

Customer Access Review – Full Assessment

Assessment details	
Assessment area	Housing Strategy 2025-2028
Date of assessment	April 2025
Directorate and Service	Housing and Public Protection, Housing Services
Manager	Housing Development & Policy Manager
Officer conducting assessment	Housing Policy & Performance Officer
Step 1: Scoping the assessment	
1. What are the aims and objectives of the activity or proposal?	<p>The Housing Strategy sets out the Council's plans on how it intends to deliver the Housing Service to residents between 2025-2028. An action plan is contained within the Strategy which includes the key priorities the Council intends to deliver on over the course of the Strategy period.</p> <p>The Strategic Housing Priorities are:</p> <ul style="list-style-type: none"> • Increase the supply of genuinely affordable homes across the borough • Relieve homelessness and end rough sleeping • Deliver the outcomes of the Regulator of Social Housing's consumer and economic standards • Improve housing conditions in the private rented sector and reduce the number of empty homes • Provide a high quality housing service and ensure our homes are well maintained • Engage with and listen to our tenants and to take their views into account when developing new housing services and policies • Engage meaningfully with our tenants and improve communication. <p>The Housing Strategy sets out the Housing Service's commitment to provide genuinely affordable homes for residents and communities in Dartford. The provision of affordable housing will be delivered in partnership with a range of stakeholders in the area, including other housing providers and property developers.</p>
2. Who will be affected by the activity or proposal?	The Strategy will affect Council tenants, leaseholders and residents of Dartford Borough Council.
3. How does the activity or proposal contribute to: a) any key performance indicators?	<p>a) The Housing Service collects a wide range of performance information which is used to monitor service delivery across the service. They provide vital information relating to areas of the service that are performing well and highlight areas of concerns or improvement.</p> <p>The Council is also measured through Tenant Satisfaction Measures set by the Regulator of Social Housing.</p>

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Step 1: Scoping the assessment	
b) policies, values or objectives of Dartford Borough Council?	<p>The Housing Strategy aims to contribute to the delivery of these performance indicators and includes an action plan with actions to deliver on across the Housing Service.</p> <p>b) The Housing Strategy will be delivered in accordance with the Corporate Plan 2024-2027 housing ambitions and key actions.</p> <p>It will also be delivered in accordance with the Council's housing policies and strategies which are already in place.</p>
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 Housing Strategy and its delivery is intended to be compatible with all relevant legislation, but not limited to:</p> <ul style="list-style-type: none"> • Housing Act 1996 • Homelessness Reduction Act 2017 • Charter for Social Housing Residents 2020 (Social Housing White Paper) • Fire Safety Act 2021 • Social Housing (Regulation) Act 2023 • Supported Housing (Regulatory Oversight) Act 2023 • Equality Act 2010 • Data Protection Act 2018 • UK GDPR <p>The Housing Strategy will also comply with the Regulator of Social Housing's consumer and economic standards, which set out what social housing landlords must do to provide quality homes and services to their tenants. The Housing Service also strives to meet the Decent Homes Standard, which sets out the criteria which Council homes are required to meet. The Decent Homes Standard will also be extended to include the private rented sector, although timescales are not yet confirmed for when this will be in place.</p>
Step 2: Information collection	
5. What do you know about the groups of people who will be affected? (i.e. demographic information in relation to the	<p>Dartford population profile</p> <ul style="list-style-type: none"> • Gender – There are slightly more female residents than male residents in Dartford where 51% are female and 49% are male, which is the same as the overall England ratio of females and males.

