

Community Impact Assessment

Part 1 – Details		
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	Review of void performance – delivery of void works by Equans.	
Date Conducted	April 2024	
Name of Lead Officer and Service Area	Paul Weston - Assets	
Commissioning Team (if applicable)	N/A	
Director Responsible for project/service area	Executive Director, Assets	
Who are the main stakeholders	<p>The purpose of this report has been to update a working group of Corporate Scrutiny Committee on void performance.</p> <p>The main group of stakeholders for void properties will be current and future Council Housing tenants.</p>	
Describe what consultation has been undertaken. Who was involved and what was the outcome	<p>There have been internal discussions with the teams responsible for managing the voids process.</p> <p>There have been discussions with the contractor responsible for delivering void works.</p>	
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)	Data collected from voids and allocations team, Orchard system and contractor.	
What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service	<input type="checkbox"/>
	A Strategy/Policy/Procedure	<input type="checkbox"/>
	A function, service or project	<input checked="" type="checkbox"/>
What kind of assessment is it? Indicate with an 'x' which applies	New	<input type="checkbox"/>
	Existing	<input checked="" type="checkbox"/>
	Being reviewed	<input type="checkbox"/>

	Being reviewed as a result of budget constraints / End of Contract	<input type="checkbox"/>

Part 2 – Summary of Assessment

Give a summary of your proposal and set out the aims/ objectives/ purposes/ and outcomes of the area you are impact assessing.

The report to which this relates is in response to a series of questions raised by a Working Group formulated by the Corporate Scrutiny Committee. The Working Group posed a series of questions in relation to the current performance of Housing voids.

The purpose of the report is to respond directly to those questions raised by the Working Group.

Who will be affected and how?

Whilst the service are impacts on current and future Council Housing tenants the associated report primarily exists to provide information to Corporate Scrutiny Members by way of a response to specific questions raised.

Are there any other functions, policies or services linked to this impact assessment?

Yes **X** No

If you answered 'Yes', please indicate what they are?

Housing Repairs Policy incorporating lettable voids standard
Housing Repairs contract(s)

Part 3 – Impact on the Community

Thinking about each of the Areas below, does or could the Policy function, or service have a direct impact on them?

Impact Area	Yes	No	Reason (provide brief explanation)
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of

			void works.
Gender Reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Marriage and Civil Partnership	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Pregnancy & Maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Religion or belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Sexual orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Gypsy/Travelling Community	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Those with caring/dependent responsibilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Those having an offending past	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Children	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Vulnerable Adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Families	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a

			current and/or future tenant and could be impacted by the delivery of void works.
Those who are homeless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Those on low income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Those with drug or alcohol problems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Those with mental health issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Those with physical health issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Social inclusion Please include refugees and asylum seekers,	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Social inclusion: Armed Forces The Armed Forces Covenant is a pledge that together we acknowledge and understand that those who have served in the armed forces, and their families, should be treated with fairness and respect and any impact should be considered	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Health and Wellbeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A person from this group could be a current and/or future tenant and could be impacted by the delivery of void works.
Climate Change	<input checked="" type="checkbox"/>		Every property requires a valid EPC prior to letting. Where a property falls below the required threshold for letting improvement works would have to be completed in order to bring it up to standard.

Part 4 – Risk Assessment

From evidence given from previous question, please detail what measures or changes will be put in place to mitigate adverse implications. this includes climate change considerations

This is the section in which to please outline any actions to mitigate negative or enhance positive impacts in terms of economic, environmental or wider societal considerations, and actions to review and monitor the overall impact of the change accordingly.

Impact Area	Details of the Impact	Action to reduce risk
All Groups	Delays in completing voids and/or completing voids to a poor standard can result in delays in housing and/or rehousing people. Certain groups such as those who are homeless or in need of some form of specialist housing need could be adversely impacted by delays in a home they have been allocated becoming available to let.	Enforcing contractual obligations on the contractor will ensure that void properties are returned in a timely manner and to the required standard resulting in the property being available to the incoming tenant.
Climate Change	Failure to meet the required EPC standards would not only render the property unlettable but would also have a detrimental impact on climate change and would make the property harder to heat for the incoming tenant.	Ensure a valid EPC is in place at the time of letting and that any recommendation to meet the legal standard are completed. Where gas heating is present at the property the appliances are tested and servicing to ensure that they are running effectively.

Part 5 - Action Plan and Review

Detail in the plan below, actions that you have identified in your Community Impact Assessment, which will eliminate discrimination, advance equality of opportunity and/or foster good relations.

If you are unable to eliminate or reduce negative impact on any of the impact areas, you should explain why

Impact (positive or negative) identified	Action	Person(s) responsible	Target date	Required outcome
Timeliness of void handovers.	Development and monitoring of Service Improvement Plan [SIP] with focus on void turnaround performance and including provisions for financial damages against the contractor.	Head of Repairs	April 2024 for implementation of damaged. June 2024 for implementation of SIP with ongoing monthly monitoring thereafter.	Increase in percentage of void properties completed on time.
Quality of void handovers	Development and monitoring of Service Improvement Plan [SIP] with focus on quality and completion times.	Head of Repairs	June 2024 for implementation of SIP with ongoing monthly monitoring thereafter.	Consistent acceptable quality of voids presented for handover by the contractor.

Date of Review (If applicable)

Guidance and form updated July 2023 following CMT approval.

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