



Medium Term Delivery Plan 2018-22 - Equality Impact Assessment

Colchester Borough Homes

Equality Impact Assessment Form - An Analysis of the Effects on Equality

Section 1: Initial Equality Impact Assessment

Name of policy/ decision to be assessed:

Medium Term Delivery Plan 2018-22

1. What is the main purpose of the policy?

The MTDP plays a central role in the Company's corporate planning and review cycle, and is the main vehicle by which CBH and CBC plan, deliver and monitor the fulfilment of our management agreement obligations. It covers:

- CBH's key priorities
- The resources available to provide the service
- Performance indicators and targets.

2. What main areas or activities does it cover?

- Customers
- Homelessness & housing options
- Letting homes
- Repairs & maintenance
- Housing management

- Housing asset management
- Corporate facilities management
- Compliance.

3. Are there changes to an existing policy being considered in this assessment? If so what are they?

No. This is a new plan to succeed the previous Medium Term Delivery Plan.

4. Who are the main audience, users or customers who will be affected by the policy?

Colchester Borough Council, Colchester Borough Homes staff, the Board, sub-contractors, partners, other stakeholders.

5. What outcomes do you want to achieve from the policy?

To fulfil the obligations of the management agreement

To show our main priorities and workstreams for the next 4 years in terms of core service delivery

To set out how we will measure performance

To state the agreed resources available to deliver our core services.

6. Are other service areas or partner agencies involved in delivery? If so, please give details below:

All service areas within CBH are involved in the delivery of the Medium Term Delivery Plan.

CBH Board & scrutiny

CBC (client function, community, Estates, housing, commercial)

Colchester commercial companies (Colchester Amphora Commercial, Colchester Amphora Homes)

Recipients of grant funding from CBH (e.g. Beacon House, Youth Enquiry Service, Open Road etc.)

Public sector organisations (e.g. Essex County Council, NHS)

Third sector organisations (charities, community enterprises)

7. Are you aware of any relevant information, data, surveys or consultations which help us to assess the likely or actual impact of the policy upon customers or staff?

- [STAR 2016](#)

- Strategic plan consultation summary
 - [Repairing & improving your homes survey](#)
 - [Working Smarter digital skills survey](#) (only shows 100 responses out of 179)
 - [Strategic plan survey](#)
 - [Working Smarter ICT survey](#)
 - [Working Smarter staff survey](#)
 - Staff survey
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- DMT/ SMT, the Board and CBC have been consulted on the draft plan.
 - A focus group of tenants and leaseholders was held in January 2018 where the Medium Term Delivery Plan and draft targets were reviewed.

8. The 'general duty' states that we must have "due regard" to the need to:

- (a) eliminate unlawful discrimination, harassment and victimisation
- (b) advance equality of opportunity between people who share a 'protected characteristic'¹ and those who do not²
- (c) foster good relations between people who share a protected characteristic and those who do not³

Where applicable, explain how this policy helps us to meet the 'general duty':

The policy helps us to 'eliminate unlawful discrimination, harassment and victimisation' in the following way(s):

- We will improve community safety by working with partners and offering a range of interventions to support victims of antisocial behaviour throughout the Borough.

¹ The Equality Act's 'protected characteristics' include age, disability, gender reassignment, pregnancy and maternity, race, religion or belief and sex and sexual orientation. It also covers marriage and civil partnerships, but not for all aspects of the duty.

² This involves having due regard, in particular, to the need to: (a) remove or minimise disadvantages suffered by persons who share a protected characteristic that are connected to that characteristic; (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it, and (c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

³ This involves having due regard, in particular, to the need to (a) tackle prejudice, and (b) promote understanding.

- We will be working with the Council on the retender of the its Planned Preventative Maintenance contract for corporate buildings - Equality Act compliance will be a key feature
- We will be completing works resulting from programme of Fire Risk Assessments carried out in 2017, which will support and protect vulnerable tenants, particularly those with mobility issues who may have difficulties in escaping fire
- Continued provision of aids & adaptations service for disabled tenants.

The policy helps us to 'advance equality of opportunity...' in the following way(s):

- Customer satisfaction is a key performance indicator will be monitored from an equality & diversity perspective
- Key focus on improving access to services and using customer insight and feedback to improve services – these will all have an E&D emphasis
- We be managing the impact on customers of difficult decisions due to budget pressures, for example the reduced fencing programme – we will be monitoring to ensure that protected groups are not disproportionately affected by the changes
- Anticipated increase demand for housing options & advice following the implementation of the Homelessness Reduction Act, particularly by vulnerable groups who may not be currently owed a duty of care
- Our focus will continue to be on minimising temporary accommodation and bed & breakfast accommodation, in particular for families
- We will provide support to the Council on its ambitions for the development of new homes, enabling more vulnerable people to be housed
- Older Persons Services provides services aimed at older people, including those with mobility issues, disabilities and other vulnerabilities
- We are committed to working towards a better understanding of the support needs of our customers to help them sustain tenancies.
- We will work to ensure vulnerable residents can access the support they need, promoting health and wellbeing and tackling financial and digital exclusion, ensuring better outcomes for the community by working in partnership with others.
- Welfare reform will continue to have an impact on our customers and the business, in particular the transition towards Universal Credit. Our focus will be on supporting affected tenants to sustain their tenancies.
- A key priority will be maximising the use of council homes, for example targeting underoccupation by promoting mutual exchanges and encouraging tenants to downsize where appropriate.

