

## PART A - Initial Impact Assessment

**Proposal Name:** Repairs Policy

**EIA ID:** 2638

**EIA Author:** Jenna Riley

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**Proposal Outline:** We have undertaken a review of the Council's Housing Repairs Policy. The Repairs Policy sets out the types of repairs that Sheffield City Council will be responsible for, and the types of repairs we expect tenants to be responsible for. We are currently carrying out consultation on the policy with tenants, and will incorporate feedback in the final version of the policy and review/ update the EIA as required. The policy will be taken for approval at Housing Policy Committee on 21st March 2024.

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**Proposal Type:** Non-Budget

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**Year Of Proposal:** 24/25

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**Lead Director for proposal:** Tom Smith

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**Service Area:** Repairs and Maintenance Service

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**EIA Start Date:** 01/03/2024

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**Lead Equality Objective:** Break the cycle and improve life chances

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**Equality Lead Officer:** Bashir Khan

**Committees:**

Policy Committees

- Housing

## Portfolio

**Primary Portfolio:**

Neighbourhood Services

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**EIA is cross portfolio:**

No

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**EIA is joint with another organisation:**

No

## Overview of Impact

**Overview Summery:**

The main concern of the Repairs Policy review was clarifying the types of repairs Sheffield City Council will be responsible for, and which types of repairs we expect tenants to be responsible for. As it reinforces the types of repairs we expect tenants to be responsible for, it may result in a slightly higher volume of smaller repairs being carried out by tenants themselves. It is possible that some tenants may need extra support in navigating the policy. There is potential for negative impact on some groups. For example, with tenants whose first language is not English, extra provisions may need to be put in place to ensure that they are able to understand the responsibilities that the Council has, and the responsibility that they themselves have as set out in the Repairs Policy. Also, we may need to provide extra support and signposting to tenants who are struggling financially to ensure that they are able to carry out the necessary repairs which the Council is not responsible for. Disabled tenants, tenants with severe health conditions, and who are 60 years old or over may need some extra support in carrying out repairs which the Council is not responsible for. Our Handyperson Service is a free service which can support these groups with some small repairs and jobs. Whilst this change applies to all tenants, it's important that we take steps to make sure that vulnerable tenants do not face any additional barriers when accessing our service

and having repairs carried out. We will treat all vulnerabilities sensitively and adapt our working practices where appropriate.

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Impacted characteristics:

- Age
- Disability
- Health
- Poverty & Financial Inclusion
- Race

## Consultation and other engagement

## Cumulative Impact

Does the proposal have a cumulative impact: No

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Impact areas:

## Initial Sign-Off

Full impact assessment required: Yes

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Review Date: 18/03/2024

## PART B - Full Impact Assessment

### Health

Staff Impacted:

**Customers Impacted:** Yes

**Description of Impact:** Whilst we do not routinely collect information about our tenant's health (other than information related to disabilities), we know that many of our tenants have health conditions. Some of these tenants may need some extra support in carrying out necessary repairs which the Council is not responsible for. Our Handyperson Service is a free service offered to tenants living with severe health conditions. This free Handyperson service can help with jobs such as: • fixing curtain rails • fitting shelves • checking and fitting battery-operated smoke alarms • fitting additional door locks or chains • hanging pictures, mirrors, clocks and so on • changing light bulbs • fitting wireless solar security lights • moving furniture within your home • securing carpets or trailing wires • assembling small pieces of flat pack furniture We will also offer advice and support to tenants who are not eligible for our handyperson service to navigate the Repairs Policy and ensure that necessary repairs are carried out in their home.

**Name of Lead Health Officer:**

**Comprehensive Assessment Being Completed:** No

**Public Health Lead signed off health impact(s):**

## Age

**Staff Impacted:** No

**Customers Impacted:** Yes

**Description of Impact:** The current Sheffield council housing tenant age profile is wide ranging – from ages 17 to over 100. The highest number of tenants fall into the age bracket of 51-60 (19.2%), with the next highest age bracket being 31-40 (18.9%) Tenants aged 61+ make up to around 34% of our current tenant profile, with under 30's being 10%. The proposed Repairs Policy may have a disproportionate impact on the 34% of our tenants

who fall into the 61+ age bracket. This is the group that is most likely to need extra support in carrying out the necessary repairs which the Council is not responsible for. Our Handyperson Service is a free service offered to tenants aged 60 and over. This free Handyperson service can help with jobs such as:

- fixing curtain rails
- fitting shelves
- checking and fitting battery-operated smoke alarms
- fitting additional door locks or chains
- hanging pictures, mirrors, clocks and so on
- changing light bulbs
- fitting wireless solar security lights
- moving furniture within your home
- securing carpets or trailing wires
- assembling small pieces of flat pack furniture

## Disability

**Staff Impacted:**

No

**Customers Impacted:**

Yes

**Description of Impact:**

The latest tenant profile information shows that around 26% of tenants classify themselves as having a disability. Census data from 2021 shows just under 20% of people in Sheffield are classed as disabled under the Equality Act: day-to-day activities limited. The number of our tenants having a disability is higher than the overall figure for Sheffield which indicates an over representation in this area for council tenants compared to the general population. Some of these tenants may need some extra support in carrying out necessary repairs which the Council is not responsible for, and navigating other areas of the Repairs Policy. Our Handyperson Service is a free service offered to tenants living with severe health conditions. This free Handyperson service can help with jobs such as:

- fixing curtain rails
- fitting shelves
- checking and fitting battery-operated smoke alarms
- fitting additional door locks or chains
- hanging pictures, mirrors, clocks and so on
- changing light bulbs
- fitting wireless solar security lights
- moving furniture within your home
- securing carpets or trailing wires
- assembling small pieces of flat pack furniture

We will also offer advice and support to tenants to navigate the Repairs Policy. For example, some tenants may need support from us to ensure that they are able to understand the contents of the Repairs Policy.

**Staff Impacted:** No

**Customers Impacted:** Yes

**Description of Impact:** Whilst we do not collect financial data from our tenants, we know that many of our tenants are lower income, with many experiencing financial hardship linked to the cost-of-living crisis. There is a risk that this tenant cohort could struggle with the cost associated with some smaller repairs which are the tenant's own responsibility. Our Income and Financial Inclusion Team (IMFIT) offer help and support to any tenant who is need of this, and should a tenant in financial hardship be struggling with the cost of repairs related activity, we can offer support and advice to help them navigate this.

## Race

**Staff Impacted:** No

**Customers Impacted:** Yes

**Description of Impact:** Over 21% of council tenants are from a BAME background. This is in line with the latest census data from 2021. A higher proportion of BAME tenants may be digitally excluded or not have English as a first language. Interpreting services are available to tenants who require it, and free digital skills and computer lessons are offered to all tenants through partners. We will ensure that where required, we support tenants to make sure that they are able to understand the contents of the Repairs Policy including the responsibilities of the Council, and the responsibilities of tenants.

## Action Plan & Supporting Evidence

**Outline of action plan:** The reviewed Repairs Policy proposes very minimal changes: vulnerabilities who might require mitigations, we have a rare Handyperson Service for tenants who are 60 years old or over with mobility problems. We will treat all vulnerabilities sensitively and address them as they arise. We will ensure that all tenants do not face any additional barriers when accessing services.

**Action plan evidence:**

Housing and Neighbourhoods Service Information Dashboard  
(<https://app.powerbi.com/Redirect?action=OpenReport&ap...a9612782f5f3&reportObjectId=1c0c0e4a-ab17-4cdc-9213-7770245ad4a9&reportPage=ReportSection8247d86094c30...cdb5-4258-b0a1-732cc0988844> - if link doesn't work you can contact the Housing and Involvement Team)

**Changes made as a result of action plan:**

**Mitigation**

Significant risk after mitigation measures: No

Outline of impact and risks:

**Review Date**

Review Date: 18/03/2024

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