

Thanet District Council (TDC) Equality Impact Assessment

Step one: test for relevance

1 Person responsible for this assessment

Name:	Julia Gavriel		
Job title:	Service Improvement Officer		
Phone:	07757118574		
Service area:	T&LS	Date of assessment:	21.02.2024

2 Others involved in carrying out the analysis

Name:	Sally O'Sullivan
Name:	Tom O'Leary
Name:	John Kirk

3. Description of strategy, policy, service, project, activity or decision

Title:	Compensation Policy
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Is it new? Yes No

A review of existing? Yes No

3.1 Aims and objectives

Consider: **what** you are doing? **why** you are doing it? **who** will benefit?

- We are letting stakeholders know how we will award compensation and in what circumstances. It was noted in the TLS Complaints Review that we did not have a compensation policy.
- We are doing this to ensure that the way we work is consistent .
- Tenants, leaseholders and officers will benefit.

3.2 What outcomes are expected? Who is expected to benefit?

In the delivery of a housing service, there will be times when we may fail to meet the required standard. When this happens, we will accept responsibility and aim to ensure the tenant or leaseholder is not disadvantaged because of the service failure. In some instances financial compensation may be appropriate.

Tenants, leaseholders and officers will benefit.

4 Who is affected?

4.1 Which groups or individuals does the strategy, policy, service, project, activity or decision affect? For example, the Council, employees (including temporary workers), other public authorities, contractors, partner organisations, wider community, others.

Tenants, leaseholders and officers.

4.2 Does the strategy, policy, service, project, activity or decision relate to a service area with known inequalities? (Give a brief description).

Yes. Within the demographic of our residents there are people with known inequalities.

5 Equality Act 2010

How does the strategy, policy, service, project, activity or decision actively meet the public sector equality duties to:

Eliminate unlawful discrimination (including harassment, victimisation and other prohibited conduct)

By the application of consistency in compensation awards.

Advance equality of opportunity (between people who share a protected characteristic and people who do not share it)

By the application of consistency in compensation awards.

We have considered that in certain circumstances of service failure a person with a disability may be more adversely affected than others without a disability. Section 5.0 offers discretion on circumstances and value of compensation.

Foster good relations (between people who share a protected characteristic and people who do not share it). Could it have an adverse impact on relations between different diverse groups?

The application of the policy applies equality to the way in which we award compensation taking into account the situation and the way the resident has been affected.

6 Priority

The following questions will help you to identify whether this 'service' is a high priority. Please answer all questions with particular reference to the protected characteristics; race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage and civil marriage/partnership and pregnancy and maternity.

Please provide a comment for each answer, providing evidence for your answer, regardless whether you have answered yes or no.

Questions	Yes	No
1. Are there any particular groups who may have trouble accessing the 'service'?		x
Comments: Is a service improvement to benefit all residents regardless of any protected characteristics Yes		
2. Does your information suggest that some groups of people are less satisfied than others with this 'service'?		x
Comments: No. Complaints about our services have indicated that a compensation policy would be of benefit.		
3. Will this service have a significant impact on any of our residents?		x
Comments: no, we already apply compensation in a discretionary way - this policy applies consistency		
4. Do you have any evidence that discrimination, harassment and/or victimisation could occur as part of this service?		x
Comments: No		
5. Do you think the service will hinder communication and negatively impact relations between the organisation and its employees, residents, contractors or anyone else?		x
Comments: No		
6. Does this service need to improve the way in which it is communicated to people who have literacy, numeracy or any other access needs?		x
Comments: No, this is already in place in regards to publishing online with accessibility criteria met and any communications can be requested in a different format.		
7. Does consultation need to be carried out?		x
Comments: Consultation has been carried out with Thanet Tenant & Leaseholder Group (TTLG) and TDC Housing CAG.		

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In order to assess the priority of your **'service'** please complete the table below by adding up how many questions you answered yes to and following the appropriate action.

Priority	Number of questions answered 'yes'	Rating	Action
High	3 or more		
Medium	1 to 2		
Low	0	x	

If, following the completion of the test for relevance, a full assessment is not required, go straight to the declaration. If a full assessment is required, go to Step two: full equality impact assessment.