The policy helps us to 'foster good relations...' in the following way(s):

- The plan will include improving the private sector leasing scheme and Homefinder offer through better service provision, developing an effective landlord incentive scheme and setting up a project steering group to include private landlords, helping vulnerable people into suitable accommodation.
- A new co-ordinated approach to tackling entrenched rough sleeping will mean a renewed emphasis on improved partnership working and more work to identify those likely to end up on the streets
- An increase in demand, reviews and partner referrals for the Housing Options service will require the development of new partnerships and improvement of existing ones.

9. This section helps us to identify any disproportionate impacts. Please indicate in the table below whether the policy is likely to particularly benefit or disadvantage any of the ‘protected characteristics’.

‘Protected characteristic’ group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Age	Older people (60+)	X	Provision of specialist housing for older people		None identified
	Younger people (17-25) and children (0-16)	X	Focus on avoiding bed & breakfast accommodation for younger people		None identified
Disability	Physical	X	Aids & adaptations service		None identified
	Sensory	X	Aids & adaptations service	x	People with a sensory disability may have difficulties accessing the plan
	Learning	X	Aids and adaptations service	x	People with learning disabilities may have difficulties in understanding the document
	Mental health issues	x	CBH is a Mindful Employer. Dementia Friends and Dementia Champions initiatives		None identified
	Other – <i>specify</i>				
Ethnicity ⁴	White		None identified		None identified
	Black		None identified		None identified

⁴ National Census 2011 categories are: Bangladeshi, Indian, Pakistani, Other Asian (Asian or Asian British), African, Caribbean, Other Black (Black or Black British), White and Black African, White and Asian, White and Black Caribbean (Mixed), British, Irish, Other White (White), Chinese, Other (Other Ethnic Group).

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
	Chinese		None identified		None identified
	Mixed Ethnic Origin		None identified		None identified
	Gypsies/ Travellers		None identified		None identified
	Other – <i>please state</i>				
Language	English not first language		None identified	x	The Plan is only published in English.
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks	X	Priority to find suitable temporary and permanent accommodation		None identified
Religion or Belief	People with a religious belief (or none)		None identified		None identified
Sex	Men		None identified		None identified
	Women		None identified		None identified
Gender Reassignment ⁵	Transgender/ Transsexual ⁶		None identified		None identified
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian		None identified		None identified
Marriage and Civil Partnership	People who are married or in a civil partnership		None identified		None identified

⁵ The protected characteristic of gender reassignment is defined by the Equality Act 2010 as “a person proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex.” This is a personal process that may involve medical interventions such as counselling, psychotherapy, hormone therapy or surgery, but does not have to.

⁶ It is generally held that people who are *transgender* disguise their features or clothing to resemble their preferred sex, whereas people who are *transsexual* wish to change their body to completely resemble their preferred sex.

10. If you have identified any negative impacts (above) how can they be minimised or removed?

The Plan is only published in English- The Plan will be published on CBH's website. Customers can use the google translate feature to convert this into their chosen language.

People with a sensory disability may have difficulties accessing these plans- Browse Aloud is enabled on the website where these plans are published for those with a visual impairment. Text Talk is also available for staff or individuals with a hearing impairment.

People with a learning disability may have difficulties in understanding this document- This document has been written in plain English with those with Learning Disabilities in mind.

11. Could the policy discriminate⁷ against any 'protected characteristic', either directly or indirectly⁸?

No

⁷ The Council has a general duty to 'eliminate unlawful discrimination, harassment and victimisation'. Direct discrimination occurs when a person is treated less favourably than another in a comparable situation because of their 'protected characteristic' whether on grounds of age, disability, pregnancy and maternity, ethnicity; religion or belief; sex (gender), sexual orientation, or marriage and civil partnership. Indirect discrimination occurs when an apparently neutral provision or practice would nevertheless disadvantage people on the grounds of their 'protected characteristic'.

⁸ If you answer 'yes' to question 11 (above) you will need to complete this section *and* go on to complete Section 2 in order to conduct a full Equality Impact Assessment.

Summary and findings of Initial Equality Impact Assessment

12. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
No negative impacts have been identified <input type="checkbox"/>	Sign off screening and finish.
Negative impacts have been identified but have been minimised or removed X	Sign off screening and finish.
Negative impacts could not be minimised or removed <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
There is insufficient evidence to make a judgement. <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

13. Name and job title of person completing this form:

Gerardine Murphy, Service Development Manager

14. Date of completion:

- February 2018

15. Date for update or review of this screening:

- February 2022