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protected characteristic groups of age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment, marriage and civil partnership)	<ul style="list-style-type: none">• Age – The median age in Dartford is 37 years, which is slightly lower than the overall England mean age of 40 years. 21.1% of Dartford’s population is aged 14 years or under. This is followed by residents aged 35 to 44 years (15.7%), 25 to 34 years (15.2%), 45 to 54 years (13.3%), 55 to 64 years (10.8%), 15 to 24 years (10.2%), 65 to 74 years (7.4%), and aged 75 years and over (6.4%).• Ethnicity – The largest ethnic group that people in Dartford identify with is White at 74.5%. This is followed by Black, Black British, Black Welsh, Caribbean or African (10.50%), Asian, Asian British or Asian Welsh (9.90%), Mixed or Multiple ethnic groups (3.10%), and Other ethnic groups (2.00%).• Disability – 15.9% of Dartford’s population are disabled. Of this, 6.6% of people’s activities are limited a lot and 9.3% of people’s activities are limited a little.• Religion – 48.1% of Dartford’s population connect or identify with the Christian religion, followed by 3.8% Hindu, 3.5% Muslim, 1.7% Sikh, 0.6 Buddhist, 0.1% Jewish, 0.4% other religion. 36.5% of Dartford’s population did not connect or identify with any religion and 5.3% did not answer this question in the Census.• Sexual orientation – 91.2% of Dartford’s population aged 16 years and over identified as straight or heterosexual. 1.5% described themselves as gay or lesbian. 0.91% described themselves as bisexual. 0.14% described themselves as pansexual; 0.03% described themselves as asexual; 0.00% described themselves as queer. 0.01% described themselves as ‘other sexual orientation’. 6.54% did not answer this question in the Census. <p>(Source: Census 2021, Office for National Statistics)</p> <p>Tenant profile</p> <p>The Council owns and manages a housing stock of 4,207 properties as at January 2025. Information in relation to profile of Council tenants (Tenant 1 data) is captured by the Council’s Housing Service, as follows:</p> <table><tr><td rowspan="3">Sex</td><td>Male</td><td>34.06%</td></tr><tr><td>Female</td><td>65.82%</td></tr><tr><td>Unknown</td><td>0.12%</td></tr><tr><td rowspan="6">Age</td><td>25 and under</td><td>34.00%</td></tr><tr><td>26-35</td><td>15.00%</td></tr><tr><td>36-45</td><td>14.00%</td></tr><tr><td>46-55</td><td>11.00%</td></tr><tr><td>56-65</td><td>12.00%</td></tr><tr><td>66+</td><td>14.00%</td></tr></table>	Sex	Male	34.06%	Female	65.82%	Unknown	0.12%	Age	25 and under	34.00%	26-35	15.00%	36-45	14.00%	46-55	11.00%	56-65	12.00%	66+	14.00%
Sex	Male		34.06%																		
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	56-65	12.00%																			
	66+	14.00%																			

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Step 2: Information collection			
	Race	White	66.72%
		Asian or Asian British	1.45%
		Black or Black British	1.47%
		Mixed	2.00%
		Chinese or other ethnic group	0.22%
		Unknown/ prefer not to say	28.14%
	Disability/ vulnerability	No disability/ vulnerability	77.31%
		Disability/ vulnerability	22.69%
	Leaseholder profile – There are currently 481 leasehold properties. The conveyancing process is managed by external bodies and legal transfers which do not collect personal data concerning the protected characteristics of new home owners. The Housing Service does not receive or hold any personal data regarding leaseholders other than name and address.		
6. What consultation has taken place with affected groups? Please describe who was consulted and the key findings	Internal consultation on the draft Housing Strategy has been carried out with Council officers.		
7. 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>The Council is committed to ensuring the voice of its tenants is heard on matters that affect them. The Regulator of Social Housing places a requirement on social housing landlords to comply with the Transparency, Influence and Accountability Standard 2024, by ensuring that residents are given a wide range of opportunities to influence and be involved in the formulation of their landlord’s housing-related policies and strategies. Consultation with Council tenants and leaseholders will be undertaken, as follows:</p> <ol style="list-style-type: none">1. All Council tenants and leaseholders will be invited to comment on the draft Housing Strategy.2. The Dartford Tenants’ and Leaseholders’ Forum (DTLF) will be invited to comment on the draft Housing Strategy. The DTLF aims to ensure that the services delivered by the Council are accessible to all. The Forum works as a group to ensure that the views and housing needs of residents are recognised and addressed by the Council, and that those needs and views are placed at the centre of housing services delivery.3. Public and external partner agencies will be invited to comment on the draft Housing Strategy.4. The Housing Advisory Board (HAB) will be invited to comment on the draft Housing Strategy. The HAB considers reports on proposed policy, strategy and performance in relation to housing issues and makes recommendations to Cabinet as appropriate. The HAB includes representation from Council officers, elected Members and DTLF members.		

