

# Diversity impact assessment

**TITLE** Gas Safety and Servicing Policy  
*Name / description of the issue being assessed*

**DATE** 30<sup>th</sup> May 2017  
*Date the DIA is completed*

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

## 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

Number of properties: = 3024  
Number of lead tenants = 3006  
Number of properties requiring

## 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			
Disabilty	✓		
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. 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.

#### 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?*

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Whilst carrying out gas servicing is statutory we aim to deliver and adapt our service in order to make it 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 difficulty 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.

## 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
Monitor complaints to identify any negative trends with regards to the Gas Safety and Servicing Policy.	Policy and Partnership manager	May 2018

## 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.

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## 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

14 - 11 - 17

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))