

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

1.1 What type of policy is this?

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

1.2 Aim of policy

The objectives of our Environmental Policy are:

- To reduce consumption of energy.
- To reduce consumption of water.
- To reduce waste.
- To reduce unnecessary use of resources.
- To reduce use of transport.
- To maximise use of available land.
- To create and maintain sustainable communities.
- To widely communicate our approach to reducing the effect our work has on the environment.
- To monitor our performance on reducing the impact we have on the environment through an annual action plan.
- To be consistent with local Sustainable Homes and Sustainable Communities policies.

1.3 Outline of any proposals being considered

The policy aims to reduce the impact of BCH's activities on the environment.

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

Our Vision is to strive to maximise the environmental sustainability of housing and communities, contributing to a better quality of life for people living in the neighbourhoods where BCH is active, within the constraint of BCH's primary focus being to provide the most cost effective housing and services to its Customers. We aim to reduce the adverse environmental impact of our activities wherever we can.

Reducing our impact on the environment is one of five stated core business objectives.

1.5 What outcomes do we want to achieve?

- Reduced consumption of energy.
- Reduced consumption of water.
- Reduced waste.
- Reduced use of resources.
- Reduced use of transport.
- Maximised use of available land.
- Sustainable communities.
- Wider appreciation of our approach and the reduced effects of our work on the environment.
- Consistency with local Sustainable Homes and Sustainable Communities policies.

1.6 Who is the policy intended to benefit?

- BCH Customers
- Society generally

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

- BCH Customers
- Society generally
- 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
- 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

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

No

1.9 How is the resulting policy being delivered?

The policy is delivered via the Asset Management and Repairs & Maintenance Functions.

STEP 2 – Considering Existing Information & What This Tells You

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

Data/Information

BCH Equality & Diversity Profile	BCH	Blackpool
Customers that have been tenants for two years or less	30%	N/A
Customers that have been tenants for more than 10 years	51%	N/A
One person households	66%	36%
BME customers	3%	2%
LGBT customers	6%	10%
Customers who use a wheelchair	13%	Not available
Long term illness or disability	70%	25%
Under 25	3%	28%
Over 65	41%	20%
Males	48%	48%
Females	52%	52%
Customers with a stated faith	73%	78%
Employed	15%	67%
Unemployed	7%	3%
Permanently sick or disabled	29%	9%
Retired customers	42%	Not available
Customers who get Housing Benefit	80%	13%

2.2 Key Findings From STATUS

In October 2008 Blackpool Coastal Housing commissioned BMG Research Ltd (BMG) to carry out a postal STATUS survey amongst its customers.

A STATUS Survey is a standardised survey of the satisfaction levels of general needs tenants that BCH is required to undertake once every two years. The overall objective of the survey is to learn about levels of customer satisfaction within key service areas.

BCH Customer Profile

Length of tenancy/leasehold	Tenants %
Under 1 year	10
1 – 2 years	15
3 – 5 years	15
6 – 10 years	16
11 – 20 years	18
21+ years	23
Don't know/ can't remember	2
Not provided	2

Length of time in current property	Tenants %
Under 1 year	12
1 – 2 years	17
3 – 5 years	17
6 – 10 years	17
11 – 20 years	16
21+ years	17
Don't know/ can't remember	1
Not provided	4

Number of People In Household	Tenants %
One	64
Two	24
Three	5
Four	3
Five or more	2
Not provided	2

Number of people aged under 16 in household	Tenant %
None	87
One	6
Two	3
Three	1
Four or more	1
Not provided	2

Number of people aged over 60 in household	Tenant %
None	41
One	47
Two	9
Not provided	3

Household makeup	Tenant %
One adult under 60	23
One adult aged 60 or over	40
Two adults both under 60	7
Two adults, at least one 60 or over	13
Three or more adults, 16 or over	2
1-parent family with child/ren, at least one under 16	6
2-parent family with child/ren, at least one under 16	4
Other	3
Not provided	3

Ethnicity	Tenants %
White – British	96
White – Irish	1
White – other	0
Mixed (White and Black Caribbean)	*
Mixed (White and Black African)	*
Mixed (White and Asian)	*
Mixed (other)	*
Asian – Indian	*
Asian – Bangladeshi	*
Black – Caribbean	*
Black – African	*
Chinese	*
Other ethnic group	*
Not applicable	-
Not provided	1

* less than 1%

Gender	Tenants %
Male	46
Female	48
Not provided	6

Disability in household	Tenants %
Yes	69
No	28
Don't know	1
Not provided	3

Wheelchair user in household	Tenants %
Yes	14
No	83
Don't know	*
Not provided	4

* less than 1%

Employment status - Tenant	Tenants %
Employee in full time job (30 hours or more per week)	8
Employee in part time job (less than 30 hours per week)	5
Self-employed (full- or part-time)	*
Government supported training	*
Unemployed & available for work	6
Wholly retired from work	36
Full-time education at school etc.	1
Looking after the family or home	5
Permanently sick or disabled	25
Doing something else	1
Not provided	14

* less than 1%

Employment status Partner / Spouse	Partner / Spouse %
Employee in full time job (30 hours or more per week)	2
Employee in part time job (less than 30 hours per week)	1
Self-employed (full- or part-time)	*
Unemployed & available for work	1
Wholly retired from work	7
Full-time education at school etc.	*
Looking after the family or home	2
Permanently sick or disabled	6
Doing something else	*
Not applicable	72
Not provided	9

* less than 1%

Age	Tenants %
16 – 24 years	3
25 – 34 years	6
35 – 44 years	10
45 – 54 years	14
55 – 59 years	9
60 – 64 years	14
65 – 74 years	19
75 – 84 years	14
85+ years	6
Not applicable	-
Not provided	5

Religion	Tenants %
None	20
Christian (all)	66
Buddhist	*
Jewish	*
Muslim	1
Other	2
Prefer not to say	5
Not provided	6

* less than 1%

Sexuality	Tenants %
Heterosexual	62
Gay man	2
Gay woman	1
Bisexual	1
Other	3
Prefer not to say	13
Not provided	18

Receives housing benefit	Tenants %
Yes	60
No	13
Don't know	2
Not provided	25

Sources of income	Tenants %
Earnings from employment or self employment	14
Pension from a former employer	11
State pension	45
Child benefit	9
Income support	33
Other state benefits	32
Tax credits	12
Interest from savings	2
Other kinds of regular allowance from outside the household	1
Other sources	5
No source of income	*
Not provided	9

* less than 1%

Net income	Tenants %
Up to £99 per week	21
£100 - £199 per week	38
£200 - £299 per week	14
£300 - £399 per week	3
£400 - £499 per week	1
£500 - £599 per week	*
£1000 + per week	*
Not provided	23

* less than 1%

Overall Satisfaction With Services

Over eight in ten (82%) tenants were satisfied with the overall service provided by Blackpool Coastal Housing, with over two fifths (42%) very satisfied. In contrast, one in ten (10%) tenants were dissatisfied, with just 4% very dissatisfied,

Tenants who expressed a higher level of satisfaction tended to be:

- Non working age tenants
- Non BME aged 65 and over
- Non BME aged 35-64
- BME tenants aged 35-64
- Multi adult households and single adult households aged over 60
- Tenants who have been a tenant for 21 years or more
- Wholly retired tenants
- Tenants satisfied with the repairs and maintenance service
- Tenants satisfied that their views are taken into account
- Tenants who feel the service from Blackpool Coastal Housing has got better over the last 12 months
- Mereside off estate tenants

Tenants who expressed higher levels of dissatisfaction tended to be:

- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their home
- Tenants who use wheelchairs
- Tenants dissatisfied with their neighbourhood as a place to live
- Tenants who feel they are poorly informed
- Tenants who are dissatisfied that their rent offers value for money
- Queens Park on estate tenants

Service Improvement

Over half (51%) of tenants indicated that the service had got better in the last 12 months. Fewer than one in ten (7%) felt the service had got worse and around a third (35%) indicated it had stayed the same.

Tenants who tended to rate their services as getting better in the last 12 months tended to be:

- Female tenants
- Older tenants aged 55-64 and 65+
- Multi adult households
- Single adult households aged over 60
- Tenants who have been a tenant for 21 years or more
- Wholly retired tenants
- Tenants satisfied with the repairs and maintenance service
- Tenants satisfied that their views are taken into account

Tenants who tended to rate their services as getting worse in the last 12 months tended to be:

- Working age tenants
- BME tenants aged 35-64
- Wheelchair users
- Tenants dissatisfied with the overall service
- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their property
- Queens Park on estate tenants

Satisfaction With Neighbourhood

Over two thirds (69%) were satisfied with their neighbourhood as a place to live, with a third (33%) very satisfied. Conversely, around one in six (16%) were dissatisfied.

Tenants expressing a higher level of satisfaction tended to be:

- Older tenants 55-64 and 65+
- Non BME tenants aged 65 and over
- Tenants who have lived in their home for 21 years or more
- Economically inactive tenants
- Tenants satisfied with the overall service
- Tenants satisfied with the overall quality of their home
- Tenants who feel the service they receive from Blackpool Coastal Housing has improved in the last 12 months
- Grange Park and Mereside off estate tenants

Tenants expressing a higher level of dissatisfaction tended to be:

- Working age tenants
- BME tenants aged 35-64 years old
- Tenants dissatisfied with the general condition of their home
- Tenants dissatisfied that their rent offers value for money
- Tenants dissatisfied with the repairs and maintenance service
- Queens Park on estate tenants

Contact With Blackpool Coastal Housing

Over three fifths (62%) of tenants indicated they had been in contact, whereas 24% had not. Approaching seven in ten (69%) did so via the telephone. Nearly a fifth (19%) visited an office and fewer than one in twenty emailed (2%).

The majority (68%) made contact about repairs. One in eleven (9%) made contact about neighbours or neighbourhood issues and around one in twenty regarding rent/housing benefit (6%).

Tenants more likely to have been in contact with BCH tended to be:

- Tenants of working age
- Families
- Tenants who had been a tenant of Blackpool Coastal Housing for less than 1 year
- Tenants from Mereside estate

Aspects Of The Contact Experience

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

Tenants more likely to have found it difficult to get hold of the right person tended to be

- BME tenants aged 35-64
- Disabled tenants
- Tenants dissatisfied with the overall service provided
- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their property
- Tenants dissatisfied with the neighbourhood as a place to live
- Tenants dissatisfied with value for money for their rent
- Tenants dissatisfied with the repairs and maintenance service
- Tenants dissatisfied with about their views being taken into account
- Tenants who feel the service they receive from Blackpool Coastal Housing in the last 12 months have got worse
- Queens Park off estate tenants.

Over four fifths (85%) indicated that the member of staff had been helpful, whereas fewer than one in ten (6%) had found them unhelpful.

Tenants more likely to have found staff unhelpful tended to be:

- Tenants aged 35-64
- Families
- BME tenants aged 35-64
- Tenants dissatisfied with the overall service provided
- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their property
- Tenants dissatisfied with the repairs and maintenance service

The majority (78%) indicated that the member of staff had been able to deal with their problem, whereas one in seven (13%) had found them unable to do so.

Tenants more likely to say that staff are able to deal with their problem were:

- Multi adult households
- Single adult households under 60 years of age
- Single adult households over 60 years of age
- Mereside off estate tenants

Tenants least likely to say that staff are able to deal with their problem were:

- Families
- Mereside on estate tenants

Over two thirds (67%) reported they were satisfied with the final outcome of their last contact with Blackpool Coastal Housing. Conversely, just over one in five (21%) expressed a level of dissatisfaction.

Tenants expressing a higher level of satisfaction tended to be:

- Multi adult households
- Mereside off estate tenants

Least satisfied tenants tended to be:

- Queens Park off estate tenants
- Grange Park Tenants
- Families

Repairs and maintenance

Approaching four in five (79%) tenants were satisfied, with more than two in five (44%) very satisfied. One in nine (11%) were dissatisfied.

Tenants more likely to be dissatisfied with their repairs and maintenance service tended to be:

- Younger tenants
- Working age tenants
- Families
- Tenants who are dissatisfied with the overall service provided
- Tenants who are dissatisfied with the overall quality of their home
- Tenants who are dissatisfied with the general condition of their property
- Tenants who feel in the last 12 months the service they receive from Blackpool Coastal Housing has got worse
- Queens Park off estate tenants

Preferred Methods For Information And Consultation

Overall, the largest proportion of tenants (76%) prefer to be contacted about issues via a personal letter. Around a third (36%) would like to be informed or consulted in the tenant magazine or a newsletter or via a telephone call (30%).

Satisfaction That Views Are Taken Into Account

Over three in five (61%) tenants were satisfied that Blackpool Coastal Housing takes their views into account, with over a quarter (26%) very satisfied. Just under one in ten (9%) were dissatisfied that Blackpool Coastal Housing does not take their views into account.

Tenants more likely to be satisfied that BCH takes their views into account tended to be:

- Older tenants
- Non working age tenants
- Non BME tenants aged 65 and over
- Multi adult households
- Single adult households over the age of 60
- Wholly retired tenants
- Economically inactive tenants
- Tenants satisfied with the overall service provided by Blackpool Coastal Housing
- Tenants satisfied with the overall quality of their home
- Tenants satisfied with the general condition of their property
- Tenants satisfied with the neighbourhood as a place to live

Tenants more likely to be dissatisfied that BCH takes their views into account tended to be:

- Tenants that have lived in their home for 1 – 10 years

- Tenants dissatisfied with the repairs and maintenance service
- Tenants who have rated Blackpool Coastal Housing as poor at keeping them informed
- Tenants who feel the service they receive has got worse in the last 12 months

2.3 What does the data tell us about our communities

Race/ethnicity

BCH has low numbers of BME customers which reflects the low numbers in the Blackpool Population. There are no BME 'communities' within BCH customers, which means that BCH customers are spread amongst the housing stock and likely to be isolated and potentially more vulnerable.

- Numbers of BME customers are low and BME customers are more likely to be of mixed race.
- BME customers are most likely to be Mixed White and Black Caribbean, Mixed White and Asian, or Black or British Black African.
- BME customers are less likely than the general population to have a disability or use a wheelchair.

Gender and transgender

It is difficult to know exactly how many trans customers BCH has because it is difficult to obtain accurate information on such a personal issue. Trans customers are likely to represent only a very small percentage of all customers and are likely to be isolated and thus potentially more vulnerable.

Age

The average age of BCH customers is higher than the average for Blackpool. Younger people under 25 are underrepresented in the BCH customer base. Older people are overrepresented in the customer base and tend to be happier with BCH services. Younger people under 25 tend to be less happy with BCH services. The differential is likely to be due to different needs and aspirations.

Disability

BCH has a significantly higher proportion of customers with long term illnesses or disabilities than the Blackpool average. With disabled people accounting for a third of all BCH customers, disability related issues need to be a priority.

Longstanding Limiting Health Problems

- Customers with a longstanding limiting illness are likely to be aged over 55.
- The proportion of BME customers with a longstanding limiting illness or disability is lower than the general population.
- Customers in receipt of Housing Benefit are more likely to have a longstanding illness or disability.
- Customers with a longstanding illness or disability are slightly more likely to be male.
- Customers aged 16 to 34 are the least likely to have a longstanding limiting illness or disability.
- A high proportion of households containing at least one person with a longstanding illness or disability are likely to contain at least one wheelchair user.

Wheelchair Users

- Wheelchair users are most likely to be over the age of 65.
- Approximately on fifth of households that include someone with a disability include a wheelchair user.
- The percentage of BME wheelchair users is about the same as the general population.
- Wheelchair users are equally likely to be male or female.

Religion or belief

A lower number of BCH customers have a stated faith than the Blackpool average. Numbers of people with a stated faith which is not Christian are also very low.

Lesbian, gay, bisexual people

Generally BCH has similar number of LGBT customers to the Blackpool profile. This represents a significant minority who may be potentially vulnerable.

Health

The evidence suggests that the health of BCH customers is poorer than that of the general population, with high incidences of long term illness and disability far higher than the general population. It is likely that this will have an impact on deprivation levels amongst customers.

Other socially excluded communities or groups

Whilst statistics are not yet sufficiently robust to support a definitive statement on carers, the high incidences of disability and long term illness within the Blackpool population and the even higher levels within the BCH customer base would seem to suggest that a significant proportion of BCH customers provide care to someone with a long term illness or disability. Caring responsibilities can exclude people from paid work and social activity.

Relationships between or within communities

There is little evidence from crime reports of any specific tensions between different communities within the BCH customer. Historically, incidences of hate crime tend to be isolated and centred around race and homophobia.

The following tables show differences in satisfaction between groups with protected characteristics. The data was generated by the STATUS Survey carried out in 2007/2008

Has Our Service Got Better Or Worse In The Last 12 Months

16 to 34 year olds, 35 to 54 year olds and gay customers are less likely to think that things have got better in the last 12 months compared to all customers as a whole.

Customers with a disability, gay customers and wheelchair users, are more likely to think that things have got worse in the last 12 months.

Overall Satisfaction

Customers aged 16 to 54 are the least likely age groups to be satisfied with services overall.

Gay and bisexual customers are the least satisfied group overall.

16 to 34 year olds and wheelchair users express the highest levels of dissatisfaction with service overall.

Satisfaction With Quality Of Home

Customers aged 16 to 54, gay and bisexual customers, and Muslim customers are the least satisfied with the quality of their home.

Customers aged 16 to 54, and gay customers are the most dissatisfied with the quality of their home.

Satisfaction With General Condition Of Home

Customers aged 16 to 54 and gay and bisexual customers are the least satisfied with the general condition of their home.

Muslim customers are most likely to be ambivalent about the general condition of their home.

Customers aged 16 to 54 and gay and bisexual customers are likely to express the highest levels of dissatisfaction with the general condition of their home.

Satisfaction With The Neighbourhood As A Place To Live

Customers aged 16 to 54, gay customers. Muslim customers and BME customers are the least satisfied with their neighbourhood as a place to live.

Muslim customers are most likely to be ambivalent about their neighbourhood as a place to live.

Customers aged 16 to 54 and gay and bisexual customers express the highest levels of dissatisfaction with their neighbourhood.

Satisfaction With Value For Money For Rent

Customers aged 16 to 54, gay customers. Muslim customers and BME customers are the least satisfied with value for money for their rent.

Muslim customers are most likely to be ambivalent about value for money for their rent.

Customers aged 16 to 54 and gay customers express the highest levels of dissatisfaction with their neighbourhood.

Satisfaction With How Enquiries Are Dealt With

Customers aged 16 to 34 have the lowest levels of satisfaction with how enquiries are dealt with and also the highest levels of dissatisfaction.

Gay, bisexual and Muslim customers have low levels of satisfaction with how enquiries are dealt with.

Gay customers have high levels of dissatisfaction with how enquiries are dealt with.

Which Things Are The Most Important

Overall repairs and maintenance, quality of home, and dealing with ASB are most important to all strands except bisexual customers who rate keeping tenants informed, dealing with ASB and value for money as the most important.

Keeping tenants informed is the most important to 55 to 64 year old customers, wheelchair users, bisexual customers and customers with a stated faith.

The overall quality of home is the most important to female customers, 35 to 54 year old customers, BME customers and customers with a stated faith.

Taking views into account is the most important to wheelchair users and bisexual customers. Repairs & maintenance is the most important to BME customers and customers with a stated faith. Dealing with ASB is the most important to customers aged 16 to 34, wheelchair users, gay customers and customers with a stated faith.

The neighbourhood as a place to live is most important to 16 to 34 year olds and BME customers. Value for money is most important to BME customers and gay and bisexual customers.

To What Extent Is Racial Or Other Harassment A Problem

Overall, customers do not think that racial or other harassment are a problem.

Customers aged 35 to 54, gay customers and Muslim customers are the most likely to think that racial and other harassment is a problem.

Customers with a stated faith other than Muslim are least likely to think that racial and other harassment is a problem.

To What Extent Is Vandalism & Graffiti A Problem

Overall customers tend not to think that vandalism and graffiti are a big problem.

Customers with a stated faith, gay and bisexual customers, and BME customers are the most likely to think that vandalism and graffiti are a problem.

Customers over the age of 65 and wheelchair users are the least likely to think that vandalism and graffiti are a problem.

To What Extent Is People Damaging Your Property A Problem

Overall customers tend not to think that damage to their property is a big problem.

Bisexual and Gay customers, Muslim customers, and customers aged between 16 and 34 are the most concerned about damage to their property.

Older customers and BME customers are the least concerned that damage to their property is a problem.

How Easy Was It Get Hold Of The Right Person

Overall customers found it easy to get hold of the right person although a proportion did have problems.

Customers aged 16 to 34 are the age group least likely to find it easy to get hold of the right person.

Customers aged 55 to 64, customers with a disability, and customers who use wheelchairs are slightly more likely to have difficulty getting hold of the right person.

How Helpful Were Staff

Overall, the majority of customers think that the staff they dealt with were helpful.

Gay and bisexual customers and customers aged between 16 and 54 are the most likely to think that staff were unhelpful.

2.4 What are the impacts or effects for communities?

Race/ethnicity

There is no evidence to suggest that the content of the policy would have a substantial negative impact. Positive impact is likely to be the same for all groups.

Gender and transgender

There is no evidence to suggest that the content of the policy would have a substantial negative impact. Positive impact is likely to be the same for all groups.

Age

There is no evidence to suggest that the content of the policy would have a substantial negative impact. Positive impact is likely to be the same for all groups.

Disability

There is no evidence to suggest that the content of the policy would have a substantial negative impact. Positive impact is likely to be the same for all groups.

Religion or belief

There is no evidence to suggest that the content of the policy would have a substantial negative impact. Positive impact is likely to be the same for all groups.

Lesbian, gay, bisexual people

There is no evidence to suggest that the content of the policy would have a substantial negative impact. Positive impact is likely to be the same for all groups.

Other socially excluded communities or groups

There is no evidence to suggest that the content of the policy would have a substantial negative impact. Positive impact is likely to be the same for all groups.

Relationships between or within communities

There is no evidence to suggest that the content of the policy would have a substantial negative impact. Positive impact is likely to be the same for all groups.

Health

There is no evidence to suggest that the content of the policy would have a substantial negative impact. Positive impact is likely to be the same for all groups.

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

In the past we have had no complaints or concerns expressed from Customers, Partners, Blackpool Council or Government Agencies on our environmental policy. The policy has no direct impact on groups with protected characteristics. It is possible that the way the policy is delivered is more likely to have an impact. The policy is delivered primarily via the Asset Management and Repairs & Maintenance functions.

STEP 3 – Assessing The Impact

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

There is no evidence that policy has any impact on take-up of services. Any differential in take-up is likely to be caused by the way that the policy is delivered rather than the content of the policy itself.

3.2 Does the geography or demography of service users reveal anything?

There is no evidence of any geographical or demographic issues that could be caused by the policy. Any differential in take-up is likely to be caused by the way that the policy is delivered rather than the content of the policy itself.

3.3 Do any rules or requirements prevent any groups or communities from using or accessing the service?

As the policy will be delivered through Asset Management and Repairs & Maintenance functions, it is the rules or requirements associated with access and delivery of these services that could have an impact.

3.4 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 to suggest that the policy itself will create any additional barriers.

3.5 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 to suggest that the policy itself will create any additional barriers.

3.6 Do any of these limitations amount to unlawful discrimination?

Yes

No

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

3.7 If 'No' do they amount to differential impact which should be addressed?

Yes

No

If 'Yes' please give details below

Not applicable

3.8 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

Not applicable

3.9 Do you have enough information to make a judgment?

Yes

No

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

3.10 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.

There is nothing in the characteristics of groups with protected characteristics, or the content of the policy to suggest that the policy itself could be directly or indirectly discriminatory.

However, there is the possibility that discrimination could occur in the way services delivering the policy are configured and in the way they actually deliver services.

Whilst this possibility is relatively remote it would be advisable to carry out full Equality Impact Assessments of the Repairs and Maintenance function and the Asset management strategy, as these are the two key policy delivery mechanisms.

STEP 4 – Dealing With Adverse Or Unlawful Impact

4.1 What can be done to improve the policy in order to reduce or remove any adverse impact or effects identified.

The policy is a statement of BCH's environmental responsibilities and BCH's environmental protection priorities. As such the policy does not disadvantage any groups. However it is recommended that the mechanisms by which the policy is delivered be equality impact assessed to make sure there is no differential impact.

The delivery mechanisms that should be impact assessed are:

- BCH Asset Management Strategy
- BCH Repairs & Maintenance Function.

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

- Lead Asset Management staff member time
- Lead Repairs & Maintenance staff member time.
- Policy & Performance Officer support.

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

None

STEP 5 – Consulting Those Affected For Their Views

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

The Environmental Policy has been discussed in detail by the Property Service Improvement Panel of customers.

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

The data contained in this report has been taken from a survey of customers.

5.3 If you have not been able to carry out any consultation, what plans have you to consult in future.

Not applicable

5.4 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?

The Environmental Policy has been discussed in detail by the Property Service Improvement Panel of customers.

STEP 6 – Action Planning

Issues/adverse impact identified	Proposed action/objectives to deal with adverse impact	Target/Measures	Timeframe	Responsibility	Indicate whether agreed
Delivery mechanisms rather than the policy itself are the areas where differential impact could be created.	Undertake a full Equality Impact Assessment of the Repairs and maintenance function.	BCH knows and understands the impact of it's approach to Repairs and Maintenance on groups with protected characteristics.	May 2011	Director Property Services	Agreed
	Undertake a full Equality Impact Assessment of the Asset Management Strategy	BCH knows and understands the impact of it's approach to Asset Management on groups with protected characteristics.	May 2011	Director Property Services	Agreed

STEP 7 – Arrangements For Monitoring & Review

Agreed action	Monitoring arrangements	Timeframe	Responsibility	Which plan added to
Undertake a full Equality Impact Assessment of the Repairs and maintenance function.	Progress to be monitored at regular PSMT meetings	May 2011	Mark Humphries	Repairs & Maintenance Team Plan
Undertake a full Equality Impact Assessment of the Asset Management Strategy	Progress to be monitored at regular PSMT meetings	May 2011	Ian Grimshaw	Asset Management Team Plan