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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 Public Sector 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 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
- 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

Step 3: Assessing the equality impact

PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
Age	<p>Tackling homelessness The Housing Strategy contains a dedicated section on Tackling Homelessness in Dartford. As set out in legislation, homeless households that include dependent children are a priority need group. Persons who are vulnerable as a result of old age are also a priority need group. More information on how the Council assists these priority need groups can be found in the dedicated customer access review which has been carried out on the Homelessness Review in 2023 and can be accessed on the Council's website.</p> <p>Private sector housing The private sector housing team work to improve housing conditions of private sector properties. Housing conditions can have a major impact upon</p>		<input type="checkbox"/>	<input type="checkbox"/>

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Step 3: Assessing the equality impact

PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>the health and wellbeing of individuals, households and communities. Housing renewal assistance is designed to reduce admissions and readmissions to hospital, improve health and wellbeing, promote independence, improving housing conditions, tackle fuel poverty and to ensure that the person can remain in their own home as long as possible. A dedicated customer access review has been carried out on the Private Sector Housing Renewal Strategy 2022-2025, which can be accessed on the Council's website.</p> <p>Domestic abuse and violence The Housing Strategy contains a dedicated section on Tackling Domestic Abuse and Violence. Domestic abuse has a detrimental impact on people of all ages. This may include children if they see, hear or otherwise experience the effects of abuse. It may also affect adults with care and support needs. The Council will make safeguarding referrals where required and will also assess the need for other means of support to address housing need and safety. A dedicated customer access review has been carried out on the Domestic Abuse Housing Strategy 2024-27, which can be accessed on the Council's website.</p> <p>Housing development As part of the Local Plan, the Council is keen to deliver a wide range of residential development. This includes retirement living schemes, age restricted dwellings and extra care housing. Mostly</p>			

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Step 3: Assessing the equality impact

PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>elderly people would be in need of this type of accommodation. The provision of older persons and nursing/residential care home spaces is supported particularly in larger developments by the Council.</p> <p>Anti-social behaviour The Housing Strategy contains information on anti-social behaviour and how the Housing Service work closely with other departments in the Council to tackle it. This includes the Council's Community Safety Unit, who lead on facilitating the Dartford Vulnerability and Contextual Safeguarding Panel which assists to address forms of anti-social behaviour, whilst supporting referring agencies by taking a multi-agency response to support those affected by anti-social behaviour who are vulnerable. This may include children or elderly residents. A dedicated customer access review has been carried out on the Anti-Social Behaviour and Hate Incident Policy, which can be accessed on the Council's website.</p> <p>Housing schemes for older people The Housing Strategy contains a dedicated section on Housing Schemes for Older People. Dartford offers a range of housing services for older people, including housing scheme accommodation where support is available to residents aged 60 and over to provide additional assistance with daily living tasks.</p>			

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Step 3: Assessing the equality impact

PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>Extra care housing Kent County Council (KCC) provide extra care housing for people aged 55 and over who require some care and support but would like to maintain their independence in their own home. There are 2 extra care housing schemes in Dartford. The Council is eligible to nominate eligible persons from the housing register to these properties.</p> <p>Vulnerable people The Housing Strategy contains a dedicated section on Equality and Diversity which includes information on vulnerable people. Reference is made to the Vulnerable Adults Housing Policy which sets out how vulnerable adults can access the Housing Service. It also sets out how vulnerable adults are identified and the types of support which are available. Where it is believed that an adult with care and support needs or a child is at risk of harm due to abuse or neglect, a safeguarding referral will be made to Social Services to protect the adult or child from harm in accordance with the Council's Safeguarding Policy. A dedicated customer access review has also been carried out on the Vulnerable Adults Housing Policy, which can be accessed on the Council's website.</p> <p>Aids and adaptations The Housing Strategy contains a dedicated section on Equality and Diversity which includes</p>			

