

LHP

Repairs and Maintenance Policy

2025 - 2028

Repairs and Maintenance Policy	
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Policy Links:	Home Strategy Lettings Policy Health & Safety Policy No Access Policy Damp & Mould Policy Associated Compliance Policies

Brief Policy Summary:
This policy sets out how we deliver a high-quality Repairs service to our customers and meet our legal obligations as a landlord to ensure that our properties and customers' homes are properly maintained.
The policy has been reviewed in line with current legislation, customer feedback and operational performance and the policy has been updated accordingly.

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Introduction/Policy Purpose

1. The purpose of this policy is to set out how Lincolnshire Housing Partnership (LHP) aims to carry out repairs to maintain customers' homes.
2. The application of this Policy ensures that LHP strives to comply with the Homes Standard, namely that:
 - **Registered providers shall:** Provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, customers and has the objective of completing repairs and improvements right first time.
 - Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

Policy Scope

3. This policy applies to all properties owned and/or managed by LHP:
 - For customers, LHPs repairing obligation will be in line with the tenancy agreement.
 - For leaseholders or shared owners, LHPs repairing obligation is only to areas defined as common parts under their lease and will be rechargeable.
 - For properties which are managed by third parties, LHP's obligations will be in line with the legal agreement in place with those organisations.

Relevant Legislation

4. This Policy has been written in accordance with relevant guidance and legislation, which includes (but is not limited to):
 - The Social Housing (Regulation) Act 2023
 - Regulator of Social Housing (RSH) Consumer Standards
 - Housing Act 1988, 1996, 1998 and 2004
 - Landlord and Tenant Act 1985
 - Gas Safety (Installation & Use) Regulations 1998
 - Electrical Safety Regulations
 - Control of Asbestos Regulation 2012
 - Right to Repair Regulations 1994 (for secure tenants of Local Housing Authorities)
 - Health and Safety at Work Act 1974
 - Management of Health and Safety at Work Regulations 1999
 - The Defective Premises Act 1972
 - Building Safety Act 2022
 - Building Regulations Act 1984

- Environmental Protection Act 1990
- Leasehold Reform, Housing and Urban Development Act 1993
- Local Government and Housing Act 1989
- The Occupiers Liability Act 1957 and 1984
- Defective Premises Act 1972
- The Decent Homes Standard 2006
- Management of Housing in Multiple Occupation Regulation 2006 (England)
- Homes (Fitness for Human Habitation) Act 2018

Definitions

5. **Emergency Hazard & Emergency Repair:** An imminent and significant risk to a customer's health or safety requiring action within 24 hours to make the property safe. This includes but is not limited to; gas leaks, broken boilers, total loss of water supply, electrical hazards such as exposed wiring, significant leaks, broken external doors or windows that present a risk to home security, significant structural defects or disrepair.
6. **Appointable Repair:** a non-emergency repair that can be scheduled for a mutually convenient time.
7. **Significant Hazard:** a hazard posing a significant risk over time, not immediately. Assessment must consider customer vulnerabilities.
8. **Responsive repair (repair):** unplanned report of a defect that is our responsibility to make good. This does not include repairs undertaken as part of a scheduled maintenance programme, or those undertaken in empty properties.
9. **Rechargeable repair:** Repair which is a customer's responsibility which LHP will require payment in advance prior to undertaking the work.
10. **Work in progress:** Number of live open repairs which are requiring completion.
11. **Make good:** is to bring back to a satisfactory state i.e. patch repair the plaster work to remedy any damage caused by a customer.
12. **Recall:** a repair which falls within 3 months of the original repair being completed.
13. **Customer with additional needs:** someone who due to personal circumstances is of high risk and either due to illness/condition or capacity requires additional support; this may be an acceleration of repairs category or undertaking works that would normally be outside of LHP's repairing responsibility.
14. **Customer Responsible Repair:** damage both to individual homes owned by LHP as well as shared areas of a building or estate.
15. In addition, some customers are also required to pay a service charge which will cover a range of services, including repairs:

- **Sheltered Schemes:** grounds maintenance, gardening, grass cutting
- **Shared Ownership Leaseholders:**
 - **Flats or blocks:** roofs and windows, cleaning, repair, maintenance of common areas such as stairwells, entrance doors, smoke alarms and fire equipment repairs, maintenance and replacement common areas, cleaning common areas etc (verified against the tenancies in place)
 - **Houses:** any common access roads, parking areas, footpaths, common area grounds maintenance, tree surgery, waste bin sites etc.

