



Derby City Council

## Equality impact assessment form

Directorate	Communities and Place
Service area	Housing Renewal
Proposal	Restructure in the Housing Renewal Section
Reason for proposal	Reduced workload in a service area within the Housing Renewal Team
Sign off (Director/Head of Service)	David Fletcher
Date of assessment	11 January 2022

**Please read the support notes to help you in Appendix 1 before completing your assessment**

### The form

You need to attach the completed form to any report to help councillors and colleagues make their decisions by taking equality implications into account.

### The assessment team or name of individual completing this form

**Team leader's name and job title –**

Other team members if appropriate

Name	Job title	Organisation	Area of expertise
Henry Cipcer	Housing Renewal Manager	Strategic Housing Derby CC	Management of Disabled Facilities Grants, Handyperson Service, Right to Buy Services
Ashleigh Warhurst	Home Energy Improvement and Adaptations Team Leader	Strategic Housing Derby CC	Disabled Facilities Grant and Home Energy Efficiency/Fuel Poverty initiatives and projects

### Step 1- setting the scene

Make sure you have clear aims and objectives on what you are impact assessing – this way you keep to the purpose of the assessment and are less likely to get side-tracked.

1. What are the main aims, objectives and purpose of the decision you want to make?	The proposed restructure of the Housing Support Assistants (HAS) and deletion of the 0.66 FTE vacant Handyperson post. A restructure involving a reduction in staffing numbers is required due to the reduction in the work activities in the Handyperson Service.
2. Why do you need to make this decision?	<p>The Handyperson Service moved the majority of administrative and work distribution tasks to a bespoke system developed on the Firmstep portal. This is linked from the Council's website and allows members of staff, primarily in the Healthy Housing Service and Adult Social Care to access the system directly. This enables them to input service requests and monitor progress and in addition allows external referrals from partnering agencies such as the NHS hospital discharge team and from service users directly from the Council's website. The Handypersons themselves access the work requests directly through a tablet linked to the Firmstep portal, are able to view all open job requests and update and close cases once complete. The Firmstep system provides an acknowledgement of job receipt when a service request has been entered and a completion confirmation by email.</p> <p>This has resulted in a large reduction in workload for administration of the Handyperson Service, with the majority of the remaining functions to be call handling of service request from the service users or general service enquiries and entry of these onto the Firmstep portal.</p> <p>The overall workload is therefore considerably smaller and call handling will be carried out by Derby Direct without the need for a dedicated Handyperson Service administrative support.</p> <p>There is currently 0.66 FTE Handyperson in the established structure, which is currently vacant. Current capacity is meeting the demand for the service and it is therefore proposed to delete this post.</p>
3. Who delivers/will deliver the changed service/policy including any consultation on it and any outside organisations who deliver under procurement arrangements?	No external consultation is required for these proposed changes, but the Team members and Trade Unions will be consulted. Strategic Housing Management Team working with Human Resources and Trades Unions

	The delivery of the changed service will be the responsibility of the Housing Renewal Service under the management of the Housing Renewal Manager and the Head of Strategic Housing
4. Who are the main customers, users, partners, colleagues or groups affected by this decision?	<p>The main client group are vulnerable people in the city, predominantly older and/or disabled people in any housing tenure, subject to eligibility criteria. Services are provided to Services Users by referral/request from Adult Social Care and Derby Royal Hospital.</p> <p>Staff with established posts identified in the restructure proposals.</p> <p>Service delivered will largely continue unchanged with continued access for internal and external customers by telephone, email, letter and by direct service request entry onto the Handyperson Portal by the person requesting the service.</p>