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Step 3: Assessing the equality impact

PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>information on aids and adaptations. An adaptations service is provided for Council tenants. More elderly tenants may be in need of aids and adaptations due to frailties which make everyday activities difficult to do. A dedicated customer access review has been carried out on the Aids and Adaptations Policy for Council Tenants, which can be accessed on the Council's website.</p> <p>Care leavers The Housing Strategy includes information on care leavers and the Council's commitment to support young people on their journey from care to independence. The Council will offer support with housing and with the support of other agencies a Pathway Plan will be provided to young people between 16 and 25 years of age which will set out their needs, views, future goals and the support they will receive.</p>			
Disability	<p>Tackling homelessness The Housing Strategy contains a dedicated section on Tackling Homelessness in Dartford. As set out in legislation, persons vulnerable as a result of physical disability/ill health are a priority need group, and persons vulnerable as a result of mental health problems are also a priority need group. Medical and support needs are assessed as part of the homelessness assessment process. Effective support for people with mental health problems is provided through a range of support</p>		<input type="checkbox"/>	<input type="checkbox"/>

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	<p>services. A dedicated customer access review has been carried out on the Homelessness Review in 2023, which can be accessed on the Council's website.</p> <p>Private sector housing As under 'Age'. The private sector housing team work to improve housing conditions of private sector properties. Housing conditions can have a major impact upon the health and wellbeing of individuals, households and communities. Housing renewal assistance is designed to reduce admissions and readmissions to hospital, improve health and wellbeing, promote independence, improving housing conditions, tackle fuel poverty and to ensure that the person can remain in their own home as long as possible. A dedicated customer access review has been carried out on the Private Sector Housing Renewal Strategy 2022-2025, which can be accessed on the Council's website.</p> <p>Domestic abuse and violence The Housing Strategy contains a dedicated section on Tackling Domestic Abuse and Violence. Domestic abuse can have an impact on mental health and wellbeing and the Housing Service will support and signpost victims to support services along with other appropriate actions to address housing need and safety. As mentioned under 'Age', domestic abuse may also affect adults with</p>			

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PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>care and support needs. A dedicated customer access review has been carried out on the Domestic Abuse Housing Strategy 2024-27, which can be accessed on the Council's website.</p> <p>Housing development The Council seek to provide accessible and adaptable dwellings within new developments which is expected to create homes which are step free and therefore accessible to most people. This will particularly benefit those with reduced mobility and enable more residents to stay in their homes for longer as their needs change.</p> <p>Anti-social behaviour As under 'Age'. The Housing Strategy contains information on anti-social behaviour and how the Housing Service work closely with other departments in the Council to tackle it. This includes the Council's Community Safety Unit, who lead on facilitating the Dartford Vulnerability and Contextual Safeguarding Panel which assists to address forms of anti-social behaviour, whilst supporting referring agencies by taking a multi-agency response to support those affected by anti-social behaviour who are vulnerable.</p> <p>Housing schemes for older people As under 'Age'. The Housing Strategy contains a dedicated section on Housing Schemes for Older People. Dartford offers a range of housing</p>			

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PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>services for older people, including housing scheme accommodation where support is available to residents aged 60 and over to provide additional assistance with daily living tasks.</p> <p>Extra care housing As under 'Age'. Kent County Council (KCC) provide extra care housing for people aged 55 and over who require some care and support but would like to maintain their independence in their own home. There are 2 extra care housing schemes in Dartford. The Council is eligible to nominate eligible persons from the housing register to these properties.</p> <p>Vulnerable people As under 'Age'. The Housing Strategy contains a dedicated section on Equality and Diversity which includes information on vulnerable people. Reference is made to the Vulnerable Adults Housing Policy which sets out how vulnerable adults can access the Housing Service. It also sets out how vulnerable adults are identified and the types of support which are available. Where it is believed that an adult with care and support needs or a child is at risk of harm due to abuse or neglect, a safeguarding referral will be made to Social Services to protect the adult or child from harm in accordance with the Council's Safeguarding Policy. A dedicated customer access review has also been carried out on the</p>			

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PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>Vulnerable Adults Housing Policy, which can be accessed on the Council's website.</p> <p>Aids and adaptations The Housing Strategy contains a dedicated section on Equality and Diversity which includes information on aids and adaptations. An adaptations service is provided for Council tenants who are disabled which will help tenants to live independently and safely in their home. A dedicated customer access review has been carried out on the Aids and Adaptations Policy for Council Tenants, which can be accessed on the Council's website.</p> <p>Communication needs In accordance with the Council's Equality & Diversity Document Framework, the Housing Strategy can be provided in alternative formats, including: Braille, audio tape and large print versions of documents. British Sign Language interpreting services can also be provided upon request. Calls can also be received via Relay UK.</p>			
Sex	<p>Domestic abuse and violence The Housing Strategy contains a dedicated section on Tackling Domestic Abuse and Violence. Domestic abuse can affect anyone, however statistically it affects more women than men. The Council aims to be sensitive to the diverse needs of victims and offers the opportunity for victims and survivors to speak to a member of staff who is</p>		<input type="checkbox"/>	<input type="checkbox"/>

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Step 3: Assessing the equality impact

PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	of the same sex if this is preferred. A dedicated customer access review has been carried out on the Domestic Abuse Housing Strategy 2024-27, which can be accessed on the Council's website. Persons who are homeless as a result of domestic abuse are a priority need group, as set out in legislation. Domestic abuse is one of the main causes of homelessness and the Housing Service recognise there is a multi-agency response to keep victims safe and to provide support. More information on how we support persons homeless due to domestic abuse can be found in the dedicated customer access review for the Homelessness Review in 2023, which can be accessed on the Council's website.			
Gender reassignment			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	<p>Gypsies, travellers and travelling showpeople There is a need for gypsy, traveller and travelling showpeople accommodation in the borough. The Local Plan for Dartford has allocated three sites to address the need for accommodation. Allocation of pitches is the responsibility of the Council and it aims to allocate them as fairly as possible based on the suitability of applicants.</p> <p>Alternative format and interpreting services In accordance with the Council's Equality & Diversity Document Framework, the Housing Strategy can be provided in alternative formats including documents translated into other languages. Telephone and face-to-face language</p>		<input type="checkbox"/>	<input type="checkbox"/>

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Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	interpreting services can also be provided upon request.			
Religion/Belief			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy/Maternity	Tackling homelessness As set out in legislation, households with a pregnant woman are a priority need group. A dedicated customer access review has been carried out for the Homelessness Review in 2023, which can be accessed on the Council's website.		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage and Civil Partnership*	Not applicable as the Strategy does not apply in the context of employment.	Not applicable as the Strategy does not apply in the context of employment.	<input type="checkbox"/>	<input type="checkbox"/>

* Regarding the protected characteristic of Marriage and Civil Partnership – public bodies need to comply with the first aim of the Public Sector Equality Duty and only in the context of employment.

