

Enfield Council Predictive Equality Impact Assessment/Analysis

NB if there is likely to be an impact on different groups of staff as a result of this proposal, please also complete a restructuring predictive EQIA form

Department:	Place	Service:	Housing and Regeneration				
Title of decision:	Future of Responsive Repairs Service	Date completed:					
Author:	Garry Knights	Contact details:	garry.knights@enfield.gov.uk.				

1	Type of change being proposed: (please tick)						
Service delivery change/new service/cut in service	X	Policy change or new policy		Grants and commissioning		Budget change	

<p>2 Describe the change why it is needed, what is the objective of the change and what is the possible impact of the change:</p> <p>The proposal is to in-source the day to day repairs service provided to tenants and leaseholders. The objective of the change is to improve the council's performance in relation to the repairs service and improve outcomes for residents</p> <p>The Council is responsible for maintaining 10,500 tenancies and 5,000 leasehold properties. The repairs service has been contracted out for several years and whilst the service is improving, there are opportunities to enhance outcomes further with a new service model that gives the service more direct control over the repairs function.</p> <p>The model will change back office functions but this will have limited impact on current permanent staff. There will be an increase in the number of staff employed by the service.</p>

If Yes answered to questions 3-6 above – please describe the impact of the change (including any positive impact on equalities) and what the service will be doing to reduce the negative impact it will have.

The proposal will deliver a much-improved repairs service for residents, with more efficient systems for residents to report repairs on-line and by telephone. More information about accessing the service will be made available to residents on line and in publications, such as Housing News. There should be a seamless transition to the new service for residents with the only noticeable difference being an improvement in the customer experience. However, we will map out the customer journey to improve the customer experience where possible.

The proposal also presents us with an opportunity to refresh our Special Repairs Policy which supports vulnerable tenants or tenants with an illness or disability and our approach to consultation and customer feedback

The proposal will have a minimal impact on current staff but will see an expanded in-house workforce, both operative and back office which may include a number of staff transferred from the incumbent contractors under the TUPE regulations.

A restructure EQIA will be completed when the Model has been approved and a workforce development strategy agreed to ensure staff have appropriate customer care skills and an understanding of safeguarding, the Council's equality commitments and obligations and GDPR issues. Staff will have agreed training plans to address any gaps in their skills and knowledge and receive regular support from managers. We will also seek to increase the number of female operatives in the workforce using the Council's apprenticeship scheme.

5. Tackling Socio-economic inequality Indicate Yes, No or Not Known for each group	Communities living in deprived wards/areas	People not in employment, education or training	People with low academic qualifications	People living in social housing	Lone parents	People on low incomes	People in poor health	Any other socio-economic factor Please state;
Will the proposal specifically impact on communities disadvantaged through the following socio-economic factors?	Y	Y	Y	Y	Y	Y	Y	Y
Does the service or policy contribute to eliminating discrimination, promote equality of opportunity, and foster good relations between different groups in the community?	N	N	N	N	N	N	N	N
Could this proposal affect access to your service by different groups in the community?	Y	Y	Y	Y	Y	Y	Y	Y
<p>The proposal will improve access to the repairs service for all residents. The current recharge policy will be enforced more robustly in the new model however recharge policy enforced – with mitigation for people on low income to manage costs incurred.</p>								
6. Review								
<p>How and when will you monitor and review the effects of this proposal?</p> <p>When the customer journey is mapped as part the implementation plan, a full review plan will be included</p>								

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Action plan template for proposed changes to service, policy or budget

Title of decision: Future of repairs

Team: Housing Property Service. Department: Place

Service manager Garry Knights

Identified Issue	Action Required	Lead Officer	Timescale/ By When	Costs	Review Date/ Comments
Enhanced service for vulnerable, ill or disabled tenants	Update special repairs policy Agree how to mitigate	Garry Knights	March 2020	None	
More robust recovery of recharges for repairs	Review recharge policy to include details of when recharges will be waived to prevent hardship	Garry Knights	March 2020	None	
Seamless transition to the new model	Map customer journey to identify areas for improvement	Garry Knights	March 2020	Included in the implementation costs	
Improved website/access	Co -design web content with residents	Garry Knights	March 2020	Within current business cost	
Workforce development plan	Complete Training needs analysis and develop training plan for all staff	Garry Knights	March 2020	Training included in implementation cost	
Recruitment of apprentices	Progress with HR	Garry Knights	March 2020	Included in service delivery costs	
Equalities data not available	Develop a reporting tool to monitor equalities fully, as part of the mobilisation plan	Garry Knights	March 2020	Included in service delivery costs	

Please insert additional rows if needed

Date to be Reviewed: March 2021

APPROVAL BY THE RELEVANT ASSISTANT DIRECTOR - NAME..... SIGNATURE.....

This form should be emailed to joanne.stacey@enfield.gov.uk and be appended to any decision report that follows...