

North View Housing Association Equality Impact Assessment Tool



Name of the policy / proposal to be assessed	Repairs & Maintenance Policy	Is this a new policy / proposal or a revision?	Revision
Person(s) responsible for the assessment	Alison Main		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	<p>The aim of this Policy is to establish an operational framework to enable the Association to discharge its statutory and contractual responsibilities in relation to planned, cyclical and reactive maintenance and to ensure that its maintenance service meets with the expectations of its tenants.</p> <p>The document aims to ensure that the service the Association provides to its tenants is responsive, efficient reliable and cost effective while achieving the highest quality.</p>		
2. Who is intended to benefit from the policy / proposal? (e.g. applicants, tenants, staff, contractors)	The Policy is intended to benefit tenants (and owners who receive a factoring service from the Association) and also provides guidance to the Maintenance staff team, who are responsible for all aspects of our repairs service.		
3. What outcomes are wanted from this policy / proposal ? (e.g. the benefits to customers)	The Policy outcome wanted is for all customers to receive an excellent repairs service from the Association.		
4. Which protected characteristics could be affected by the proposal? (tick all that apply)			
<input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Marriage & Civil Partnership <input type="checkbox"/> Pregnancy/Maternity <input checked="" type="checkbox"/> Race			
<input type="checkbox"/> Religion or Belief <input type="checkbox"/> Gender <input type="checkbox"/> Reassignment <input type="checkbox"/> Sexual Orientation			

5. If the policy / proposal is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.

The policy has no adverse impact on any of the protected characteristics. The policy applies to all customers who access the Association's repairs and maintenance service. Sections below highlight additional support that is available for groups for whom English is not their first language.

	Positive impact(s)	Negative impact(s)
<p>6. Describe the likely positive or negative impact(s) the policy / proposal could have on the groups identified in part 4</p>		<p>Race: People accessing the repairs service and for whom English is not their first language, may require additional support to ensure they understand the service and process.</p>
<p>7. What actions are required to address the impacts arising from this assessment? (<i>This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts</i>).</p>	<p>Race: The Association will ensure that people applying for housing and for whom English is not their first language, are given appropriate support to help them understand the processes. This includes use of interpreter services, arranging for documents to be translated into other languages etc.</p>	

Signed: Avon Main (Job title): Director

Date the Equality Impact Assessment was completed: 24th July 2023