Step 3: Assessing the equality impact	
9. If 'no impact' or 'unknown' was selected, please explain	There are no known circumstances where the Strategy will have relevance to or a disproportionate equality impact on the protected characteristic groups of gender reassignment, religion/belief and sexual orientation. The Housing Service offers a wide range of support for residents which will be tailored to meet individual needs and impact of any of the protected characteristics. The Housing Service will also work with relevant partners and agencies to provide required support. Additionally, the newly established Resident Engagement team will conduct a comprehensive review of engagement and communication methods identifying areas for improvement and ensuring that strategies are effective, inclusive and tailored to meet the diverse needs of the community.
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 Housing Strategy focuses on many different aspects of what the Housing Service aims to achieve throughout its duration, and to do this it will need to work with key partners. This includes but is not limited to homelessness agencies, housing developers, housing associations and repair contractors. The service will also work with organisations such as domestic abuse agencies, Kent County Council, Kent Fire and

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Step 3: Assessing the equality impact	
	<p>Rescue Service and the Police. Where residents may need additional support, the service will make referrals to agencies such as mental health support, drug and alcohol support organisations and adult social care.</p> <p>The Housing Service will also continue to work with partnership groups such as Kent Housing Group and the Dartford and Gravesham Home Improvement Agency, and recognises the strength and value of effective joint working arrangements to delivering our services.</p>
11. Any other comments	<p>The Housing Strategy includes information on various functions within the Housing Service and areas where a housing related policy or strategy has been developed. Customer access reviews are carried out by the Housing Service when a new policy or strategy has been produced, or when an existing policy or strategy has been reviewed. All customer access reviews are available to view on the Council's website.</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
Views from all Council tenants and leaseholders on the draft Strategy	Invite comment and input on the draft Strategy from all Council tenants and leaseholders	Feedback will, at a formative stage, inform any further changes that may be required to the draft Strategy in advance of	June 2025	Details of the consultation and amendments made to the draft Strategy as a result of the consultation will be	Housing Policy & Performance Officer

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Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
		seeking approval for the Strategy		included in the Cabinet report	
Views from the Dartford Tenants' and Leaseholders' Forum on the draft Strategy	Invite comment and input on the draft Strategy from the Dartford Tenants' and Leaseholder's Forum	Feedback will, at a formative stage, inform any further changes that may be required to the draft Strategy in advance of seeking approval for the Strategy	June 2025	Details of the consultation and amendments made to the draft Strategy as a result of the consultation will be included in the Cabinet report	Housing Policy & Performance Officer
Views from the public and stakeholder partner organisations on the draft Strategy	Invite comment and input on the draft Strategy from the public and stakeholder partner organisations	Feedback will, at a formative stage, inform any further changes that may be required to the draft Strategy in advance of seeking approval for the Strategy	June 2025	Details of the consultation and amendments made to the draft Strategy as a result of the consultation will be included in the Cabinet report	Housing Policy & Performance Officer
Views from the Housing Advisory Board on the draft Strategy	Invite comment and input on the draft Strategy from the Housing Advisory Board	Feedback will, at a formative stage, inform any further changes that may be required to the draft Strategy in advance of seeking approval for the Strategy	August 2025	Details of the consultation and amendments made to the draft Strategy as a result of the consultation will be included in the Cabinet report	Housing Policy & Performance Officer

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

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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?	Head of Legal Services and Director of Housing & Public Protection
14. Is the subject of the Customer Access Review going to committee? If yes, include your findings in the committee report and attach this assessment to the report	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
15. How will you continue to monitor the activity or proposal on protected characteristic groups?	The Housing Strategy will be implemented over a period of three years with regular checks to track progress on the action plan and to assess how we are delivering the key priorities. Changes may be made to the Strategy during the three-year period to address any legislative, regulatory, best practice or operational issues.
16. When will you review this Customer Access Review?	The Housing Strategy will be reviewed at the end of the three-year period to address legislative, regulatory, best practice or operational issues. A new Customer Access Review assessment will be undertaken in conjunction with the review of the strategy.
Step 6: Final steps	
17. Once this Customer Access Review has been approved, send this assessment to the Policy & Projects Officer	
18. Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded	

Reviewed by Legal Services:

J.Wenham – Solicitor

05.06.2025

Reviewed by Director of Housing & Public Protection:

05.06.2025.

