

Diversity impact assessment

TITLE <i>Name/description of the issue being assessed</i>	Resident Caution Notice Policy DIA
DATE <i>Date the DIA is completed</i>	10 th December 2018
LEAD OFFICER <i>Name and title of person responsible for carrying out the DIA.</i>	Katherine Bishop – Policy and Partnership 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 Resident Caution Notice policy sets out Medway Council Housing Services approach to recording and sharing information where it has been assessed that a tenant may pose a risk towards staff or contractors.

The policy is in recognition that as employers we have a duty of care towards our staff to ensure their safety in addition to contractors and sub-contractors working on behalf of the council.

The Resident Caution Notice policy also aims to:

To ensure that the Council acts fairly, openly and consistently when identifying service users who pose a threat to staff, and adheres to the General Data Protection Regulation (GDPR) 2018, in accordance with the Information Commissioner.

The Senior Manager should determine whether there is good reason to provide the information to other organisations to alert them of potential risk to their staff. They will only provide the information to an individual of a similar level in the other organisation.

- 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*

As of 10.12.2018 there are 6 residents on the Do not Visit Alone list, which is circulated to all Housing Staff, and contractors where appropriate.

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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			
Ethnicity	✓		
Religion/belief			
Sex			
Sexual orientation			
Mental illness/ medical conditions	✓		
Alcohol, drug and/or solvent misuse or withdrawal	✓		

4 Summary of the likely impacts

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

This policy will be applied to all residents equally, but whilst not specifically targeted at any protected characteristics it is recognised that some aspects of the policy could adversely impact on some of the groups.

Communication with Tenants

Some groups who are unable to read written English can initially be disadvantaged, if the material is not available in the appropriate format.

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Tenants with mental illness or substance dependency/withdrawal issues

A number of factors may contribute to this behaviour, these may include;

- Unrealistic expectations of what we can do for them
- Mental illness;
- Certain medical conditions
- Reaction to authority
- Environmental factors
- Alcohol, drug and/or solvent misuse or withdrawal
- Stress, frustration, feelings of inadequacy
- Anxiety and fear by relatives and/or friends.

Impact on appointments

Tenants who are placed on the Warning of Risk Register may experience a restriction of services, such as the option to book repairs at the most convenient time or a delay in standard appointment times, due to the need for additional/named officers to attend 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?*

Communication with Tenants

Profiling data will be used to ensure that a tenant is informed that a resident caution notice has been placed on their file, in an appropriate format. I.e. language, braille or audio (if required).

Tenants with mental illness or substance dependency/withdrawal issues

Staff will discuss each the case with the Tenancy Services Manager and agree if it is appropriate to sign-post/refer the tenant to an appropriate support agency in order to sustain the tenancy.

Impact on appointments

The measures imposed might have the effect of delaying an appointment etc. This is unfortunate but is outweighed by the staff safety issue. Landlord Services currently only have about 6 tenants on the register so very few tenants would ever be affected by this.

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6 Action plan

- *Actions to mitigate adverse impact, improve equality of opportunity or foster good relations and/or obtain new evidence*

Monitor complaints to identify any negative trends with regards to the policy.	Housing Manager	April 2019

7 The recommendation by the lead officer should be stated below. This may be:

- *to proceed with the change, implementing 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.

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 service plan and monitored*

Authorising Officer

Marc Blowers
Head of Housing Management

Date

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 1481 email: paddy.cahill@medway.gov.uk

BSD: phone 2472/1490 email: corppi@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 (corppi@medway.gov.uk)