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| TITLE*Name / description of the issue being assessed* |  **Gas Safety and Servicing Policy** |
| **DATE** *Date the DIA is completed* | 3rd January 2020 |
| **LEAD OFFICER***Name, title and dept of person responsible for carrying out the DIA*. | Aisling Sims – Policy and Partnership Manager |
| 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 Gas Safety and Servicing Policy was due to be reviewed and has been updated to ensure that it reflects current legislation. There have been no significant policy changes.  |
| 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*
 |
| Number of properties: = 2996Number of properties requiring gas safety certification: 2743 |
| 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**  |  |  |  |
| **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?*
 |
| It has not been identified that this policy will have a negative impact on any protected characteristic. There may be some residents that do not wish to give us access to the property. However the gas safety and servicing policy has been put into place to ensure the safety of our residents and employees. It is a legal requirement that we carry out the gas service.Residents as stated in their tenancy agreement are required to give council employees or people authorised by the council, access into their property to carry out gas servicing. Housing Services take all reasonable steps to ensure access to a property to complete a gas safety check.Legal action will be taken against residents that do not respond to requests to complete a gas safety check, or consistently refuse access to their property. In such cases to fulfil our legal obligation as landlord action will be taken to obtain a Court Order to enter the property. Legal action will only be taken as a last resort. |
| 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?*
 |
| Whilst carrying out gas servicing is statutory we aim to deliver and adapt our service in order to make is accessible to all our residents. Residents will be written to offering them an appointment for a gas safety check and service to be carried out. Every effort will be made to work with residents to make an appointment at a time that is convenient. Housing Services will make efforts to provide out of hours appointments where it is required by residents.Customer profiling will be used to schedule gas safety checks, services and repairs to our more vulnerable households during the summer months. Customer profiling will also be used to identify tenants who may have difficultly interpreting appointment letters due to English not being a first language and/or sensory impairments and the Council will make efforts to use more suitable methods.To keep tenants informed Annual gas safety checks will be promoted to tenants through tenant’s newsletters, information leaflets and ‘sign up’ procedures.Complaints will be monitored to identify any trends and this DIA may need review if any negative trends are identified. |
| 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 complaints to identify any negative trends with regards to the Gas Safety and Servicing Policy. | Policy and Partnership manager | Ongoing |
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| 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. |
| 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** | Mark BreathwickHead of Housing |
| **Date**  | **January 2020** |