

Thanet District Council (TDC) Equality Impact Assessment

Step one: test for relevance

1 Person responsible for this assessment

Name:	Tom O'Leary		
Job title:	Income Manager		
Phone:	-		
Service area:	TLS	Date of assessment:	28-Feb-2024

2 Others involved in carrying out the analysis

Name:	Ben Summers (ASB Officer)
Name:	Neesha Kurmman (Project Support Officer)
Name:	Ty Clayson (Customer Insight Officer)

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

Title:	Rechargeable Works (RWO) Policy
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Is it new?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
A review of existing?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

3.1 Aims and objectives

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

- setting out how to charge and recover Rechargeable Works Orders (RWO)
- to show consistency and structure to decisions
- residents and officers will benefit

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

- to fairly charge and recover costs from repairs that are done by TDC but not a TDC responsibility (e.g. property damage)
- former residents, current residents and TDC

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.

Residents, staff, contractors

- 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)

Residents can appeal if they feel the decision is wrong for any reason

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

The policy gives scope to not charge residents for specific reasons, if they are a victim of crime or abuse but not any other characteristics.

Should the policy include a discretionary decision option?

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 discretionary option would be needed to positively foster good relations.

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: No.		
2. Does your information suggest that some groups of people are less satisfied than others with this 'service'?		x
Comments: Complaints made by residents have fed into the creation of this policy.		
3. Will this service have a significant impact on any of our residents?	x	
Comments: Unpaid RWOs can affect future housing options.		
4. Do you have any evidence that discrimination, harassment and/or victimisation could occur as part of this service?		x
Comments: No. Where there is evidence that the resident is a victim of a crime, the policy states that a charge should not be made.		
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. With the addition of a discretionary clause.		
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 available on our website and has been checked for plain English and readability.		
7. Does consultation need to be carried out?		x
Comments: No. This is an update of an existing policy.		

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		Continue to section 2
Medium	1 to 2	x	Please provide evidence to any questions you answered 'yes' to in section 1. Test for relevance complete (sometimes a full assessment may be required).
Low	0		Test for relevance complete.

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:

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: