

Form name	Integrated Impact Assessment
Reference	IA583768617
Date	05/02/2024



Policy details

Request date	05/02/2024 08:21
Directorate	PCC Housing, Neighbourhood and Building Services
Service	HNBS - Landlord Responsibilities
Title of policy, service, function	Landlord Complaints Policy
Type of policy, service, function	New
What is the aim of your policy, service, function, project or strategy?	Compliments the Corporate Complaints Policy, however we have a statutory duty as a landlord and we need to report to the Housing Ombudsman and ensure we meet the new legislation - Social Housing (regulation) Act 2023.
Has any consultation been undertaken for this proposal?	yes
What were the outcomes of the consultations?	Policy amended in line with feedback and the Housing Ombudsman Handling code
Has anything changed because of the consultation?	yes
Please provide details	Linked with the legislation, PCC corporate complaints policy and Housing Ombudsman handling code
Did this inform your proposal?	yes
Please provide details	Ensured contents are accurate and relevant and that the policy will inform practice going forward

Equality & diversity - will it have any positive/negative impacts on the protected characteristics?

<p>With the above in mind and following data analysis, who is the policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?</p>	<p>It will benefit all customers and it is clear how they can raise concerns / complaints and request any reasonable adjustments to support them regardless of their protected characteristics</p>
<p>Will any of those groups be affected in a different way to others because of your policy, project, service, function, or strategy?</p>	<p>No</p>
<p>If you are directly or indirectly discriminating, how are you going to mitigate the negative impact?</p>	<p>N/A</p>
<p>Who have you consulted with or are planning to consult with and what was/will be your consultation methodology?</p>	<p>We have linked with the PCC Corporate Complaints Policy, Housing Ombudsman Handling code and the new legislation. Residents will also have oversight and be able to comment on policy.</p>
<p>How are you going to review the policy, service, project or strategy, how often and who will be responsible?</p>	<p>We will review this Policy at least every 2 years or earlier if there has been an update to legislative, regulatory, best practice or operational changes.</p>

Crime - Will it make our city safer?

<p>This section is not applicable to my policy</p>	<p><input checked="" type="checkbox"/></p>
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Housing - will it provide good quality homes?

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Health - will this help promote healthy, safe and independent living?

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Income deprivation and poverty - will it consider income deprivation and reduce poverty?

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Carbon emissions - will it reduce carbon emissions?

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Energy use - will it reduce energy use?

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Climate change mitigation and flooding - will it proactively mitigate against a changing climate and flooding?

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Natural environment - will it ensure public spaces are greener, more sustainable and well-maintained?

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Air quality - will it improve air quality?

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Transport - will it make transport more sustainable and safer for the whole community?

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Waste management - will it increase recycling and reduce the production of waste?

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Culture and heritage - will it promote, protect and enhance our culture and heritage?

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Employment and opportunities - will it promote the development of a skilled workforce?

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Economy - will it encourage businesses to invest in the city, support sustainable growth and regeneration?

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Social value

This section is not applicable to my policy	<input checked="" type="checkbox"/>
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Involvement

Who was involved in the Integrated impact assessment?	Sara Craig
Name of the person completing this form	Sara Craig
Date of completion	2024-02-05