## Step 2 – collecting information and assessing impact

5. Who have you consulted and engaged with so far about this change, and what did they tell you? Who else do you plan to consult with? – tell us here how you did this consultation and how you made it accessible for the equality groups, such as accessible locations, interpreters and translations, accessible documents.	<p>The following groups are being consulted as part of the Achieving Change process:</p> <ul style="list-style-type: none"> <li>• Staff employed within the Housing Renewal service</li> <li>• Trade unions (as part of the corporate consultation on the MTFP proposals)</li> </ul> <p>Staff comments/ feedback relating to the impact on people with protected characteristics will be considered and included as part of this EIA</p>
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6. Using the skills and knowledge in your assessment team or what you know yourself, and from any consultation you have done, what do you already know about the equality impact of the proposed change on particular groups? Also, use any other information you know about such as any customer feedback, surveys, national research or data. Indicate by a tick for each protected characteristic group whether this is a negative or a positive impact. Only fill in the mitigation box if you think the decision will have a negative impact and then you'll need to explain how you are going to lessen the impact.

People with protected characteristics	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
Age – older and younger people	<b>Due to the small numbers involved we have included the negative impact on all the protected characteristics to prevent anyone being identified, irrespective of the team makeup</b>		YES	We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer

<b>People with protected characteristics</b>	<b>What do you already know?</b>	<b>Positive impact</b>	<b>Negative impact</b>	<b>Mitigation - what actions will you take to lessen impact?</b>
	We do know that despite the Equality Act older people still have difficulty getting jobs and it may have been a long time since they applied for jobs and attended interviews. Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024			support and counselling, our Chaplaincy Service and our Employee Networks. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire
<b>Disability</b> – the effects on the whole range of disabled people, including Deaf people, hearing impaired people, visually impaired people, people with mental health issues, people with learning difficulties, people living with autism and people with physical impairments	<p><b>Due to the small numbers involved we have included the negative impact on all the protected characteristics to prevent anyone being identified, irrespective of the team makeup</b></p> <p>We know that many disabled people struggle to get jobs and keep them, despite the Equality Act. Losing a job can be devastating, particularly when they work with supportive colleagues and have a range of reasonable adjustments in place. There is always the fear that the next employer may not be as understanding Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024</p>	YES		We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our Disabled Employee Network. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire
<b>Gender identity</b> - trans and those people who don't identify with a particular gender, for example, non-binary, genderfluid, genderqueer, polygender and those who are questioning their gender or non-gendered identity.	<p><b>Due to the small numbers involved we have included the negative impact on all the protected characteristics to prevent anyone being identified, irrespective of the team makeup</b></p> <p>We know that many trans people do face discrimination and harassment in employment despite the Equality Act and so applying for and being interviewed for new jobs can be a very</p>	YES		We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our LGBTQ+ and Allies Employee Network. Our

<b>People with protected characteristics</b>	<b>What do you already know?</b>	<b>Positive impact</b>	<b>Negative impact</b>	<b>Mitigation - what actions will you take to lessen impact?</b>
	<p>anxious time for fear of this happening Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024</p>			HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire
<b>Marriage and Civil Partnership</b>	<p><b>Due to the small numbers involved we have included the negative impact on all the protected characteristics to prevent anyone being identified, irrespective of the team makeup</b></p> <p>Losing a job can often cause difficulties within relationships, but support is available and now our own employee assistance programme's counselling service is available to partners in one household too. Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024</p>		<b>YES</b>	We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our Employee Networks. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire
<b>Pregnancy and maternity - women who are pregnant or who have recently had a baby, including breast feeding mothers</b>	<p><b>Due to the small numbers involved we have included the negative impact on all the protected characteristics to prevent anyone being identified, irrespective of the team makeup</b></p> <p>Finding a new job when pregnant can be very challenging, despite the Equality Act. Not all employers are understanding about returning to work or in fact being pregnant Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024</p>		<b>YES</b>	We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our Employee Networks. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of