Step two: full equality impact assessment

1 Could the strategy, policy, service, project, activity or decision have a **negative, positive or neutral** effect on groups or individuals?

Consider:

What you are doing?

Why you are doing it?

How you are doing it?

Who can access the service easily and who may not be able to access the service and **why**?

The full analysis explores ways to reduce or eliminate barriers and/or negative impacts.

Protected characteristics	N e g a t i v e	P o s i t i v e	N e u t r a l	Evidence/Reasoning (Consider any barriers which will have negative impact and/or good practices giving positive impact)
<p>Age</p> <p>Consider:</p> <ul style="list-style-type: none"> • The way younger and older people access services may be different • Use of technology • Child care/care of other dependant • Timings/flexibility, such as work patterns • Transport arrangements • Venue location 				<p>Recommendations:</p>
<p>Disability (Includes: physical, learning, sensory (deaf/blind), mental health)</p> <p>Consider:</p> <ul style="list-style-type: none"> • Communication methods • Accessibility – venue, location, transport • Range of support needed to participate • Hearing Loops/Interpreters • Disability awareness training for employees 				<p>Recommendations:</p>
<p>Race (Includes; gypsy, travelling, refugee and migrant communities)</p> <p>Consider:</p>				<p>Recommendations:</p>

<ul style="list-style-type: none"> • The size of the BME communities that your service/project affects. • Language(s) spoken/understood. • Culture, such as hygiene, clothing, physical activities, mixed gender activities. • What access support can you offer? 			
<p>Religion, faith or belief</p> <p>Consider:</p> <ul style="list-style-type: none"> • The diversity within the communities that your service/project affect • Prayer times, meal times, food (some religions do not eat meat), cultural habit or belief, religious holidays such as Ramadan • Awareness training for employees 			<p>Recommendations:</p>
<p>Pregnancy and maternity</p> <p>Consider:</p> <ul style="list-style-type: none"> • Flexible hours of the service/project • Is there access to private area for breastfeeding mothers? 			<p>Recommendations:</p>
<p>Gender</p> <p>Consider:</p> <ul style="list-style-type: none"> • The impact on men and women • Child care/care of other dependant • Mixed/single gender groups/activities • Timing of services/projects 			<p>Recommendations:</p>
<p>Sexual orientation (Includes: lesbian, gay, bisexual)</p> <p>Consider:</p> <ul style="list-style-type: none"> • LGB people should feel safe to disclose their sexual orientation without fear of prejudice • Make it clear you recognised civil 			<p>Recommendations:</p>

marriage and partnerships <ul style="list-style-type: none"> • Awareness training for employees 				
Transgender Consider: <ul style="list-style-type: none"> • Trans people should be able to disclose their gender identity without fear of prejudice • Making it clear you have a Trans policy and process • Awareness training for employees 				Recommendations:
Marriage and civil marriage/partnership Consider: <ul style="list-style-type: none"> • All couples or partners, regardless of gender, should be able to access services 				Recommendations:

Outsourced services	
If your policy/process is partly or wholly provided by external organisations/agencies (such as Civica or Capita), please list any arrangements you plan to ensure that they promote equality and diversity. Include this in your improvement plan	
Relations between different equality groups	
Does your assessment show that a strategy, policy or process may amount to potential adverse impact between different equality groups? If yes please explain how the improvement plan is going to tackle this issue	
Consultation responses	
Summary of replies from individuals and stakeholders consulted including any previous complaints on equality and diversity issues about the strategy, policy or process	

Summary of recommendations		
Actions	By Who	By When

Declaration

I am satisfied that a Test for Relevance has been carried out on the matter named in this Analysis and conclude that a full Equality Impact Assessment **is not required**.

Yes No

If you do not think that a full Equality Impact Assessment is required – please give your reasons:

The answers do not indicate that a full EIA is required.

I confirm that a full Equality Impact Assessment has been completed.

Yes No

Signature of Head of Service:	Date:

Recommendations agreed:	Yes <input type="checkbox"/> No <input type="checkbox"/>
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Signed: (Director):	EIA date: