

Date: 11/09/2019

Ref: FOI13106

Dear Requester

Thank you for your request for information dated 12/08/2019 about Equality Impact Assessment. We have dealt with this under the Freedom of Information Act 2000.

Response

The council holds the information requested and the answers to your questions are as follows:

Please advise if there is an Equality Impact Assessment regarding the decorations policy of issuing vouchers.

There is no Equality Impact Assessment regarding the decorations policy of issuing vouchers. There are no decorations in Camden Repairs any more with the exception of the previous statement on point 5 and 6 previously mentioned in FOI12889. You can view this response on Camden's Open Data Portal. Details of which are below.

What is the route to request that the council redecorate for reasons of disability ?

When housing repairs are told a tenant cant do this are they directed to explain the policy or just to refuse?

What is the pathway for escalation from repairs officer to decision maker?

These questions have already been answered in your previous request FOI12889. All FOI responses are uploaded to our Open Data Portal. Details of which are below.

There is concern that housing repairs officers are being used to gatekeep and as such automatically refuse assistance. Having no written policy on either this, or in relation to vulnerable tenants ,allows this to happen.

Please provide a copy of ANY written instructions, memos, protocols or similar issued to housing repairs teams of how to respond to vulnerable tenants. about ANY enquiries including repairs and including repairing front doors damaged by police in welfare checks.

This question has already been answered in your previous request FOI12889. All FOI responses are uploaded to our Open Data Portal. Details of which are below.

Please explain the protocol whereby the vulnerable tenants home is left unsecured because of this, including when police have not left information about a CAD (as happens over 75% time). Are housing repairs and out of hours officers instructed to refuse door repairs unless their is a CAD? Despite the tenant known to be and flagged as vulnerable?

With regard to the CAD reference on residents doors after being forced entry by the emergency services , the repairs team will always leave the Front entry door to a flat or home in a safe and secure state while a permanent replacement if required is sourced.

Please advise who the Equality and Diversity officer is within the housing department.

There isn't a specific Equality and Diversity officer but equalities and diversity is the responsibility of all Heads of Service.

Further Information:

We do not give our consent for any names and contact details provided in this response to be sent marketing material. Any such use will be reported to the ICO as a breach of General Data Protection Regulations and the Privacy and Electronic Communication Regulations.

Why not check our Portal [Open Data Camden](#) before making a new request as your question may already be answered by a previous [FOI response](#) or in one of our many useful and interesting datasets.

Your Rights

If you are not happy with how your response was handled you can request an Internal Review within 2 months of this letter by email to foireviews@camden.gov.uk or post: Information and Records Management Team, London Borough of Camden, Town Hall, Judd Street, London WC1H 9JE. Please quote your case reference number. If you are not satisfied with the Internal Review outcome you can complain to the Information Commissioner's Office at casework@ico.org.uk telephone 0303 123 1113, or post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The ICO website www.ico.org.uk may be useful.

Yours sincerely

Philip Lewis
Information and Records Management Officer