



# EQUALITY ANALYSIS (EA) - SCREENING TEMPLATE

**GUIDANCE TOOL** This Tool assists services in determining whether their plans and decisions will require a full Equalities Analysis. EAs help the Council comply with its duty under s.149 of the Equality Act 2010 to have “due regard” to specified equality matters. They are required in most cases but, in some cases, an EA is not necessary or is only necessary for certain aspects of a decision. The full EA template is available here:

<https://foresthub.walthamforest.gov.uk/services/information-governance/governance-and-law/council-meetings>

The Council understands that whilst its equalities duty applies to all services, it is going to be more relevant to some decisions than others. We need to be pragmatic and ensure that the detail of Equality Analyses (EAs) are proportionate to the impact of decisions on the equality

duty. In some cases a full EA is not necessary and/or the equalities duties do not apply. In other cases, only part of a decision will require an EA to ensure the Council has due regard to its equality duties. The following examples are intended to assist:

Where will a full EA be required?	Where might an EA not be required?
<p>In short, wherever a decision has a more than minimal or theoretical <b>adverse or negative</b> impact on those with protected characteristics, for example, if the Council is considering:</p> <ul style="list-style-type: none"><li>• Ceasing a service</li><li>• Reducing a service or reducing it in particular areas, e.g. closing an office in Leyton but not Walthamstow</li><li>• Changes to the way a service is delivered, e.g. moving to personalisation or moving to online access only</li><li>• Changes to eligibility criteria, rules or practices for a service</li><li>• Changes to discretionary fees and charges</li></ul>	<ul style="list-style-type: none"><li>• Where it can be proven that the decision has no equalities impact– with particular focus on negative impacts on service users and residents</li><li>• Where it can be proven that the decision has a minimal or theoretical equalities impact (and so does not need to be considered)</li><li>• Where the decision is mandatory and there is no element of discretion (e.g. to adopt a member’s code of conduct or similar)</li><li>• In rare cases, where a previous EA exists and a review shows that it is still relevant at the time of the final decision, i.e. the facts have not changed</li></ul>

## Important:

- The EA screening tool should not be used to mask over any equality impacts or as a “get out”.
- There can be a negative equality impact even if you think that overall, you are proposing changes that will make services better. If there is an adverse or negative impact, you must complete a full EA.
- **Negative** impacts are often indirect, i.e. a rule that is on its face of universal impact but has greater impact on some groups in practice e.g. due to the ethnic makeup of an area.
- In most cases, the screening process requires a degree of collation and analysis of

evidence. If this requires a lot of work, consider whether it is actually simpler to omit the screening process and undertake a full EA.

- The equality duty **continues** up to and after the final decision. If proposals or facts change before the final decision, any screening tool will need to be reviewed and evidenced.
- Any consultation undertaken should also inform the screening process, e.g. issues raised by those affected. Monitoring should take place after a decision as part of service delivery.
- The completed screening template will be attached to Cabinet or other decision making report and so it must include sufficient detail to justify the decision not to carry out a full EA.

## What to do?

The screening process should be used on **ALL** new proposals, policies, projects, functions, saving proposals, major developments or planning applications, or when revising them, if there is no negative equality impact or there is uncertainty about whether there is a negative equality impact. **However**, If your proposal is of a significant nature and it is apparent from the outset that a full EA will be required, then you do not need to complete this screening template and can progress directly to a full EA. If a negative/adverse impact has been identified during completion of the screening tool, a full EA **MUST** be undertaken. If you have not identified any negative/ adverse impacts arising from your proposal you do not need to undertake a full EA. However, make sure you have explained clearly why the

proposal does not have any negative/adverse impact. **If your proposal is going to Cabinet or Committee (e.g. Planning or Licensing) and you are not undertaking a full EA, you must:**

- a. share your report and completed screening tool with Equalities ([equalities@walthamforest.gov.uk](mailto:equalities@walthamforest.gov.uk)), who will check and challenge your findings *and*
- b. use the following wording under the Equality & Diversity paragraph in the Cabinet report: “An initial screening exercise of the equality impact of this decision was undertaken and determined there was no / minimal impact (delete as appropriate) on the Council’s equality duty.” Attach the completed template as an appendix to your report.

**1. Proposal / Project Title:** Housing Scrutiny Committee Themed Review 2022-23: Delivering the best repairs and maintenance service to residents

**2. Brief summary of the above: (include main aims, proposed outcomes, recommendations / decisions sought)**

The Housing Scrutiny Committee set out to conduct its 2022-23 thematic review on the topic of repairs and maintenance and residents experience of this service. The Committee heard from officers within housing, representatives from contractors and local residents who are members of the STAR (Strategic Tenant and Resident) Panel. The Committee heard about challenges faced by the contractors, issues experienced by residents and what the Council had implemented so far to mitigate issues. The Committee made eleven recommendations to the Council to ensure that residents were given the best repairs and maintenance service.

**Recommendation 1:**

**Dealing with backlog:** Priority to be given to reducing the larger volume of Works in Progress (e.g. cases in the system), which is a legacy of the backlog built up during lockdown periods, including, where necessary, putting in place additional temporary capacity.

**Recommendation 2:**

**Contractual KPIs:** Services to consider whether some measure of average completion time (measuring the time taken from a repair being reported to a repair being completed) should in future be included in contractual KPIs, rather than just operational KPIs.

**Recommendation 3:**

**Enabling local recruitment:** Contractors to ensure recruitment drives are as inclusive as possible and to link into the Council's corporate parenting responsibilities, by involving young people and care-leavers.

**Recommendation 4:**

**Online platform for reporting:** Services to look to introduce an online platform which will allow residents to report repairs work required on their property, to arrange appointments, and to track, and where necessary chase, this work, so that they have a clear understanding of the status of the job and the timescales for resolution.

