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| **TITLE***Name / description of the issue being assessed* | Responsive repairs policy (reviewed in 2019) |
| **DATE** *Date the DIA is completed* | December 2019 |
| **LEAD OFFICER***Name, title and dept of person responsible for carrying out the DIA*. | Aisling Sims – Policy and Partnership Manager (HRA) |
| 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 Responsive Repairs Policy was reviewed in December 2019 as part of an ongoing process with no changes required.  |
| 1. **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*
 |
| **Responsive repairs performance**During September 2015 to August 2016* Customer satisfaction with the overall service 98.9% (1,833/1,852) against a target on 97%
* 7,919 responsive repairs completed
* Average number of all responsive repairs per property = 2.6
* 675 out of hour emergency repairs completed
* 230 Handyperson jobs completed

**Star survey 2015 results*** Overall satisfaction with the Repairs and Maintenance service has increased from 82% (753/917) in 2013 to 87% (592/682) in 2015.
* The percentage of people very satisfied with the service has also increased from 41% (381/917) in 2013 to 46% (315/682) in 2015.
* Out of the residents that had a repair completed in the last year 87% (400/461) were also satisfied with the service and 47% of these were very satisfied with the service.

**Star survey 2015 results – Overall satisfaction with the repairs service broken down by protected characteristics**

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| Age | Satisfied | Total response | % satisfied |
| 16 - 24 | 8 | 13 | 62% |
| 25 - 34 | 29 | 40 | 73% |
| 35 - 44 | 45 | 58 | 78% |
| 45 - 54 | 84 | 104 | 81% |
| 55 - 64 | 98 | 112 | 88% |
| 65 to 74 | 141 | 152 | 93% |
| 75 and over | 156 | 168 | 93% |

Residents aged 44 and below seem less satisfied than older residents, however residents aged 44 and below make up a lower sample group. Of the 29 people aged 44 and below that were not satisfied with the overall repairs service, 22 stated they had a repair completed in the past 12 months and 72% (16/22) of those were actually satisfied with the service received.

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| Sex | Satisfied | Total response | % satisfied |
| Female | 359 | 413 | 87% |
| Male | 204 | 239 | 85% |

No significant difference in satisfaction levels between sex

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| Disability | Satisfied | Total response | % satisfied |
| No - disability | 174 | 202 | 86% |
| Yes - disability | 354 | 410 | 86% |

No significant difference in satisfaction levels between those with or without disabilities

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| Ethnicity | Satisfied | Total response | % satisfied |
| White - English/ Welsh/ Scottish/ Northern Irish/ British | 522 | 604 | 86% |
| Minority Ethnic | 30 | 37 | 81% |

White British residents seem more satisfied than minority ethnic residents; however minority ethnic residents make up a significantly lower sample group. Minority ethnic groups have a 81% satisfaction rate with the service which is still relatively high, if this drops in the 2017 Star survey this may need to be reviewed.It is intended that the policy will apply to all tenure and occupancy types and Medway Council staff involved in repair duties including contractors and sub contractors used on the Councils behalf.Housing Services will ensure that customers can report repairs to us using a variety of methods including a free phone telephone number, in person to a housing officer, email, and letter or via a scheme support officer.Housing Services will provide an out of hour’s service for emergency repairs.Housing Services will offer a free handyman service available to customers for a fixed time period and frequency for those that are not in breach of the terms of their tenancy. This enables tenants assistance with minor decorations will provide those tenants Housing Services will adjust the service to take account of the specific needs of some customers or where extra consideration and support may be needed, therefore our staff will be empowered to deliver an enhanced responsive repairs service for specific vulnerable groups. For example Mears will fit light bulbs for elderly residents or residents with mobility issues. |
| 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?*
 |
| **Protected characteristic groups** | **Adverse impact** | **Advance equality** | **Foster good relations** |
| **Age**  |  | ***✓*** |  |
| **Disabilty** |  | ***✓*** |  |
| **Gender reassignment**  |  |  |  |
| **Marriage/civil partnership** |  |  |  |
| **Pregnancy/maternity** |  |  |  |
| **Race** |  |  |  |
| Religion/belief |  |  |  |
| **Sex** |  |  |  |
| **Sexual orientation** |  |  |  |
| **Other (eg low income groups)** | ***✓*** |  |  |
| 1. **Summary of the likely impacts**
* *Who will be affected?*
* *How will they be affected?*
 |
| A landlord’s requirement to complete repairs is set out in government legislation and as such the responsive repairs policy will be applied to all tenants. There is no direct discrimination identified in the policy via this DIA. There have been some enhancements made to the service, such as the Handyperson service and the discretionary assistance for vulnerable tenants that will help advance equality for disabled and older tenants.There is currently a clause in the handypersons service that states tenants can only receive the service if they are not in arrears. Housing Services accept that this may be a slight disadvantage to people with arrears, but that it serves a better purpose as an incentive for people to pay their rent on time.We would still deliver our normal responsive service to everyone, the handy person is just an enhancement to the service.Allowing tenants different ways of reporting a repair will also advance equalities for those with disabilities. Tenants will also be allowed advocates that can report repairs on their behalf.The repairs service also offers an appointment system; this means people that work or have care responsibilities during the day do not have to unreasonably disrupt their schedule. |
| 1. **What actions can be taken to mitigate likely adverse impacts, improve equality of opportunity or foster good relations?**
* *Are there alternative providers?*
* *What alternative ways can the Council provide the service?*
* *Can demand for services be managed differently?*
 |
| No mitigating actions as such are required.  |
| 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** |
| Monitor customer satisfaction of the repairs service | Policy and Partnership Officer  | Ongoing |
| Monitor complaint trends | Policy and Partnership Officer  | Ongoing |
| Roll out Digi transformation of the repairs service | HRA Service | Ongoing |
| Recommendation*The recommendation by the lead officer should be stated below. This may be:** *to proceed with the change, implementing the Action Plan if appropriate*
* *consider alternatives*
* *gather further evidence*

*If the recommendation is to proceed with the change and there are no actions that can be taken to mitigate likely adverse impact, it is important to state why.* |
| Continue to implement the Responsive Repairs Policy |
| 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*
 |
| **Service Manager** |  |
| **Date**  | December 2019 |