

# Customer Access Review – Full Assessment

<b>Assessment details</b>	
<b>Assessment area</b>	<b>Good Neighbour Thank you Scheme</b>
<b>Date of assessment</b>	16 September 2022
<b>Directorate and Service</b>	Housing and Public Protection, Housing Services
<b>Manager</b>	Head of Housing
<b>Officer conducting assessment</b>	Housing Policy and Development Manager
<b>Step 1: Scoping the assessment</b>	
<b>1. What are the aims and objectives of the activity or proposal?</b>	<p>The Good Neighbour Thank You Scheme aims to meet the following objectives:</p> <ul style="list-style-type: none"> <li>• Tenants feel valued and respected.</li> <li>• Promotes a positive landlord and tenant relationship.</li> <li>• Promotes good relations between tenants.</li> <li>• Promotes strong and successful communities.</li> <li>• Encourages responsible tenant behaviour.</li> <li>• Increases tenant satisfaction.</li> </ul>
<b>2. Who will be affected by the activity or proposal?</b>	The scheme will affect any Dartford Borough Council tenant.
<b>3. How does the activity or proposal contribute to: a) any key performance indicators? b) policies, values or objectives of Dartford Borough Council?</b>	<p>a) The scheme does not contribute towards any Corporate Plan performance indicators.</p> <p>b) The scheme contributes to the Corporate Plan strategic aim of ‘facilitating quality, choice and diversity in the housing market, assist in meeting housing need in Dartford and deliver high quality services to service users’.</p>
<b>4. Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?</b>	No aspects of the scheme are dictated by legislation or regulation.

# Customer Access Review – Full Assessment

Step 2: Information collection	
<p><b>5. What do you know about the groups of people who will be affected?</b> (i.e. demographic information in relation to the protected characteristic groups of age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment, marriage and civil partnership)</p>	<p>The Council provides accommodation for a total of 5118 tenants. 4615 tenants are in general needs accommodation and 503 tenants are in housing scheme accommodation for older people across 14 schemes. Information in relation to the protected characteristics of tenants is captured by the service, as follows:</p> <ul style="list-style-type: none"> <li>• Gender – 64.28% tenants are female and 35.62% tenants are male (0.10% unknown).</li> <li>• Age – 1.60% of tenants are aged under 25; 49.63% are aged 25 to 55 years; 20.50% are aged 66 to 65 years; and 28.27% are aged 65 years and over.</li> <li>• Ethnicity – 54.92% of tenants are from a White ethnic group and 19.29% are from a Black Minority Ethnic (BME) group. The ethnic group of 25.79% of tenants is unknown. The Other ethnic group is the largest BME group with 12.62% tenants, the majority of which are within the European Non Irish group.</li> <li>• Disability – 17.30% of tenants have recorded on their tenancy file that they have a disability.</li> </ul>
<p><b>6. What consultation has taken place with affected groups? Please describe who was consulted and the key findings</b></p>	<p>Consultation has not been carried out, however, details of the scheme will be presented to the Housing Advisory Board, which includes tenant representatives, for discussion and comment.</p>
<p><b>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?</b></p>	<p>None that the Housing Service is aware of.</p>
Step 3: Assessing the equality impact	
<p><b>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:</b></p> <p>a) tackling unlawful discrimination  b) promoting equality of opportunity  c) promoting good relations</p>	

# Customer Access Review – Full Assessment

## Step 3: Assessing the equality impact

### 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			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	In accordance with the Council's Equality & Diversity Document Framework, information regarding the scheme can be provided in alternative formats, including: documents translated into other languages. Telephone and face-to-face language interpreting can be provided upon request.		<input type="checkbox"/>	<input type="checkbox"/>
Religion/Belief			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy/Maternity			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage and Civil Partnership*			<input checked="" 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.

# Customer Access Review – Full Assessment

Step 3: Assessing the equality impact	
<b>9. If ‘no impact’ or ‘unknown’ was selected, please explain</b>	There are no known circumstances where the scheme will have relevance to or a disproportionate equality impact on the protected characteristic groups of any particular group.
<b>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</b>	Implementation of the scheme does not involve partnership working with any other organisation, other than internally through the Council’s Housing Team. There are no known circumstances where this would give rise to disproportionate equality impacts.
<b>11. Any other comments</b>	No additional comments.

Step 4: Action plan
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<b>12. Based on the information in Steps 1 to 3, please list the actions that will be taken to address:</b> a) any gaps in information and consultation b) how any negative impacts on equality will be mitigated or eradicated
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<b>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?</b>
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Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
Consultation	To be discussed at the Housing Advisory Board in October 2022	To identify any potential gaps in information.	October 2022	Minutes	Paul Koster

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

## Customer Access Review – Full Assessment

<b>Step 5: Decision making and future monitoring</b>	
<b>13. Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?</b>	Director of Housing and Public Protection
<b>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</b>	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
<b>15. How will you continue to monitor the activity or proposal on protected characteristic groups?</b>	Effective monitoring of the scheme would include monitoring the: <ul style="list-style-type: none"> <li>• number, nature and outcomes of nominations raised including, monitoring by protected characteristic groups</li> </ul>
<b>16. When will you review this Customer Access Review?</b>	New reviews may be undertaken in the event of major legislative or operational changes.
<b>Step 6: Final steps</b>	
<b>17. Once this Customer Access Review has been approved, send this assessment to the Policy &amp; Projects Officer</b>	
<b>18. Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded</b>	

Reviewed by Legal Services: 15.09.2022

Reviewed by Director of Housing & Public Protection: 16.9.2022.