

# Diversity impact assessment

Appendix 1

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| <b>TITLE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                       |                         |                              |
| Gateway 1: Repairs and Maintenance for Temporary Accommodation Owned, Medway Development Company (MDC) and the Sanctuary Scheme.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                       |                         |                              |
| <b>DATE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       |                         |                              |
| 20 May 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       |                         |                              |
| <b>LEAD OFFICER.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                       |                         |                              |
| Dan Hill, Rehousing Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       |                         |                              |
| <b>1 Summary description of the proposed change</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                       |                         |                              |
| What is the change to policy / service / new project that is being proposed?<br>How does it compare with the current situation?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                       |                         |                              |
| <p>The procurement of for the Statutory Housing Service of a Responsive Repairs and Maintenance contract. This contract is intended to include void property repairs and running maintenance of Temporary Accommodation (TA) owned and managed through the general fund, extending to include the property portfolio of Medway Development Company (MDC) and the Sanctuary Scheme (Domestic Abuse provision) for installation of enhanced security measures in the homes of domestic abuse survivors.</p> <p>Currently no such contract exists and there is a reliance on maintenance and repair work to be completed by the contract holders for the HRA Responsive Repairs and Capital Works contract. This is outside of current contract scope and risks impacting performance of the contractual obligations and thus performance of the HRA.</p> |                       |                         |                              |
| <b>2 Summary of evidence used to support this assessment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                       |                         |                              |
| E.g. Feedback from consultation, performance information, service user.<br>E.g. Comparison of service user profile with Medway Community Profile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                       |                         |                              |
| Consideration of the needs of those in temporary accommodation including 7 months of operations of the TA Owned delivery, those who require access to the sanctuary scheme and those residing in MDC properties, and how disrepair in the home could negatively affect the lives of Medway residents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                       |                         |                              |
| <b>3 What is the likely impact of the proposed change?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                       |                         |                              |
| Is it likely to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                       |                         |                              |
| Adversely impact on one or more of the protected characteristic groups                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                       |                         |                              |
| Advance equality of opportunity for one or more of the protected characteristic groups                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                       |                         |                              |
| Foster good relations between people who share a protected characteristic and those who don't                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                       |                         |                              |
| (insert Yes when there is an impact or No when there isn't)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       |                         |                              |
| <b>Protected characteristic groups (Equality Act 2010)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Adverse impact</b> | <b>Advance equality</b> | <b>Foster good relations</b> |
| <b>Age</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | No                    | Yes                     | Yes                          |

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| Protected characteristic groups (Equality Act 2010) | Adverse impact | Advance equality | Foster good relations |
|-----------------------------------------------------|----------------|------------------|-----------------------|
| <b>Disability</b>                                   | No             | Yes              | Yes                   |
| <b>Gender reassignment</b>                          | No             | Yes              | Yes                   |
| <b>Marriage/civil partnership</b>                   | No             | Yes              | Yes                   |
| <b>Pregnancy/maternity</b>                          | No             | Yes              | Yes                   |
| <b>Race</b>                                         | No             | Yes              | Yes                   |
| <b>Religion/belief</b>                              | No             | Yes              | Yes                   |
| <b>Sex</b>                                          | No             | Yes              | Yes                   |
| <b>Sexual orientation</b>                           | No             | Yes              | Yes                   |
| <b>Care experience</b>                              | No             | Yes              | Yes                   |
| <b>Other (e.g. low income groups)</b>               | No             | Yes              | Yes                   |

## 4 Summary of the likely impacts

Who will be affected?

How will they be affected?

It is likely that the contract will positively affect all with protected characteristics, as it will improve the Councils management and control of repairs and maintenance works required for the maintenance and safety of vulnerable residents' homes.

It is anticipated that the contract will reduce void times for accommodation and make people's homes safer and suitable.

Possible impacts if the contract is not successfully awarded, impacting void times and further strain to the current HRA contract.

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## 5 What actions can be taken to mitigate likely adverse impacts, improve equality of opportunity or foster good relations?

What alternative ways can the Council provide the service?

Are there alternative providers?

Can demand for services be managed differently?

Although continuing with the current HRA contractor is an option, this would add increased pressure to the delivery of the HRA services which is the primary driver behind this recommendation. As such there are no alternative, viable ways for the council to deliver this service.

## 6 Action plan

Actions to mitigate adverse impact, improve equality of opportunity or foster good relations and/or obtain new evidence

| Action                                           | Lead     | Deadline or review date |
|--------------------------------------------------|----------|-------------------------|
| Complete procurement activity and award contract | Dan Hill | October 2026            |
|                                                  |          |                         |
|                                                  |          |                         |

## 7 Recommendation

The recommendation by the lead officer should be stated below. This may be: to proceed with the change, implementing the Action Plan if appropriate, consider alternatives, gather further evidence

If the recommendation is to proceed with the change and there are no actions that can be taken to mitigate likely adverse impact, it is important to state why.

The recommendation is to proceed with the change.

## 8 Authorisation

The authorising officer is consenting that the recommendation can be implemented, sufficient evidence has been obtained and appropriate mitigation is planned, the Action Plan will be incorporated into the relevant Service Plan and monitored

**Assistant Director**

**Date of authorisation**