

# BLACKPOOL COASTAL HOUSING EQUALITY IMPACT ASSESSMENT RECORD



Team or service area leading the assessment

Title of policy/service/function

Date assessment completed

**Details of person completing record**

Name

Job Title

Telephone

email

**Details of person signing record off**

Name

Job Title

Telephone

email

## STEP 1 - Identifying The Purpose Or Aims

1 What type of policy/service/function is this?

Existing	<input checked="" type="checkbox"/>
New/Proposed	<input type="checkbox"/>
Changing/Updated	<input type="checkbox"/>

2 Aim of policy/service/function

To provide a first class Repair and Maintenance service which will meet and exceed our customers' expectations by listening to our customers' views and improve the service accordingly.

3 Outline of any proposals being considered

This Equality Impact Assessment is a review of the assessment carried out in 2007. No new proposals being considered.

4 Why are the proposals being made – for what reason?

N/A

5 What outcomes do we want to achieve?

All of our customers should be able to access and be satisfied with our Repair and Maintenance services.

6 Who is the service intended to benefit?

Blackpool Council, Tenants, leaseholders,

7 Who are the main stakeholders/customers/communities of interest?

Blackpool Council, Tenants, leaseholders, contractors.

8 Does the service have any existing aims in relation to equality, social inclusion or community cohesion?

The Repair and maintenance services we provide are all covered by our organisational aims.

Our priority is to tackle all forms of discrimination and exclusion across the six main diversity strands, recognising that any one person may be disadvantaged on more than one of these grounds. These are:

- People from an ethnic minority group
- Younger and Older People
- People with a disability
- Men, Women or Transgender people
- Gay men, lesbian women or people who are bisexual
- People with a particular religious belief

However we also recognise that there may be other groups who may be vulnerable to discrimination which we are in a position to tackle as a provider of services and as an employer.

- People who are married, single, separated, divorced or widowed
- People with dependents (including Carers)
- People whose health and wellbeing is poor or at risk
- People who are socially excluded
- Communities that are not cohesive or that are fragmented

**9 How is the resulting service being delivered?**

Repair and Maintenance services comprise the following components:

The Hotline are the call handling and repair diagnosing section issuing orders as appropriate, the operations teams are the In-House provider of the Repair and Maintenance service and act as both the client and the contractor. The Servicing Team are responsible for ensuring that the Gas and Electrical installations are serviced to meet the legislation, the Servicing Team are also responsible for a number of additional servicing contracts.

The Repair and Maintenance services are accessed:

Through face to face contact, via e-mail, text messaging, written correspondence, Repair Surgeries and Focus Groups, Minicom, Language Line and translation services.

## STEP 2 – Considering Existing Information & What This Tells You

10 Summarise the main data/research and performance management information in the boxes below

**Data/Information (This section must include a customer profile)**

The Equality & Diversity profile of BCH Customers is shown below

Characteristic	Percentage of Customers
Customers that have been tenants for two years or less	30%
Customers that have been tenants for more than 10 years	51%
One person households	66%
BME customers	3%
LGBT customers	6%
Customers who use a wheelchair	13%
Long term illness or disability	70%
Under 25	3%
Over 65	41%
Males	48%
Females	52%
Customers with a stated faith	73%
Employed	15%
Unemployed	7%
Permanently sick or disabled	29%
Retired customers	42%
Customers who get Housing Benefit	80%
Net Income up to £99 per week	21%
Net Income £100 - £199 per week	38%
Net Income £200 - £299 per week	14%

During 2007/2008 the following customers used the Repair and Maintenance Service

	Yes	No	Can't Remember
<b>General population</b>	75%	21%	4%
<b>Male</b>	70%	26%	4%
<b>Female</b>	79%	18%	3%
<b>16 to 34</b>	83%	12%	6%
<b>35 to 54</b>	78%	18%	3%
<b>55 to 64</b>	78%	19%	3%
<b>65 and over</b>	69%	27%	4%
<b>BME</b>	82%	12%	6%
<b>Disability</b>	76%	20%	4%
<b>Wheelchair user</b>	79%	20%	2%
<b>Gay</b>	78%	18%	4%
<b>Bisexual</b>	80%	20%	0%
<b>Christian</b>	74%	23%	3%
<b>Buddhist</b>	100%	0%	0%
<b>Jewish</b>	100%	0%	0%
<b>Muslim</b>	27%	73%	0%
<b>Other</b>	85%	15%	0%
<b>Housing Benefit</b>	75%	21%	4%

## **Research or comparative information (this section must include a comparison between your customer profile and the population profile).**

The profile customers using the service is broadly the same as the BCH customer base.

## **Key findings from consultation and feedback**

A Comprehensive Survey of General needs customers was undertaken in 2007/08. The feedback provided by customers provided the following insight.

## **Most Important Services**

Customers indicated that repairs and maintenance (77%) is most important to them, followed by the overall quality of their home (54%), and dealing with anti-social behaviour (45%).

## **The Quality Of The Home**

Over four in five (82%) customers are satisfied with the overall quality of their home, including over a third (36%) who are very satisfied.

Conversely, one in eight (12%) are dissatisfied, fewer than one in twenty (4%) are very dissatisfied and 6% are ambivalent.

Customers who tend to express a significantly higher level of satisfaction are:

- Older customers compared with younger customers
- Non working age customers;
- Wholly retired from work customers;
- Customers satisfied with the overall service provided compared with those who are dissatisfied;
- Customers satisfied with the repairs and maintenance service compared with those who are dissatisfied; and
- Customers who indicated that the service in the last 12 months had got better compared with those felt the service had got worse.

Customers who tend to express a significantly higher level of dissatisfaction are:

- Families compared with any other household composition;
- Customers dissatisfied with the neighbourhood as a place to live compared with those who are satisfied; and
- Customers dissatisfied that their views are taken into account compared with those who are satisfied.

Looking at the results by Management Area, there are no statistically significant results.

## **The Condition Of The Property**

Over three in four (76%) are satisfied with the general condition of their property, including over three in ten (31%) very satisfied.

Approaching one in five (17%) are dissatisfied with the general condition of their property, 6% very dissatisfied and 7% are ambivalent.

Customers who tend to express a significantly higher level of satisfaction are:

- Customers who are 65 years of age and older compared with younger customers
- Customers who have lived in their home for 21 years or more Wholly retired from work

customers

- Customers satisfied with the overall service provided compared with those who are dissatisfied; and
- Customers who rate Blackpool Coastal Housing as good at keeping them informed compared to those who rate Blackpool Coastal Housing as poor good at keeping them informed
- 

Customers who tend to express a significantly higher level of dissatisfaction are:

- Working age customers compared with non working age
- Families
- Economically active customers compared to those who are inactive
- Customers dissatisfied with the overall quality of their home compared to those who are satisfied
- Customers dissatisfied with the repairs and maintenance service compared to those who are satisfied
- Customers dissatisfied that their views are taken into account compared to those who are satisfied; and
- Customers who feel the service from Blackpool Coastal Housing has got worse in the last 12 months compared with those who feel it has got better.

Looking at the results by Management Area, there are few statistically significant findings. Customers from GPKE and MER are more likely to be satisfied than customers from MERE

### **Contact With Blackpool Coastal Housing**

Approaching seven in ten (67%) customers indicated they had been in contact, whereas 26% have not.

Customers more likely to have been in contact with Blackpool Coastal Housing tend to share the following characteristics:

- Customers aged 55-64 years old;
- Residents of a working age;
- Families;
- Residents who have been a tenant of Blackpool Coastal Housing for less than 1 year and
- Customers from MERE.

### **Method Of Contact**

- The majority (73%) did so via the telephone.
- Over a fifth (21%) visited an office and fewer than one in twenty emailed (2%).

### **Reason For Contact**

- The majority (75%) made contact about repairs.
- One in ten (10%) made contact about neighbours or neighbourhood issues and 7% regarding rent/housing benefit.

### **Getting hold of the right person**

Approaching three quarters (72%) found getting hold of the right person easy, whereas one in seven (13%) found it difficult.

Customers significantly more likely to have found it difficult to get hold of the right person tend to exhibit the following characteristics:

- Disabled customers in comparison with those customers who are not disabled
- Customers dissatisfied with the overall service provided by Blackpool Coastal Housing in comparison with those who are satisfied
- Customers dissatisfied with the overall quality of their home, the general condition of their

property, the neighbourhood as a place to live, value for money for their rent, the repairs and maintenance service and views taken into account by Blackpool Coastal Housing;

- Customers who feel the service they receive from Blackpool Coastal Housing in the last 12 months have got worse in comparison with those who feel it has got better; and
- Customers from QPA in comparison with those customers from MER.

### **Helpfulness of staff**

The vast majority (86%) indicated that the member of staff had been helpful, whereas fewer than one in ten (6%) had found them unhelpful.

Customers more likely to have found staff unhelpful tend to exhibit the following characteristics:

- Customers aged 35-54
- Families compared with single adult households over 60 years of age;
- Customers dissatisfied with the overall service provided compared with those who are satisfied;
- Customers dissatisfied with the overall quality of their home compared with those who are satisfied;
- Customers dissatisfied with the general condition of their property compared with those who are satisfied; and
- Customers dissatisfied with the repairs and maintenance service compared with those who are satisfied

### **Satisfaction With The Repairs And Maintenance Service**

Four in five (80%) customers are satisfied, with more than two in five (45%) very satisfied. One in nine (11%) customers are dissatisfied and fewer than one in ten (6%) are ambivalent.

Customers more likely to be dissatisfied with their repairs and maintenance service tend to exhibit the following characteristics:

- Younger customers compared with older customers;
- Working age customers compared with non working age;
- Families;
- Customers who are dissatisfied with the overall service provided by Blackpool Coastal Housing compared with those who are satisfied;
- Customers who are dissatisfied with the overall quality of their home compared with those who are satisfied;
- Customers who are dissatisfied with the general condition of their property compared with those who are satisfied; and
- Customers who feel in the last 12 months the service they receive from Blackpool Coastal Housing has got worse compared with those who felt the service has got better.

Looking at the results by management area, there are some significant variations. Customers from MER are more likely to be satisfied than customers from QPA.

### **Completing a repair**

Three quarters (75%) indicated they had, whereas just over one fifth (21%) stated the opposite.

- Younger customers are more likely to have had a repair completed in the last 12 months compared to older customers
- Customers are more likely to have had a repair completed if they have lived in their home for less than a year.

## **Satisfaction With Aspects Of The Repairs Service**

- Over nine in ten (93%) rated attitude of workers as good.
- Approaching nine in ten (89%) rate being told when workers would call and speed with which work was completed as good.
- At the lowest proportion, 84% rate the time taken before work started as good.

In terms of dissatisfaction, fewer than one in eleven customers are dissatisfied.

## **Repairs hotline**

All customers who had received a repair were asked if they had used the repairs hotline (0800 073 0184) in the last 12 months. The majority had used the hotline (77%) where as just over a fifth indicated they had not.

- Customers aged 16-34 are more likely to have used the repairs hotline than older customers
- Families are more likely to have used the repairs hotline than single adult households over the age of 60

## **Phoning the repairs hotline**

The majority of calls were answered within 5 rings (66%), with over one fifth (21%) being answered immediately. Just 1% of calls were not answered.

## **Contractor visits**

All customers who had received a repair were asked how many visits it took the contractors to complete the repair.

- Over half (58%) indicated that the contractor only had to visit once.
- Over a fifth (24%) noted that the contractor visited twice and 12% indicated the contractor visited four or more times.

## 11 What are the impacts or effects for communities?

### **Race/ethnicity**

There is no significant evidence of negative impact for this customer group.

### **Gender and transgender**

There is no significant evidence of negative impact for this customer group.

### **Age**

There is evidence that the 16 to 34 age group is the most dissatisfied customer group. This group is also one of the highest users of Repair and Maintenance services.

### **Disability**

There is no significant evidence of negative impact for this customer group.

### **Religion or belief**

There is some evidence of dissatisfaction with services but this should be tempered by the relatively low numbers returning high percentages.

There is no significant evidence of negative impact for this customer group.

### **Lesbian, gay, bisexual people**

There is some evidence of dissatisfaction with services but this should be tempered by the relatively low numbers returning high percentages.

There is no significant evidence of negative impact for this customer group.

### **Other socially excluded communities or groups**

There is no significant evidence of negative impact for this customer group.

### **Relationships between or within communities**

There is no significant evidence of negative impact for this customer group.

### **Health**

There is no significant evidence of negative impact for this customer group.

12

## **What do you know about how proposals will impact on different communities?**

No new proposals.

### STEP 3 – Assessing The Impact

- 13 Is there any evidence of higher or lower take-up by any group or community, and if so, how is this explained?**

Generally the 16 to 34 age group appears to be less happy with Repair and Maintenance services. The evidence suggests that accessing services is not a problem for this group. The relative satisfaction with access and provision of services of other groups suggests that the 16 to 34 age group has different expectations of the services provided.

- 14 Does the geography or demography of service users reveal anything?**

There is some evidence to suggest that customers in the Queens Park off estate areas tend to be less happy with services.

- 15 Do any rules or requirements prevent any groups or communities from using or accessing the service?**

Research and feedback suggests that access arrangements broadly provide ease of access for all customer groups.

- 16 Does the way the service is delivered, or the policy, create any additional barriers for any groups of disabled people (Duties arising out of DDA 1995)**

There is no evidence of access or service provision arrangements having a negative impact on customers with a disability.

- 17 Does the way the service is delivered, or the policy, create any additional barriers for any other groups or communities, for example. Due to limited income or because of the time during the week when the service is available?**

There is no evidence of access or service provision arrangements having a negative impact.

- 18 Do any of these limitations amount to unlawful discrimination?**

Yes

No

If 'Yes' please explain (referring to legislation) in the box below.

- 19 If 'No' do they amount to differential impact which should be addressed?**

Yes

No

If 'Yes' please give details below

Impact on the 16 to 34 year old group appears to centre around expectations of the service rather than any differential in the way that services are planned, managed, or delivered.

- 20 If the impact or effects are adverse for any community or group, can they be defended in order to provide equality for another community or group under legislation or policy?**

Yes

No

If 'Yes' please give details below

Impact on the 16 to 34 year old group appears to centre around expectations of the service rather than any differential in the way that services are planned, managed, or delivered.

**21 Do you have enough information to make a judgment?**

Yes

No

If 'No' what information do you required about which groups or communities?

**22 Is it possible to get the information quickly and easily or is it recommended that the collection of such information be included as an action for the action plan that will be developed? Please detail below.**

## STEP 4 – Dealing With Adverse Or Unlawful Impact

- 23 What can be done to improve the policy/service/function or any proposals in order to reduce or remove any adverse impact or effects identified.

Investigation is needed into the expectations and aspirations of the 16 to 34 age group.

- 24 What would be needed to be able to do this? Are the resources likely to be available?

This should ideally take place via a customer focus group. There should be no barriers to the Repairs and maintenance service being able to undertake an information gathering and analysis exercise to get at differences in expectations.

- 25 What other support or changes would be necessary to carry out these actions?

None

## STEP 5 – Consulting Those Affected For Their Views

- 26 Please outline the steps taken to test out your findings and possible courses of action below.

The data used in carrying out this Equality Impact Assessment has come directly from customers

- 27 What feedback or responses have you received to the findings and possible courses of action? Please give details below.

Further feedback to be obtained from 16 to 34 age group.

- 28 If you have not been able to carry out any consultation, what consultation do you intend to carry out at a future date.

N/A

- 29 If you are impact assessing some proposals, what steps have been taken to ensure that stakeholders have been able to voice their opinions on the proposals or the need for change?

N/A

## STEP 6 – Action Planning

Issues/adverse impact identified	Proposed action/ objectives to deal with adverse impact	Target/Measures	Timeframe	Responsibility	Indicate whether agreed
16 -34	Investigate	Improve Satisfaction Levels	April 2011	SP - IB	✓
LGB	Equality and Diversity Training	Improve Satisfaction Levels	April 2011	SP - IB	✓
Disabilities	Equality and Diversity Training	Improve Satisfaction Levels	April 2011	SP - IB	✓
Attitude of Staff	Customer Care Training	Improve Satisfaction Levels	Jan 2011	HR	✓
Meeting Customers	Attend Resident Group meeting	Refine the Service Delivery	Ongoing	MS - SP -IB - MH	✓
Tenant Audit	Develop the role of Tenant Inspector	Use feedback to improve the Service Delivery	Ongoing	Customer Involvement	✓
Review Service Standards	Work with Customers to review the current Service Standards	Deliver a service that our Customers want	April 2011	MH	✓
Complaint Monitoring	Involve Customers in analysing complaints	To use complaints to improve the Service learning the lessons of what went wrong	Ongoing	MGT Team	✓
Satisfaction Surveys	Undertake Satisfaction Surveys using a variety of methods	Use the data to analysis for trends and generally review the levels of Service Delivery	Ongoing	SP	✓
Develop Customer Profile	Utilise Survey data to review the service working with component communities to ensure fair representation and take up of the service	Ensure the service is accessible to all ultimately improving the levels of customer satisfaction	Jan 2011	MW @ MGT Team	✓

## STEP 7 – Arrangements For Monitoring & Review

Agreed action	Monitoring arrangements	Timeframe	Responsibility	Which plan added to
Equality and Diversity Training	HR HIT - SMT	April 2011	HR	HR Training Plan
Customer Care Training	HR HIT - SMT	April 2011	HR	HR Training Plan
Analysis Customer Profile Survey Data	MGT Team Meeting	Jan 2011	MW @ MGT Team	Property Services Team Plans
Analysis Customer Satisfaction Survey Data	IPA	Ongoing	SP	Hotline Team Plan
Complaints Monitoring	MGT Team Meeting	Ongoing	MGT Team	Property Services Team Plans
Review Service Standards	IPA	April 2011	MH	Property Services Team Plans
Tenant Service Audit	Customer Involvement liaison meeting	Ongoing	Customer Involvement	Property Services Team Plans
Attend Tenant Group Meetings	MGT Team Meeting	Ongoing	MS – IB – SP - MH	Property Services Team Plans