Further Work Required	Red 
As a result of performing the analysis, it is evident that a risk of discrimination exists (direct, indirect, unintentional or otherwise) to one or more of the nine groups of people who share <i>Protected Characteristics</i> . However, a genuine determining reason may exist that could legitimise or justify the use of this policy.	Further (specialist) advice should be taken	Red Amber 
As a result of performing the analysis, it is evident that a risk of discrimination (as described above) exists and this risk may be removed or reduced by implementing the actions detailed within the <i>Action Planning</i> section of this document.	Proceed pending agreement of mitigating action	Amber 
As a result of performing the analysis, the policy, project or function does not appear to have any adverse effects on people who share <i>Protected Characteristics</i> and no further actions are recommended at this stage.	Proceed with implementation	Green: 