

**Report to:** Councillor Frances Umeh  
Cabinet Member for Housing and Homelessness

**Date:** 25 September 2024

**Subject:** Appendix 1 – Equalities Impact Analysis

Protected Characteristic	Details
Age	<p>Social housing tenants in Hammersmith &amp; Fulham tend to be older than the wider borough population. Older residents are at higher risk of adverse outcomes when they are living in properties in a state of disrepair. This strategy has the potential to improve outcomes for this cohort by returning properties to standard quicker through a better repairs service.</p> <p>Older and vulnerable residents may be adversely affected by any disruption caused by demobilising one contract and mobilising the replacement contract. To mitigate this risk our dedicated Direct Labour Organisation (DLO) team is completing all repairs on all sheltered accommodations within the borough. Therefore, the residents within these properties will be unaffected by this transition.</p> <p>The Repairs Team and Customer Services Centre are actively taking steps to support the day-to-day delivery of repairs. This involves identifying and prioritising works where there are vulnerable residents and ensuring that these repairs are completed in time to mitigate any outgoing contractor backlog. During the demobilisation period, a post inspection regime will be introduced. This will target any complex or risk-flagged properties that are currently issued to the incumbent contractor.</p>
Care Experienced	<p>In preparation for the Social Housing Act, which came into force in April 2024, we set up a supporting our residents working group to ensure that we comply with the new consumer standards. The group will ensure we use relevant information and data to:</p> <ul style="list-style-type: none"> <li>a) Understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs</li> <li>b) Assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services.</li> </ul> <p>The outcomes that will be achieved via the work undertaken in sections (a) and (b) will ensure that the needs of those receiving care are factored into the working practices of this new contractor. This expectation will be set out as both part of the qualification of suppliers and through the contract terms and conditions.</p>
Disability	<p>Social housing tenants in Hammersmith &amp; Fulham tend to have a higher incidence of disability than the wider borough population. Disabled</p>

Protected Characteristic	Details
	<p>residents are at higher risk of adverse outcomes when they are living in properties in a state of disrepair. This strategy has the potential to improve outcomes for these residents by returning properties to standard quicker through a better repairs service.</p> <p>Disabled residents may be adversely affected by any disruption caused by demobilising one contract and mobilising the replacement contract – missed appointments, delays in completing works and poor-quality works are all risks.</p> <p>The Repairs Client Team and Customer Services Centre will take steps to identify and prioritise works where there are residents who need any additional support and liaise with the contractors to ensure that risks are mitigated. The repairs team will post inspect the outgoing providers work in order to detect inadequate workmanship and ensure speedy resolution. The outgoing contractor’s supervisory team must evidence that they had a phone call with every resident once a works order is completed – to ensure the resident is satisfied the work has been carried out.</p>
Gender reassignment	No impacts have been identified that are associated with these protected characteristics.
Marriage and Civil Partnership	
Pregnancy and Maternity	<p>Pregnant residents, or residents with young children are at higher risk of adverse outcomes when they are living in properties in a state of disrepair. This strategy has the potential to improve outcomes for this cohort by returning properties to standard quicker through a better repairs service.</p> <p>Pregnant/young family residents may be adversely affected by the works being carried out – as tenants or as neighbours. The Repairs Client Team will scrutinise the resident liaison and tenant experience requirements of the contract for the works and negotiate additional protections where necessary.</p>
Race	<p>Social housing tenants in Hammersmith &amp; Fulham tend to be more ethnically diverse than the wider borough population. This strategy has the potential to improve outcomes for this cohort by improving the repairs service.</p> <p>Language barriers may cause difficulties when works are being carried out. The Repairs Client Team will scrutinise the contract’s requirements for resident liaison and tenant experience to ensure clear communication and understating of resident’s needs. They’ll also negotiate extra protections where needed to ensure residents are satisfied.</p>

Protected Characteristic	Details
	<p>The contract includes the following:</p> <ol style="list-style-type: none"> <li>1. <b>Understand priority rating:</b> To ensure emergency repairs for non-vulnerable customers are still prioritised if repairs to vulnerable customers are not urgent, guaranteeing everyone’s safety.</li> <li>2. <b>Dedicated multi-trade operative:</b> Will be allocated to vulnerably flagged / supported housing, responsible for responsive repairs. This will allow our operative to build trust and familiarity with vulnerable customers, reducing confusion/anxiety.</li> <li>3. <b>Resource capacity:</b> Where peaks occur (e.g. multiple emergency repairs), we have breadth of suitably skilled operatives who are trained to work safely/considerately alongside vulnerable customers (e.g. DBS, Safeguarding), supporting the dedicated operative. This will allow us to manage all priority repairs without reallocating/rescheduling operatives ‘in the field’, ensuring we can achieve response times for all customers.</li> <li>4. Offering <b>accelerated/condensed response times</b> through a <b>right first-time approach</b>, ensuring teams are skilled and have the tools to deliver right first time.</li> </ol>
Religion and Belief	No impacts have been identified that are associated with these protected characteristics.
Sex	
Sexual orientation	

**Further commitments from Wates to support our vulnerable residents include:**

**Hearing Impairment:** Use Sign Language Interpreters, Next Generation Text, Digital Functionality, take care around maintain home aids.

**Visual Impairment:** Use braille/large print/colour contrast, let resident know when you enter room, speak clearly, take care around access routes.

**Mobility Impairment:** Give more time to answer door, take extra care around access routes.

**Elderly and/or Vulnerable:** Use passwords, large ID cards, traditional contact methods, communicated via cares and/or Scheme Managers, offer respite facilities.

**Long-term Illness:** Take extra care around dust, schedule work around treatment schedules.

**Learning Disability:** Give clear, concise information, use pictorial communication methods, do not overwhelm with information, act calm and reassuring, communicate via carers.

**Shift Patterns:** Schedule around shifts/sleep patterns, extended/reduced hours.

**Children:** Schedule when children at school/nursery, extra care around communication and segregation.

**Language and/or Cultural Needs:** Use Cultural Calendar, LanguageLine, interpreters, liaison material in different languages, female chaperones, covered arms.

**Hidden Vulnerabilities (e.g. physical disabilities, mental health):** Do not overwhelm, female operatives, ensure safe space available, regular check-ins to ensure comfort, sensitivity training,

**Residents Living Alone:** Female operatives can attend, appointment scheduled when customer friend/relative/support can attend.