

# Diversity impact assessment

**TITLE**

*Name / description of the issue being assessed*

Rechargeable Repairs Policy

**DATE**

*Date the DIA is completed*

November 2016

**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 Rechargeable Repairs Policy was due to be reviewed and has been updated to ensure that it reflects the current void process. 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*

**Rechargeable repairs from April 2015 to April 2016***Current Tenants*

Number of Repairs = 43

Cost of Rechargeable Repairs = £5,880.27

*Former Tenants*

Number of Repairs = 13

Cost of Rechargeable Repairs = £3,150.36

**Rechargeable repairs from April 2016 to September 2016***Current Tenants*

Number of repairs = 45

Cost of Rechargeable repairs = £4,918.53

*Former Tenants*

Number of repairs = 22

Cost of Rechargeable repairs = £5, 463.61

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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			
Other (eg low income groups)	✓		

### 4 Summary of the likely impacts

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

It is policy the tenants are recharged for repairs resulting of their own action, but this is a condition of their tenancy agreement and tenants would be aware of this on sign up. Tenants are also made aware of any recharges that will be made to them.

Housing Services will deem damage caused to the property by the Tenant, a member of their household or a visitor to the property as a Rechargeable repair. 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. Each case will be treated on an individual basis. Discretion may be exercised, depending on the circumstances. In considering when discretion should be exercised and a recharge waived in part or in full, account should be taken of age, health and disability of the

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tenant of the property.

## 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?*

Tenants will have the choice of completing or arranging for the repair to be completed themselves in which case the work must be completed to a high standard and approved by a Housing Services Building Inspector.

In the case of emergency repairs that are rechargeable, due to the limited timescales involved, Medway Council's Housing Services will complete the repair and the tenant will be invoiced for the cost of the repair after completion.

## 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
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## 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



## Date

9-12-16

Contact your Performance and Intelligence hub for advice on completing this assessment

RCC:	phone 2443	email: <a href="mailto:annamarie.lawrence@medway.gov.uk">annamarie.lawrence@medway.gov.uk</a>
C&A: (Children's Social Care)	contact your normal P&I contact	
C&A (all other areas):	phone 4013	email: <a href="mailto:chrismckenzie@medway.gov.uk">chrismckenzie@medway.gov.uk</a>
BSD:	phone 2472/1490	email: <a href="mailto:corppi@medway.gov.uk">corppi@medway.gov.uk</a>
PH:	phone 2636	email: <a href="mailto:david.whiting@medway.gov.uk">david.whiting@medway.gov.uk</a>

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