<b>People with protected characteristics</b>	<b>What do you already know?</b>	<b>Positive impact</b>	<b>Negative impact</b>	<b>Mitigation - what actions will you take to lessen impact?</b>
				vacancies and support in and around Derby and Derbyshire
<b>Race</b> - the effects on minority ethnic communities, including newer communities, Gypsies and Travellers and the Roma community	<p><b>Due to the small numbers involved we have included the negative impact on all the protected characteristics to prevent anyone being identified, irrespective of the team makeup</b></p> <p>We know that Black, Asian and Minority Ethnic people do still face discrimination and harassment in employment despite the Equality Act. Applying for new jobs and going through interviews can be additionally extremely stressful because of this and the fear of working with new colleagues. Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024</p>		<b>YES</b>	We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our Black, Asian and Minority Ethnic Employee Network. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire.
<b>Religion or belief or none</b> - the effects on religious and cultural communities, customers and colleagues	<p><b>Due to the small numbers involved we have included the negative impact on all the protected characteristics to prevent anyone being identified, irrespective of the team makeup</b></p> <p>We know that people can face discrimination and harassment in employment because of their beliefs whether religious or not and so applying for new jobs and attending interviews can be very stressful for fear of working with different colleagues Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024</p>		<b>YES</b>	We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our Employee Networks. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire

People with protected characteristics	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
<b>Sex</b> - the effects on both men and women and boys and girls	<p><b>Due to the small numbers involved we have included the negative impact on all the protected characteristics to prevent anyone being identified, irrespective of the team makeup</b></p> <p>Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document, which includes our Gender Pay Gap statistics. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024</p>		YES	We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our Employee Networks. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire
<b>Sexual orientation</b> - the effects on lesbians, gay men, bisexuals, pansexual, asexual and those questioning their sexuality	<p><b>Due to the small numbers involved we have included the negative impact on all the protected characteristics to prevent anyone being identified, irrespective of the team makeup</b></p> <p>We know that people suffer discrimination and harassment in employment because of their sexuality. So, applying for a new job and attending interviews can be particularly stressful due to this fear and of working with new colleagues Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024</p>		YES	We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our LGBTQ+ and Allies Employee Network. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire

**Important** - For any of the equality groups you don't have any information about, then please contact our Lead on Equality and Diversity for help. You can also get lots of information on reports completed from organisations' websites such as the Equality and Human Rights Commission, Stonewall, Press for Change, Joseph Rowntree Trust and so on. Please don't put down that the impact affects 'everyone the same' – it never does!

### Step 3 – deciding on the outcome

7 What outcome does this assessment suggest you take? – You might find more than one applies. Please also tell us why you have come to this decision?

<b>Outcome 1</b>		<b>No major change needed</b> – the EIA hasn't identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken
<b>Outcome 2</b>		<b>Adjust the proposal</b> to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?
<b>Outcome 3</b>	<b>YES</b>	<b>Continue the proposal</b> despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are: <ul style="list-style-type: none"><li>• sufficient plans to stop or minimise the negative impact</li><li>• mitigating actions for any remaining negative impacts</li><li>• plans to monitor the actual impact.</li></ul>
<b>Outcome 4</b>		<b>Stop and rethink</b> the proposal when the EIA shows actual or potential unlawful discrimination

Why did you come to this decision?

Following the review of the service our proposal means that 1.66 FTE will be deleted and 1FTE of those is occupied, but we have included mitigating actions in this EIA to lessen the impact as much as we can.

If you have decided on **Outcome 3**, then please tell us here the justification for continuing with the proposal. You also need to make sure that there are actions in the Mitigation Box to lessen the effect of the negative impact. This is so important and may face a legal challenge in the future.

If you have decided on **Outcome 4** then if the proposal continues, without any mitigating actions, it may be likely that we will face a legal challenge and possibly a Judicial Review on the process - it is so important that the equality impact assessment is done thoroughly, as this is what the Judge will consider

## Appendix 1

### Equality impact assessment form– please read this section first before you do the assessment

This is our equality impact assessment form to help you equality check what you are doing when you are about to produce a new policy, review an older one, write a strategy or plan or review your services and functions. In fact, you need to do an equality impact assessment whenever a decision is needed about our services and functions that affects people and **before** that decision is made. This also includes quick Covid 19 related decisions.

We use the term ‘policy’ as shorthand on this form for the full range of policies, practices, plans, reviews, activities and procedures.

Policies will usually fall into three main categories...

- Organisational policies and functions, such as recruitment, complaints procedures, re-structures.
- Key decisions such as allocating funding to voluntary organisations, budget setting.
- Policies that set criteria or guidelines for others to use, such as criteria about school admissions, procurement methods, disabled facilities grants, on street parking bays.

So why do we need to do equality impact assessments? Although the law does not require us to do them now, the courts still place significant weight on the existence of some form of documentary evidence of compliance with the **Public Sector Equality Duty** when determining judicial review cases. This method helps us to make our decisions fairly, taking into account any equality implications, so yes we still need to complete them.

The Public Sector Equality Duty is part of the Equality Act 2010 and this Duty requires us as a public body to have ‘**due regard**’ to eliminating discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act. It requires us to advance equality of opportunity and foster good relations between people who share a ‘**relevant protected characteristic**’ and people who don’t. The nine protected characteristics are age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race religion and belief, sex and sexual orientation.

Having ‘due regard’ means:

- removing or minimising disadvantages suffered by people due to their protected characteristics
- taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people

- encouraging people with certain protected characteristics to participate in public life or in other activities where the participation is disproportionately low.

This completed form should be attached to any Corporate Leadership, Senior Leadership, Cabinet or Personnel Committee report to help decision makers take the equality implications into account when they make the decision. Equality impact assessments **must be done before** decisions are made.

You'll find that completing these assessments will help you to:

- understand your customers' and communities needs
- develop service improvements
- improve service satisfaction
- demonstrate that you have been fair and open and considered equality when working on re-structuring
- make sure you pay due regard to the requirements of the Public Sector Equality Duty.

Unless this is a quick Covid 19 decision, don't do the form by yourself. Get a small team together and make sure you include key people in the team such as representatives from our Equality Hubs and Forums and employee networks and you could invite trade union representatives too – the more knowledge around the table the better. You also need to decide how and who you will consult with to help inform the equality impact assessment. Our Lead on Equality and Diversity can help with useful contacts – we have a team of people who are used to doing these assessments and can help with information on barriers facing particular groups and remedies to overcome these barriers.

You'll need to pull together all the information you can about how what you are assessing affects different groups of people and then examine this information to check whether some people will be negatively or positively affected. Then you'll need to look at ways of lessening any negative effects or making the service more accessible – this is where your assessment team is very useful and you can also use the wider community. Against every negative impact you will need to complete the mitigation section to explain how you will lessen the impact.

Agree an equality action plan with your assessment team, setting targets for dealing with any negative effects or gaps in information you may have found. Set up a way of monitoring these actions to make sure they are done and include them in your service business plans.

Remember, we need to complete these assessments as part of our everyday business, so we get our equality responsibilities right and stay within the law – Equality Act 2010. If in doubt – it's better and safer to do an Equality Impact Assessment than not to bother! You never know when we may get a legal challenge and someone applies for Judicial Review.

When you have completed the assessment, get it signed by your Head of Service or Service Director and **send it to our Lead on Equality and Diversity for checking and to publish on our website**. It is a public document so must not contain any jargon and must be easy to understand.

## Contact for help

Ann Webster – Lead on Equality and Diversity

[ann.webster@derby.gov.uk](mailto:ann.webster@derby.gov.uk)

Tel 01332 643722 mobile 07812301144

[Sign Language Service](#)

We can give you this information in any other way, style or language that will help you access it. Please contact us on **01332 643722, 07812301144 or derby.gov.uk/signing-service/**

## Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਇੱਥੇ ਸੰਪਰਕ ਕਰੋ: **01332 64XXXX ਜਾਂ derby.gov.uk/signing-service/**

## Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku. Prosimy o kontakt: **01332 64XXXX lub derby.gov.uk/signing-service/**

## Slovak

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Prosíme, kontaktujte nás na tel. č.: **01332 64XXXX alebo na stránke derby.gov.uk/signing-service/**

## Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم **01332 640000** یا [derby.gov.uk/signing-service/](#) پر ہم سے رابطہ کریں۔