

Customer Access Review – Full Assessment

Assessment details		
Assessment area	Disabled Adaptations Policy for Council Tenants	
Date of assessment	February 2016	
Directorate and Service	Strategic Directorate (External Services), Housing Services	
Manager	Peter Dosad	
Officer conducting assessment	Jackie Pye	
Step 1: Scoping the assessment		
1	What are the aims and objectives of the activity or proposal?	To ensure Dartford Borough Council tenants are able to access services to provide disabled adaptations to their property and to provide a clear and transparent policy for doing so.
2	Who will be affected?	All eligible Dartford Borough Council tenants who require disabled adaptations, their families and carers.
3	How does the activity or proposal contribute to: a) any key performance indicators? b) policies, values or objectives of Dartford Borough Council?	To positively impact on tenants lives by helping them to live independently. The Policy relates to the Council's Corporate Plan 2014-17 strategic aim of facilitating quality, choice and diversity in the housing market, creating strong and self-reliant communities and delivering high quality services to service users. It also relates to the objective of working towards meeting the housing needs of the Borough.
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>The Council has a duty under the Housing Grants, Construction and Regeneration Act 1996 to provide disabled adaptations where 'appropriate and necessary'; this is determined by an Occupational Therapist. The Council has discretion to determine whether the works are 'reasonable and practicable' following the Occupational Therapist assessment.</p> <p>In reaching a decision the authority will consider whether the proposed adaptations or improvements:</p> <ul style="list-style-type: none"> are needed to provide for a care plan to be implemented which will enable the disabled occupant to remain living in their existing home as independently as possible;

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		<ul style="list-style-type: none"> • would meet, as far as possible, the assessed needs of the disabled person taking into account both their medical and physical needs; and • distinguish between what is desirable and possible legitimate aspirations of the disabled person, and what is actually needed <p>The Council will also have specific regard to the age and condition of the property, the effect on other residents, the practicalities of carrying out work on properties with limited access, conservation considerations, and the structural characteristics of the property.</p> <p>Council tenants can also apply for a grant for an adaptation under the Council’s Disabled Facilities Grants Policy if they so wish. However, the tenant is responsible for the repair and maintenance of any installed adaptation, not the Council.</p>
<p>Step 2: Information collection</p> <p>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</p>		
5	<p>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>	<p>The Policy affects all disabled tenants or family members who require adaptations to their property. The Policy aims to advance equality of opportunity for disabled tenants to live independently and improve their quality of life.</p> <p>The Council does not record information on the number of tenants who may require adaptations nor does it monitor other demographic data for this client group.</p> <p>There are currently 30 clients on the waiting list for major adaptations and 5 waiting for minor adaptations.</p> <p>Evidence suggests that the majority of adaptations are carried out for older people.</p>

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6	<p>What consultation has taken place with affected groups? Please describe who was consulted and the key findings</p>	<p>Consultation was carried out via the tenant’s newsletter the ‘Link’, advertised on the Council website and discussed at the Dartford Borough Council Residents’ Forum. KCC Occupational Therapists were also consulted. There was no response from KCC or from the public and only minor amendments were made to the Policy as a result of consultation with the Residents’ Forum.</p> <p>No representations or concerns were raised from any protected characteristic groups during the consultation.</p> <p>The Council’s contractor carries out customer satisfaction surveys for major adaptations but the data does not provide sufficient detailed information to measure satisfaction in a meaningful way.</p>
7	<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>No additional research is required as the Council is under a duty to provide adaptations where necessary and appropriate and where they are provided tenants are fully consulted prior to the installation of adaptations with the support and guidance of an Occupational Therapist or agent. However, customer satisfaction data needs to be improved to ensure customer’s views are taken into account in the provision of major adaptations. Other relevant demographic data can also be collected.</p>
<p>Step 3: Assessing the equality impact</p>		
8	<p>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:</p> <p>a) tackling unlawful discrimination b) promoting equality of opportunity c) promoting good relations</p> <p><u>NOTES:</u></p> <ul style="list-style-type: none"> – 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 relevant protected group – For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group 	

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– 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	The provision of adaptations enables disabled people to live independently and with dignity. Age is not a factor when determining whether an adaptation is necessary.	None identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b	Disability	The provision of adaptations enables disabled people to live independently and with dignity. The Council provides information in alternative formats for example for those who are hearing or visually impaired.	None identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c	Gender (including reassignment)	Not applicable	None identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d	Race	The Policy contains a strapline to assist those with English as a second language. Information is available in different languages if required.	None identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e	Religion/Belief	The Council ensures that clients are happy with the proposed timing of works and will rearrange if necessary.	None identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f	Sexual Orientation	Not applicable	None identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g	Pregnancy/Maternity	Not applicable	None identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	If ‘no impact’ or ‘unknown’ was selected, please explain	The provision of adaptations is exclusively for disabled tenants who require them. They will be provided regardless of the addition of any other protected characteristic.			

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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 equality impacts between different groups	The Council works with KCC Occupational Therapists to ensure that the works are necessary and are appropriate for the client’s needs. There are no known circumstances where this will have either a positive or negative impact between different groups.
11	Any other comments	None

Step 4: Action plan

11. 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
Customer satisfaction data	Ensure that systems are in place to record satisfaction levels	Monitor customer satisfaction on major adaptations	31-12-2016	Internally	Paul Koster
Demographic data	Ensure that the Council’s Corporate Equality Monitoring form is attached to each application	Equality monitoring	31-12-2016	Internally	Paul Koster

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
None					

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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?	Strategic Director (External)
14	How will you continue to monitor the impact of the activity or proposal on the equality groups?	New assessments will be undertaken as and when the policy is significantly updated or reviewed (usually one year from implementation).
15	When will you review this Customer Access Review?	As required or in 2 years.
Step 6: Final steps		
16	Once this Customer Access Review has been approved, send this assessment to the Policy & Projects Officer	
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	