

Diversity impact assessment

TITLE
Name / description of the issue being assessed Leaseholder Service Charge Calculation Policy

DATE
Date the DIA is completed 12th October 2019

LEAD OFFICER
Name, title and dept of person responsible for carrying out the DIA. Katherine Bishop – Business Development Officer

1 Summary description of the proposed change

- *What is the change to policy / service / new project that is being proposed?*
- *How does it compare with the current situation?*

The purpose of this policy is to set out how Medway Council Housing Services will bill for services provided;

- How often bills will be sent out
- What will be charged for
- How to pay
- Allowed payment periods
- How disputes will be handled

This policy has been updated with minor amendments; there has been no change to legislation.

2 Summary of evidence used to support this assessment

- *Eg: Feedback from consultation, performance information, service user records etc.*
- *Eg: Comparison of service user profile with Medway Community Profile*

As of 12.10.2018 there were 208 leaseholders.

Leaseholders who live in Medway	Leaseholders who do not live in Medway (but in UK)	Leaseholders who live abroad.
188	16	4

3 What is the likely impact of the proposed change?

Is it likely to:

- *Adversely impact on one or more of the protected characteristic groups?*
- *Advance equality of opportunity for one or more of the protected characteristic groups?*
- *Foster good relations between people who share a protected characteristic and those who don't?*

(insert ✓ in one or more boxes)

Protected characteristic groups	Adverse impact	Advance equality	Foster good relations
Age			
Disability			

Gender reassignment

Marriage/civil partnership

Pregnancy/maternity

Race

Religion/belief

Sex

Sexual orientation

Low income groups ✓ ✓

4 Summary of the likely impacts

It has not been identified that this policy will have a negative impact on any protected characteristic, as the policy will be applied universally to all leaseholders.

The policy may advance equality for low income groups by providing details of the loans scheme and variable payment options.

5 What actions can be taken to mitigate likely adverse impacts, improve equality of opportunity or foster good relations?

Consultation

In the event that a leaseholder does not agree with the level of service charges that they have been asked to pay, they will be able to query these. In the first instance, they should address their questions, in writing, to Medway Council's Homeownership Officer who will try to resolve any issues they may have with their bill.

The leaseholder may also approach the Leasehold Valuation Tribunal (LVT) to ask for a ruling. Leaseholders are also free to use the Medway Council's Complaints Procedure, details of this are available on the website and in the complaints leaflet available from council offices.

Low Income Groups

Loans Scheme

Leaseholders may be eligible for a loan to pay for service charges for repairs that have been carried out to their block. For more information please refer to the Service Charge Loans Policy.

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Variety of payment methods available

For the convenience of the leaseholder Medway Council currently accepts payments for service charges by the following methods;

- Cheque
- Standing Order
- Cash at a handy till in one of the councils contact points
- Debit / Credit card

6 Action plan

- *Actions to mitigate adverse impact, improve equality of opportunity or foster good relations and/or obtain new evidence*

Action	Lead	Deadline or review date
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Monitor Complaints to identify any negative trends with regards to the Leaseholder Service Charge Calculation policy.	Income Manager	April 2019
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7 Recommendation

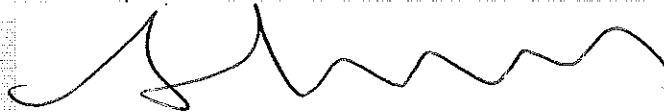
To proceed with the implementation of the revised policy.

8 Authorisation

The authorising officer is consenting that:

- the recommendation can be implemented
- sufficient evidence has been obtained and appropriate mitigation is planned
- the Action Plan will be incorporated into the relevant Service Plan and monitored

Authorising Officer



Marc Blowers
Head of Housing Management

Date 15-10-18

Contact your Performance and Intelligence hub for advice on completing this assessment
 RCC: phone 2443 email: annamarie.lawrence@medway.gov.uk
 C&A: (Children's Social Care) contact your normal P&I contact
 C&A (all other areas): phone 4013 email: chrismckenzie@medway.gov.uk
 BSD: phone 2472/1490 email: corpipi@medway.gov.uk
 PH: phone 2636 email: david.whiting@medway.gov.uk
 Send completed assessment to the Corporate Performance & Intelligence Hub (CPI) for web publication (corpipi@medway.gov.uk)

