

Diversity impact assessment

TITLE <i>Name / description of the issue being assessed</i>	Environmental Management Policy
DATE <i>Date the DIA is completed</i>	25 th September 2017
LEAD OFFICER <i>Name, title and dept of person responsible for carrying out the DIA.</i>	Katherine Bishop – Business Policy 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 environmental management policy was due to be reviewed and has been updated to ensure that it reflects the councils working in partnership with NORSE to provide Estate Management services to both general needs and homes for independent living properties. There have been no significant policy changes.

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*

Medway Council Landlord Services, in partnership with Norse Commercial Services, provides an Estate Warden Service to its' flatted estates to maintain clean and attractive neighborhoods for tenants and residents to live in.

This policy applies to 1,164 (as at 03/11/17) residents who pay a service charge for estate services.

The Estate Champions provide feedback regarding any issues with Environmental management on the estates at each meeting.

Landlord Services hold six weekly operational meetings and quarterly strategic meetings with Norse Commercial Services in order to monitor the contract.

This policy was sent to the Estate Champions for online consultation on 2nd August and again at the Estate Champions meeting on 11 October. Three responses were received; neither highlighted any adverse impact to protected characteristics due to the policy.

Protected characteristic groups	Adverse impact	Advance equality	Foster good relations
Age			

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Disability

Gender reassignment

Marriage/civil partnership

Pregnancy/maternity

Race

Religion/belief

Sex

Sexual orientation

Other (eg low income groups)

4 Summary of the likely impacts

- *Who will be affected?*
- *How will they be affected?*

It has not been identified that this policy will have a negative impact on any protected characteristic. The policy will be applied generically to all of our tenants that receive an estate service.

There may be some disadvantage in general to tenants in blocks of flats or maisonettes that are unable to take their rubbish out for removal. However assistance is provided free to residents who, through illness or infirmity, are unable to put out their rubbish and do not have anyone else to help them. Residents are able to complete a form to request assistance on; <http://www.medway.gov.uk/binsrubbishandrecycling/yourcollections.aspx> .

5 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?*

Complaints will be monitored to identify any trends and this DIA may need review if any negative trends are identified.

Regular estate inspections will be completed by Landlord Services in order to monitor the cleanliness of estates.

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Customers will monitor the service through the Estate Champions scheme and an appointed Estate Champions attendance at six weekly operational monitoring meetings with Norse Commercial Services.

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
Conduct consultation with estate champions via email.	J Miller	16/08/17 Completed
Second round of consultation with estate champions.	J Miller	11/10/17 Completed
Review DIA following consultation with the Customer Sounding Board.	E Ditton	20/10/17 Completed

7 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.

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

Service Manager



Marc Blowers
Head of Housing Management

Date

15 - 11 - 17

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)