**Recommendation 5:**

**Implementing STAR scrutiny recommendations:** Services to give great weight to any recommendations on the STAR scrutiny group's review of how customer satisfaction is captured and measured.

**Recommendation 6:**

**Referral point for unresolved or complex cases:** Services should put in place a referral point within the department with the capacity to focus on resolving complex cases, or cases that appear to have gone unresolved for too long. This referral point - whether a team or a particular role - should have a problem-solving and tenant communications remit and skills, in addition to building works remit and skills.

**Recommendation 7:**

**Resolving access issues** – Services to consider what more can be done to resolve issues in securing access to third party properties necessary to undertake repair and maintenance, including having officers within the team with suitable problem-solving skills and remit to solve such issues.

**Recommendation 8:**

**Communal area repairs** – Services to consider how day-to-day repairs and maintenance work required in communal areas can be most effectively logged, tracked, and chased by either a resident, a group of residents, or a Place officer. Services to then make any necessary changes in order to ensure that there are clear lines of communication and accountability to residents for any work on communal areas.

**Recommendation 9:**

**Communal area repairs** - Services to consider how responsibility for changing lightbulbs in communal areas can be improved, for instance whether estate caretakers could be tasked with regularly checking lights and reporting those not working.

**Recommendation 10:**

**Place and Estate Services teams** - Services to continue to improve the effectiveness with which Place and Estate Services teams work with Housing Assets teams, to ensure that all are able to effectively report, track and chase necessary repair and maintenance work. Again, this should include looking at how to optimise the role that caretakers can play in this.

**Recommendation 11:**

**Support for additional needs:** Services to review the support available for residents with greater needs, including language and other communication difficulties, in accessing repairs and maintenance services. This to include ensuring that call handlers and operatives know when and how to refer appropriate support services.

3. Considering the equality aims (eliminate unlawful discrimination; advance equality of opportunity; foster good relations) indicate for each protected group whether there may be a positive impact, negative (adverse) impact, or no impact arising from the proposal.

4. Protected Characteristic (Equality Group) <input checked="" type="checkbox"/>	Positive Impact	Negative Impact	No Impact	Briefly explain your answer. Consider evidence, data and any consultation. <a href="https://www.walthamforest.gov.uk/content/statistics-about-borough">https://www.walthamforest.gov.uk/content/statistics-about-borough</a>
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Recommendation 3 encourages contractors to ensure recruitment drives are as inclusive as possible, with emphasis on young people and care leavers, resulting in a positive impact for younger people's job prospects. Recommendation 11 is about ensuring support for those who may have additional needs, this should have a positive impact on those who are older to improve their experience of this service and make the process easier for them. In general, the recommendations seek to improve the repairs and maintenance service that all residents receive. Therefore, any resident that is a council tenant and falls into this group should indirectly experience a positive impact of the implementation of these recommendations.
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Recommendation 11 is about ensuring support for those who may have additional needs, this should have a positive impact on those who have a disability to improve their experience of this service and make the process easier for them. In general, the recommendations seek to improve the repairs and maintenance service that all residents receive. Therefore, any resident that is a council tenant and falls into this group should indirectly experience a positive impact of the implementation of these recommendations.

Pregnancy and Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	In general, the recommendations seek to improve the repairs and maintenance service that all residents receive. Therefore, any resident that is a council tenant and falls into this group should indirectly experience a positive impact of the implementation of these recommendations.
Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Recommendation 3 encourages contractors to ensure recruitment drives to their organisations are as diverse and inclusive as possible to all groups. Data from the 2021 Census indicates that those not from a white British background are more likely to live in social housing, and are more likely to experience these services, therefore any improvements in services will have a positive impact on groups.
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	In general, the recommendations seek to improve the repairs and maintenance service that all residents receive. Therefore, any resident that is a council tenant and falls into this group should indirectly experience a positive impact of the implementation of these recommendations.
Sex (Including Gender Re-assignment)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	In general, the recommendations seek to improve the repairs and maintenance service that all residents receive. Therefore, any resident that is a council tenant and falls into this group should indirectly experience a positive impact of the implementation of these recommendations
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	In general, the recommendations seek to improve the repairs and maintenance service that all residents receive. Therefore, any resident that is a council tenant and falls into this group should indirectly experience a positive impact of the implementation of these recommendations.
Marriage and Civil Partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	In general, the recommendations seek to improve the repairs and maintenance service that all residents receive. Therefore, any resident that is a council tenant and falls into this group should indirectly experience a positive impact of the implementation of these recommendations.
<b>5. There are no negative/adverse impact(s)</b> If you have not identified any negative/adverse impacts please briefly explain your answer, providing evidence to support decision.	The recommendations encompassed within this report should not result in any negative/adverse impacts. They are the result of desk-based research and extensive involvement with relevant services and external witnesses. No specific concerns regarding adverse equalities impacts were identified through this process. The report aims to bring about a positive impact to those equality groups which most need it whilst ensuring that no adverse consequences are to be felt by other groups.			
<b>6. Describe how opportunities to advance equality and foster good relations for any of the protected characteristics has been taken up (where relevant).</b>				

<b>7. As a result of this screening is a full EA necessary (Please check <input checked="" type="checkbox"/> appropriate box)</b>	<b>Yes</b>	<b>No</b>	<b>Briefly explain your answer.</b>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The recommendations of this report do not directly relate to the provision of commissioning of services. Any further work undertaken as a result of these recommendations may require a full EA in future.
<b>8. Name of Lead Officer: Emily Wood</b>		<b>Job title: Scrutiny Policy Assistant</b>	<b>Date screening tool completed: 25 May 2023</b>

Signed off by Head of Service:

Name:

Date: