

## Equality Impact Assessment Summary Form

1. What is the name of the service/function/policy/procedure you have assessed?  
**Property Repairs**
2. Briefly describe the aim and objectives of the service, function, policy or procedure. What needs, or duties, is it designed to meet?  
**To respond to residents' requests for repairs in a timely, effective and efficient manner as well as carry out general maintenance and improve the quality of homes delivering a service that is of a high standard**
3. Is there any evidence to suggest that this could affect some groups of people differently? Is there an adverse impact? What are the reasons for this adverse impact?  
**Yes - vulnerable tenants.**
4. What evidence have you used to make your judgment?  
**Customer profile data across access, take-up and satisfaction results as well as Audit Commission recommendations**
5. Who have you consulted? What methods did you use?  
**Resident Roadshow interviews, Core Group, Focus Group and Disability Advisory Panel**
6. Have you published the results of that consultation, if so, where?  
**No**
7. Is there a public concern (in the media etc) that this function or policy is being operated in a discriminatory manner?  
**None known**
8. If the service, function, policy or procedure does have an adverse impact, can that impact be justified?  
**No**
9. If the impact cannot be justified, how do you intend to deal with it?  
**New vulnerable person's repairs policy produced**
10. Will the service, function, policy or procedure have a positive, negative or neutral effect on the promotion of equal opportunities and the elimination of discrimination? Will it encourage or hinder community relations?

The service has a neutral effect as all of the analysis shows no negative effects

11. How will you monitor the service, function, policy or procedure in the future?

Through the SMART action plan and regular analysis by the Business Manager Responsive Repairs.

Signature of the lead officer undertaking the assessment:

Full name: Glenda McLellan

Position: Business Manager Responsive Repairs

Dated: April 2011