

Customer Access Review – Full Assessment

Assessment details		
Assessment area	Housing Maintenance Service	
Date of assessment	June 2017	
Directorate and Service	External – Housing Services	
Manager	Peter Dosad	
Officer conducting assessment	Paul Koster	
Step 1: Scoping the assessment		
1	What are the aims and objectives of the activity or proposal?	<p>The maintenance service aims to:</p> <ul style="list-style-type: none"> • maintain the Council’s Housing property portfolio • ensure tenants receive a high standard repairs service • identify repairs that are the Council’s or the tenants responsibility • ensure compliance with legislation • deliver capital improvement works to the housing portfolio • maintain and improve communal areas • deliver disabled adaptations to those that need it • maintain the decent homes standard
2	Who will be affected?	<ul style="list-style-type: none"> • Tenants • Occupants • Leaseholders • Visitors to the Borough • Staff
3	<p>How does the activity or proposal contribute to:</p> <p>a) any key performance indicators?</p> <p>b) policies, values or objectives of Dartford Borough Council?</p>	<p>a) There are a number of KPI’s within our service contracts that are monitored against targets to ensure a good repairs service is delivered to our customers. The percentage of repairs completed on time is a main KPI that the Housing Service reports on.</p> <p>b) The Repairs Policy relates to the Council’s Corporate Plan 2017-20 strategic aim of facilitating quality, choice and diversity in the housing</p>

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		market, assisting in meeting housing need in Dartford and delivering high quality services to service users.																
4	Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?	<p>There are a number of regulations that need to be adhered to in order to deliver the repairs service. These include:</p> <ul style="list-style-type: none"> • H&S at Work Act 1974 • Gas Safe Regulations 1998 • Control of Asbestos Regulation 2012 • Construction Design & Management Regulations 2015 <p>There is no discretion and the Acts need to be adhered to during the course of our works.</p>																
Step 2: Information collection Note: Equality and Diversity information for Dartford can be found at http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data																		
5	What do you know about the groups of people who will be affected? i.e. demographic information in relation to the protected characteristic groups (age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment)	<p>The Council owns a stock of approximately 4200 properties including flats, houses, bungalows and sheltered housing units, broken down as:</p> <table> <tr> <td>All</td> <td>4206</td> </tr> <tr> <td>0 bed</td> <td>11</td> </tr> <tr> <td>1 bed</td> <td>1514</td> </tr> <tr> <td>2 bed</td> <td>1177</td> </tr> <tr> <td>3 bed</td> <td>1448</td> </tr> <tr> <td>4 bed</td> <td>55</td> </tr> <tr> <td>5 bed</td> <td>0</td> </tr> <tr> <td>6 bed</td> <td>1</td> </tr> </table> <p>Approximately 10,000 repairs are completed to the housing stock in each financial year.</p> <p>Approximately 200 void properties become available are serviced and relet each financial year.</p>	All	4206	0 bed	11	1 bed	1514	2 bed	1177	3 bed	1448	4 bed	55	5 bed	0	6 bed	1
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5 bed	0																	
6 bed	1																	

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The ethnicity breakdown of each tenant at April 2017 is broken down as follows:

ANY OTHER ASIAN	24
ANY OTHER MIXED	17
BANGLADESHI	8
BLACK AFRICAN	74
BLACK CARIBBEAN	19
BLACK OTHER	17
CHINESE	9
EUROPEAN NON IRISH	600
INDIAN	12
NO DATA AVAILABLE	353
NOT STATED	451
OTHER ETHNIC	
ORIGIN	46
PAKISTANI	6
REFUSED TO ANSWER	12
WHITE & ASIAN	7
WHITE BRITIS AFRICA	3
WHITE BRITISH	2403
WHITE IRISH	37
WHITE OTHER	65
WHITE&BLACK	
AFRICAN	17
WHITE&BLACK	
CARIBB	26

Vulnerable customers are identified on the asset information database (Academy) as some policies offer priority services to vulnerable tenants. Our main repairs contractor completes a customer profile questionnaire before major work begins to identify tenants needs during the course of the works as age, disability and pregnancy etc. can affect the repairs service and

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		<p>the way we need to plan works. We may from time to time have to take into account religion and be flexible on working hours.</p>
<p>6</p>	<p>What consultation has taken place with affected groups? Please describe who was consulted and the key findings</p>	<p>Dartford Borough Residents Forum is consulted with on a regular basis. This is on key issues that affect customer service and delivery of the repairs service. Members of the Forum attend every meeting that the Council has with its contractors.</p> <p>On completion of each repair a tenant is given the chance to complete a customer satisfaction survey. This asks specific questions about the repair they have received and the information gained is used to shape the future delivery of the service. At the end of 2016/17 99.7% of those surveyed were happy with the repairs service received.</p> <p>Repairs service complaints are also monitored and discussed at regular meetings held with our contractors</p>
<p>7</p>	<p>Are there any gaps in information? If so, what additional research and/or consultation is needed to ensure that affected groups needs and views are taken into account?</p>	<p>Our service generally concentrates on individual properties/tenants rather than generic groups. However, we could improve on collecting and keeping information on vulnerable residents such as pensioners that may need a more tailored service for heating etc in winter months.</p> <p>We do monitor the number of properties that do not require a single repair in a financial year. We then use this information to identify tenants that may need additional support. Once identified, tenants are contacted and offered a property inspection to identify repairs that may be needed but have not been reported. More detail is needed on why repairs are not being reported so that the repairs reporting process can be made easier to access if needed.</p>

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Step 3: Assessing the equality impact

8 Consider whether the activity or proposal has or will have any positive or negative equality impacts on the protected characteristic groups in relation to the following aims of the General Equality Duty:

a) tackling unlawful discrimination
 b) promoting equality of opportunity
 c) promoting good relations

NOTES:

- The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration.
- For existing activities, consider how they are working in practice for each protected group
- For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each protected group
- If there is no identified equality impact, please tick the 'No Impact' box and explain why in question 9

If the equality impact is unclear, please tick the 'Unknown' box and explain why in question 9

		POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
a	Age	<p>A green triangle system is in place to ensure elderly tenants are identified at the earliest stage of the repairs process so that works can be adapted accordingly in each individual case.</p> <p>The Council aims to prioritise non-emergency repairs for elderly and vulnerable tenants wherever possible (for example heating and hot water) where the nature of the repair could risk the health or wellbeing of that person or household (this helps remove or minimise disadvantage suffered by tenants due to their age/vulnerability).</p> <p>The Housing Service offers a Handyman Service to elderly tenants. Tenants can access 12 hours</p>	<p>Positives are not always possible at busy periods as not everyone can be prioritised at the same time. Only useful if tenants tell us they are vulnerable in advance of reporting the repair.</p>	<input type="checkbox"/>	<input type="checkbox"/>

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		<p>of handyman time over the course of a year for works such as gardening, decorating, picture hanging etc.</p> <p>An appointment system is offered for all routine repairs which include appointment slots and Saturday and evening repairs to maximize choice for tenants.</p> <p>The Council also runs an older persons decorating scheme. Tenants can have 1 room decorated free of charge once every 5 years.</p>			
b	Disability	<p>A green triangle system is in place to ensure disabled tenants are identified at the earliest stage of the repairs process so that works can be adapted accordingly in each individual case.</p> <p>The Housing Service also has a Disabled Adaptation Policy and process to give guidance to staff and tenants on how to access the service.</p> <p>The Housing Service offers a Handyman Service to disabled tenants. Tenants can access 12 hours of handyman time over the course of a year for works such as gardening, decorating, picture hanging etc.</p> <p>Tenants with hearing and sight impairments are able to request information about the service in alternative formats (e.g. Braille, Audio Tape and large print) as part of our corporate policy.</p>	<p>Positives are not always possible at busy periods as not everyone can be prioritised at the same time. Only useful if tenants tell us they are vulnerable in advance of reporting the repair.</p>	<input type="checkbox"/>	<input type="checkbox"/>

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c	Gender (including reassignment)	A female chaperone is offered to attend any repair should it be requested. Tenants can request this at the time of reporting the repair and the information is included in the Repairs Policy.		<input type="checkbox"/>	<input type="checkbox"/>
d	Race	A translation and interpreting service is available corporately for those tenants whose first language isn't English.		<input type="checkbox"/>	<input type="checkbox"/>
e	Religion/Belief	Flexible working hours are offered to those that cannot accommodate appointments in normal working hours. These include a Saturday morning appointment or a late appointment on a Wednesday evening.		<input type="checkbox"/>	<input type="checkbox"/>
f	Sexual Orientation	Not applicable as repairs are attributed to the repairs policy and not the person.		<input type="checkbox"/>	<input type="checkbox"/>
g	Pregnancy/Maternity	A green triangle system is in place to ensure pregnant tenants are identified at the earliest stage of the repairs process so that works can be adapted accordingly in each individual case.	Positives are not always possible at busy periods as not everyone can be prioritised at the same time. Only useful if tenants tell us they are vulnerable in advance of reporting the repair.	<input type="checkbox"/>	<input type="checkbox"/>
9	If 'no impact' or 'unknown' was selected, please explain				
10	If Dartford Borough Council works with partners to deliver the activity or proposal, please describe any circumstances that could give rise to positive or negative	<p>Our main repairs contractor completes a customer profile questionnaire before major work begins to identify tenants needs during the course of the works. Specific plans of work are then tailored around the customers need.</p> <p>Contractors work to a code of conduct that helps provide a uniform approach to customer care.</p> <p>Our two main contractors adhere to a Modern Slavery Act policy statement and have provided the Council with a copy of this.</p> <p>Contractors work to Council concern card procedures and complete and forward these to the Council on a regular basis.</p>			

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	equality impacts between different groups	
11	Any further comments	<p>The Council aims to make accessing the repairs service as easy as possible by offering various ways to report a repair, including by phone, text message, online, in person, by fax and in writing.</p> <p>The quarterly tenant magazine 'The Link' is used to write advice articles and provide practical information to tenants on things such as gas safety, condensation, how to access the repairs service, etc.</p>

Step 4: Action plan

12. Based on the information in Steps 1 to 3, please list the actions that will be taken to address:

a) any gaps in information and consultation
b) how any negative impacts on equality will be mitigated or eradicated

a) If additional information and/or consultation is required or the impact is still unclear, what actions will you put in place to gather the information you need?

Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
Establish what tenants are vulnerable	Encourage registration of vulnerability through our tenant resident forums and groups	To increase the number of vulnerable tenants we have registered and placing a 'green triangle' of the housing database.	January 2018	Capture current levels registered and monitor regular to check whether the list of vulnerable tenants is increasing	Louise Gray

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b) If any negative impacts on equality were found, what actions will you put in place to mitigate or eradicate these impacts?					
Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer

Step 5: Decision making and future monitoring		
13	Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?	The process needs to be agreed by the Head of Housing
14	How will you continue to monitor the impact of the activity or proposal on the equality groups?	Regular checks on number of vulnerable registered on Academy database through the green triangle system
15	When will you review this Customer Access Review?	June 2018
Step 6: Final steps		
16	Once this Customer Access Review has been approved, send this assessment to the Policy & Corporate Support Team	
17	If the subject of the Customer Access Review is going to committee, summarise your findings in the committee report	
18	Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded	