

# Diversity impact assessment

**TITLE**  
*Name / description of the issue being assessed* Leaseholder Section 20 Consultation Policy

**DATE**  
*Date the DIA is completed* October 2018

**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 Section 20 Policy was due to be reviewed and has been updated to ensure that it reflects the current legislation.

The Leasehold Section 20 policy ensures that leaseholders are aware of the works the Council propose to carry out and the estimated costs. It allows leaseholders to raise any concerns about the works or the cost of works before they are started.

In some cases leaseholders will be given the opportunity to nominate a contractor that they would like Medway Council Landlord Services to tender for the works.

In general, under section 20 a landlord needs to allow two separate 30-day periods for leaseholders to make written observations.

There have been no significant policy changes since the original policy was enacted. The policy has been shortened to reduce repartition.

**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 09.10.2018 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

1 leaseholder has requested the consultation information is sent out in large front.

**Section 20 Consultations:**

2016/17 financial year = 3 section 20's started and completed.

(There was also a S20 that was started (first notice served) and then the work programme was pulled and the consultation ended. We also had a S20 completed (that was started in the 2015/16 financial year).

2017/ 18 financial year = 2 Section 20 Consultations started and completed. There have been no complaints regarding the Section 20 consultation process.

At present, there are no methods of online consultation or feedback.

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### 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			
Other (Live outside of the area)	✓		

### 4 Summary of the likely impacts

Consultation documents are posted (via Recorded Delivery); as per legislative requirements and leaseholders can make appointments with Project Managers to come in and view further relevant documents.

#### Disability

This may adversely impact leaseholders who have mobility issues and are unable to go to the appointed location to view the consultation documentation.

#### Age

Elderly leaseholders may have accessibility issues when arranging appointments with Project Managers to view further relevant documents.

#### Live outside of the area

Leaseholders who live outside of the Medway Area may be unable to book appointments with the Project Managers to view further relevant documents, due to their location.

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

### Consultation

The Home Ownership Officer can be contacted by telephone or email for an informal discussion regarding the Section 20 consultation, to provide information to leaseholders who have mobility issues, the elderly, housebound, who or live abroad or outside the area and wish to gain further information (Leaseholders will still be required to make any observations in writing, as per the prescribed timescales).

Actions have been recommended in the below Action plan to mitigate adverse effects

### 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
Provide means for leaseholders to discuss the proposal prior to making observations, who are unable to attend consultation event. Officers have the ability to visit (Medway resident) leaseholders that may have impairment or be unable to attend consultation events. On current evidence this will be the exceptional cases and is manageable within current resources.	Michael Opreshko	March 2019
Provide information to leaseholders to enable the nomination of a named advocate to document the observations in writing; on the leaseholders behalf should the leaseholder be unable to do so.	Michael Opreshko	March 2019
Monitor Complaints to identify any negative trends with regards to the Section 20 policy.	Michael Opreshko	March 2019

### 7 Recommendation

To proceed with recommendations and implement 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*

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**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](mailto: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](mailto:chrismckenzie@medway.gov.uk)

BSD: phone 2472/1490 email: [corppi@medway.gov.uk](mailto:corppi@medway.gov.uk)

PH: phone 2636 email: [david.whiting@medway.gov.uk](mailto:david.whiting@medway.gov.uk)

Send completed assessment to the Corporate Performance & Intelligence Hub (CPI) for web publication  
([corppi@medway.gov.uk](mailto:corppi@medway.gov.uk))