

Equality Impact Assessment (EQIA) Initial Screening

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| Title of EQIA | Housing Services Reasonable Adjustment Policy |
| Date | 28/01/2021 |
| Officer carrying out screening | Emma Cook |
| Service Area | Tenancy Services |
| Project Sponsor | Ian Blofield |

The characteristics protected by the Equality Act are: **Disability, Age, Sex (gender), Gender reassignment, Marriage/civil partnership, Pregnancy/maternity, Race, Sexual orientation and Religion/belief.**

The purpose of this Equality Impact Assessment is to achieve the following.

By law we must have due regard to the need to:

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Further information on each of the characteristics can be found at the end of the document.

1. Project/Proposal/ Service changes

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| What is proposed? | A new Reasonable Adjustment Policy for Ipswich Borough Council Tenants and Leaseholders |
| Why are the changes being introduced? | The Housing Ombudsman Complaint Handling Code sets out a requirement for landlords to have a Reasonable Adjustment Policy. Compliance with the Housing Ombudsman Service is a mandatory requirement for Ipswich Borough Council as a landlord. |
| What evidence is being used to support this equality impact analysis? | <p>The following papers are being used to support this analysis - Housing Ombudsman Complaint Handling Code, Regulator of Social Housings Tenant Involvement and Empowerment Standard and the Equality Act 2010.</p> <p>Reference is being made to the Housing Ombudsman Complaint Handling Code and the requirements set out within that as well as having regard to the Equality Act.</p> |
| How will this change be implemented? | A report to Council Executive seeking approval of the proposed new policy with a communication plan to follow to embed the policy into the delivery of housing services. |

2 Equality Impact Analysis

| Who is affected? | Impact (positive/negative/no change) | Explanation of impact | Actions to mitigate any adverse impact or further promote positive impact |
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| Age | Positive | Many of the arrangements that we offer for disabled people can also be made available for those who do not have a disability. | This could therefore have a positive impact on this protected characteristic as in some instances we may provide reasonable adjustments in circumstances which are not defined as a disability according to the Equality Act but will make services accessible to customers with special need or circumstance. This could therefore have a positive impact on older people, for example where eyesight is failing we can provide documents in larger font than our usual font. |
| Disability | Positive | The policy confirms the Council's commitment to ensuring that disabled people are not disadvantaged when accessing our services. | To this end we will make reasonable adjustments for disabled people. Examples of this would include allowing more time than we would usually for someone to provide information we needed or providing specialist equipment or additional support such |

| Who is affected? | Impact (positive/negative/no change) | Explanation of impact | Actions to mitigate any adverse impact or further promote positive impact |
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| | | | as a sign language interpreter for a meeting or event. |
| Gender reassignment | No Impact | No impact has been identified on this protected characteristic however many of the arrangements that we offer for disabled people can also be made available for those who do not have a disability, so for customers with special need or circumstance it may be possible to make a reasonable adjustment to improve accessibility to our services. | |
| Pregnancy and maternity | Positive | Many of the arrangements that we offer for disabled people can also be made available for those who do not have a disability. | This could therefore have a positive impact on this protected characteristic as in some instances we may provide reasonable adjustments in circumstances which are not defined as a disability according to the Equality Act but will make services accessible to customers with special need or circumstance. As an example we may provide rest or comfort breaks in meetings. |

| Who is affected? | Impact (positive/negative/no change) | Explanation of impact | Actions to mitigate any adverse impact or further promote positive impact |
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| Race | Positive | Many of the arrangements that we offer for disabled people can also be made available for those who do not have a disability. | This could therefore have a positive impact on this protected characteristic as in some instances we may provide reasonable adjustments in circumstances which are not defined as a disability according to the Equality Act but will make services accessible to customers with special need or circumstance. As an example we may provide translation or interpreting services for customers whose first language is not English. |
| Religion or belief | No Impact | No impact has been identified on this protected characteristic however many of the arrangements that we offer for disabled people can also be made available for those who do not have a disability, so for customers with special need or circumstance it may be possible to make a reasonable adjustment to improve accessibility to our services. | |
| Sex | No Impact | No impact has been identified on this protected characteristic however many | |

| Who is affected? | Impact (positive/negative/no change) | Explanation of impact | Actions to mitigate any adverse impact or further promote positive impact |
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| | | of the arrangements that we offer for disabled people can also be made available for those who do not have a disability, so for customers with special need or circumstance it may be possible to make a reasonable adjustment to improve accessibility to our services. | |
| Sexual orientation | No Impact | No impact has been identified on this protected characteristic however many of the arrangements that we offer for disabled people can also be made available for those who do not have a disability, so for customers with special need or circumstance it may be possible to make a reasonable adjustment to improve accessibility to our services. | |
| Marriage and civil partnership | No Impact | No impact has been identified on this protected characteristic however many of the arrangements that we offer for disabled people can also be made available for those who do not have a disability, so for customers with special need or circumstance it may be possible | |

| Who is affected? | Impact (positive/negative/no change) | Explanation of impact | Actions to mitigate any adverse impact or further promote positive impact |
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| | | to make a reasonable adjustment to improve accessibility to our services. | |

3 Sign Off

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| Assessment Author: | Emma Cook | Date: 28/01/21 |
| Project Sponsor: | Ian Blofield | Date: 01/02/21 |

Please provide any supporting documents in the appendices below.

Appendix 1 – Definition of the nine Protected Characteristics listed under the Equality Act 2010

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| Age | Where this is referred to, it refers to a person belonging to a particular age (for example 32 year olds) or range of ages (for example 18 - 30 year olds). |
| Disability | A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities. |
| Gender reassignment | This refers to a person who is proposing to undergo, is undergoing or has undergone a change from one gender to another. The Equality Act introduced a number of changes to the legal protection of transgender and transsexual people. |

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| | The Act no longer requires a person to be under medical supervision to be protected - for example, a woman who decides to live permanently as a man (or visa-versa), but does not undergo any medical procedures is protected by law. |
| Marriage and civil partnership | Marriage is no longer restricted to a union between a man and a woman but now includes a marriage between same-sex couples. Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples (except where permitted by the Equality Act). |
| Pregnancy and maternity | Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding. |
| Race | This refers to a group of people defined by their race, skin colour, and/or nationality (including citizenship) ethnic or national origins. The term ethnic minority community is used to define a group of people that is numerically smaller than the predominant white British community. This includes people from communities such as Irish, Turkish, Cypriot, Eastern European and Travelling people. |
| Religion and belief | The term "religion" refers to both the personal practices related to communal faith and to group rituals and communication stemming from shared conviction. Belief can include religious and philosophical beliefs, including lack of belief (e.g. atheism). Generally, a belief should affect your life choices or the way you live for it to be included in this definition. |
| Sex (Gender) | This refers to either a male (man) or female (woman). |
| Sexual orientation | Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes. |

Further information on the protected characteristics can be found on the [Office of Public Sector Information Website](#)