Reporting Repairs

16. Customers can report a repair using the following methods:
 - **Customer portal:** LHP customers can report a repair 24 hours a day by the customer portal.
 - **Customer application:** LHP customers can report a repair 24 hours a day via the customer application.
 - **LHP website:** LHP customers can report a repair via the website
 - **Phone:** LHP customers can report a repair via the phone between the hours of 24 hours a day.
 - **Emergency repairs:** All emergency repairs need to be done over the phone.
17. An adult is required to be in the property whilst the repair is undertaken and the area where the repairs need to be clear to enable works to be completed safely, if the customer is under 18 another adult will need to be present.

Health & Safety

18. It is essential that all our homes are maintained safely and that all works and repairs that are completed are done in a manner which ensures the health and safety of our customers, their families and visitors. Awaab's Law brings in clear timeframes for fixing all types of hazards covered by the Housing Health and Safety Rating System. This looks at risks in homes that could harm people living there and helps rate how serious a hazard is.

LHP will be responsible for

19. LHP repair responsibilities are set out in the tenancy, licence and leasehold agreements and detailed in associated legislation.
20. If there is any variance between this policy and individual tenancy, licence or leasehold agreements, the agreements take precedence.

21. LHP will not generally complete repairs for which it is not contractually responsible as determined in the appropriate tenancy agreement, lease or licence. Where such repairs are completed. LHP will consider recharging customers for any repairs made necessary as a result of damage to property made by the customer or visitors.
22. LHP allow for discretion to waive repayment in certain circumstances.
23. Using best endeavours to make sure operatives and contractors attend at the appointment time.
24. Informing customers of what work is to be carried out in their home prior to the work commencing.
25. Using best endeavours to make sure that operatives and contractors work in a clean and tidy manner.
26. Carrying out work to an appropriate standard.
27. Using best endeavours to ensure that operatives and contractors work in a way that is healthy and safe, protecting themselves, others and the environment in which they are working.
28. Making good any aspects that has been disturbed during the repair, where this is LHP's responsibility.
29. Providing confirmation of the work undertaken, advising if further works are required and making the appropriate arrangements with the customer.
30. Procuring and managing specialist contractors and using best endeavours to ensure that they adhere to the agreed service standards including data protection and safeguarding, in line with LHP policies and procedures.
31. Delivering all work in line with LHPs Code of Conduct where possible, and continue to measure the service by these standards.
32. LHP are committed to ensuring competent colleagues undertake repair work in a customer's home.
33. LHP may have some repairing responsibilities for the structure, communal areas and communal systems. These will be subject to Section 20 of the Landlord and Tenant Act 1985.
34. LHP are responsible for repairs and maintenance of:
 - Heating and hot water
 - Electrical wiring, sockets and light fittings including mains powered smoke alarms provided by LHP
 - Plumbing
 - Internal structural floors and ceilings
 - Kitchen units, worktops and polysafe type flooring

- Baths, basins and toilets (excluding blockages inside the dwelling unless customer has been unable to resolve the blockage with commercially available products) and showers where installed by LHP.
- Gas pipes and equipment supplied by LHP
- Garages and stores that are built into the property
- Making good such as plastered surfaces

35. LHP take reasonable care to keep common entrances, halls, stairways, lifts, passageways, rubbish scutes, and any other common parts, including their cleaning in accordance with LHP schedules, and electric lighting in reasonable repair and fit for use by the customer and other occupiers and visitors to the property. A charge will be made for some of these serves as part of any recharge provision within a service charge or lease.

36. **External repairs:** the type of repairs and maintenance that we will carry out for customer's homes include:

- Roofing, walls, windows (including frames, catches and cords) and external doors
- Chimney stacks and flues
- Drains, gutters and down pipes
- External common area repairs
- Pathways, steps and means of access
- Repairs to boundary walls/fences to ensure the customer has a secure boundary

37. Discretionary Circumstances: Each repair case will be assessed, and discretion may be exercised, depending on circumstances affecting the individual case. In considering when discretion should be exercised with regards prioritisation of the repair and/or a recharge waived in part or in full, account should be taken of:

- Customers with additional needs
- Disability
- Victim of domestic abuse which has been reported to the police and or a representative of LHP

38. LHP will make sure all fixtures, fittings and installations provided by us for space heating, water heating and sanitation and for the supply of water, gas and electricity are kept in good repair and in proper working order, unless wilfully damaged or neglected by the customer, their household or visitors.

Customers will be responsible for

39. Reporting repairs in line with the agreed reporting channels set out below.
40. Allowing access to carry out the repair on the agreed date and time.
41. Permitting LHP staff and contractors to work safely be free from any form of abuse.

42. Ensuring an adult is required to be in the property whilst the repair is undertaken. If the customer is under 18 another adult will need to be present.
43. Clearing the repair work areas of personal items or valuables prior to the scheduled appointment and reinstating these items upon completion of the repair.
44. Requesting permission before removing or altering any fixtures and fittings within the property including flooring or other fittings that will impact access for maintenance.
45. Obtaining home contents insurance as LHP are not responsible for insuring customers' furniture and possessions.
46. Providing LHP with an up-to-date mobile number logged within LHP system or should the customer have an alternative communication preference, making LHP aware of this.
47. Customers in general needs accommodation are responsible for minor works, such as those listed below:
 - Internal decoration
 - Replacing internal light bulbs, tubes, starters, plugs and fuses
 - All floor coverings except for flooring fitted by LHP in kitchens and bathrooms
 - TV aerials and satellite dishes unless it is a shared aerial or dish we have provided
 - Phone lines, satellite and cable TV, and internet connections
 - Doorbell and chain (unless fitted by LHP or if it's a door entry system)
 - Upkeep of individual customer's gardens. This includes maintaining and pruning trees and the upkeep of washing lines
 - Garden sheds or other outbuildings, unless supplied by LHP
 - Loss of power due to a faulty appliance
 - Customers' own possessions from incidents such as water or fire
48. LHP tenancy, licence and leasehold agreements require customers to allow LHP access to their homes to carry out repairs at the agreed appointment time.

Timescales for Repairs

49. The table below defines the categories of repair which LHP undertakes and the timescale that we endeavour to deliver these repairs.

Repairs Category	Commentary
Emergency Repairs – Attend and make safe within 24 Hours	These are repairs that may pose an imminent and significant risk of harm to the health or safety of occupiers. LHP will attend all emergency repairs to investigate as soon as possible and within a maximum of 24 hours and make safe. If possible, a full repair will be carried out. If this is not possible a further appointment will be arranged at a time convenient for the customer. If an emergency repair cannot be made safe within 24 hours, suitable alternative accommodation will be offered to the customer, until the relevant safety work has been completed.
Significant Repairs – Attend within 10 working days	These are repairs which pose a significant risk of harm to the health or safety of an occupier of the home. LHP will investigate all significant repairs if needed within 10 working days. Investigations may be physical or virtual. This is in line with Awaab's Law.
Appointable Repairs – Attend within 20 working days	Appointable repairs requiring attention within 20 working days are defined as being faults or defects that are not causing an immediate safety, discomfort, inconvenience, and nuisance to the customer and with no risk of increased damage to the property.
Routine/planned/batched repairs. Attend within 60 working days.	These types of repairs will be batched wherever possible to ensure that work is completed as efficiently as possible. This includes non-routine external related works that are not detrimental to the fabric of the building. This category also covers major works, which include larger scale non-standard responsive work such as major fencing, external work and larger scale sub-contractor works.

50. Our service standard is to attend within 24hrs, LHP will upscale jobs to immediate response i.e. attend within 4 hrs where the detriment or H&s risk to customer or property is judged by LHP to be severe.
51. Where repairs are considered detrimental to customer/property because they pose a significant risk to occupants, or where customers with additional needs are involved, it

may be necessary to consider bringing the works forward. Such works may require a temporary decant of the customer, in line with our decant procedure.

Carrying out repairs

52. Appointments will be made at the first point of contact or by a return call. If the appointment cannot be met by the customer or LHP then the appointment will be rearranged for another time convenient for the customer.
53. Repairs may be cancelled when either this is requested by the customer, the works are already included in a major works programme, the works are not required or if the customer refuses or does not facilitate access during the appointment period (if the works are of an emergency nature or are health & safety then these will not be cancelled if the customer refuses or does not permit access).
54. Appointable repairs are completed between 8am and 4:30pm Monday to Friday.
55. Communal repairs will not always be appointed but will be completed within the published timescales and the customers who have reported the repair will be notified that it has been completed.
56. An adult is required to be in the property whilst the repair is undertaken and the area where the repairs need to be clear to enable works to be completed safely. If the customer is under 18 another adult will need to be present.

Communication with Customers

57. LHP will make appointments at first point of contact with customer for repairs, this may be in the first instance with a Regional Maintenance Surveyor to diagnose and accurately specify the repair but in the majority of cases with an LHP engineer.
58. When customers report a repair via any channel, i.e., App, email, phone call they will receive a text confirmation, based on having an up-to-date mobile number logged within LHP system. Should customer have an alternative communication preference they will additionally receive confirmation of repair via this preference.
59. If a repair cannot be completed at the appointment due to materials being required, the repair being more complex or time consuming than originally thought, because a specialist engineer is needed or there are other reasons impacting that would delay completion, future appointments will be booked with the customer while engineers are on site.

Access

60. Our tenancy and leasehold agreements require customers to allow LHP access to their homes to carry out repairs at the agreed appointment time. If we are unable to gain access to complete a repair, we will instigate the following:
 - **Appointable repair:** cancel the repair and rebook as a new repair once the customer has made contact (unless customer with additional needs or H&S risk highlighted and repair will be rebooked).
 - **Emergency repair:** where the repair provides a H&S risk to the customer or risk to the property, we will rebook the appointment to reattend the following day.
61. Where we are unable to gain access to carry out such repairs and the integrity of the property, its fabric and / or the safety of the customer or those in the vicinity of the property is compromised, LHP will take appropriate action to gain access to complete the repair.
62. Where a customer is in breach of the tenancy conditions or leasehold agreement LHP will take legal action to gain access with the associated costs being recharged to the customer.
63. Further details in terms of access to a customer's home is included with the LHP No Access Policy.

Quality Control

64. LHP will undertake physical quality inspections during works and post completion as well as completing 3rd party customer satisfaction surveys.
65. LHP are responsible for ensuring adequate numbers of inspections are completed based on contractor/operative performance and customer experience/satisfaction to ensure that we are providing the best possible service to customers and identifying trends in works delivery.

Sub-Contractors

66. Most responsive repairs are carried out by our in-house Repairs team. To ensure LHP meets published targets, the use of some specialist sub-contractors is permitted if a repair cannot be completed by the in-house team due to the specialist nature of the work or workload.

Equality Impact Assessment

67. LHP recognises that its colleagues and customers come from diverse backgrounds, with varying experiences and needs. LHP is committed to promoting equality and fairness

and combating discrimination. This applies to everyone, regardless of gender, racial or ethnic background, disability, religion or belief, sexual orientation gender reassignment, age, marital or parental status.

68. An Equality Impact Assessment (EQIA) has been completed and assessed.
69. The EQIA identifies items for consideration and actions to take to reduce or mitigate any identified negative impacts

Policy Implementation

70. Policy implementation will be reviewed and evaluated through the measures described in the LHP Assurance Framework.
 - The key performance measures for the service are:
 - Emergency repairs completed within 24-hour target
 - Appointable repairs completed within the timescale target
 - % of responsive repairs completed at first visit
 - Appointments made and kept
 - Repairs work in progress
 - Overdue work in progress
 - Customer satisfaction with most recent responsive repair
 - Customer satisfaction with time taken to complete a repair.
 - Average number of calendar days to complete a responsive repair

Customer Alterations

71. Customers have the right to make alterations and improvements to their homes provided they obtain LHP's written permission before they carry out any works and seek all relevant permissions regarding planning and building control.
72. LHP will not unreasonably withhold consent when customers make a request to carry out improvement or alterations. If permission is refused, LHP will tell you why in writing.
73. Where permission is granted, LHP may ask that the work done is completed by a qualified tradesperson, to a specified standard, or apply other reasonable conditions. LHP may also post inspect the works to ensure all conditions have been met.
74. If a customer later decides to move, they may be required to reinstate the property to the condition it was in before they carried out the work. All authorised work must be completed to a sufficiently high standard and by qualified and competent persons. Work undertaken on gas and electrical installations must be carried out by appropriately qualified persons and copies of certificates must be provided to us.
75. LHP are not liable for any loss or damage to, caused by, or associated with any improvements or alterations carried out by customers with or without their permission.

Customers are responsible for any repairs, maintenance or replacement of the improvement or alteration that may be necessary.

76. Customers may be recharged for any unauthorised improvements or alterations identified at the end of their tenancy/licence/lease.

Conduct

77. Customer service is important to us. Our in-house operatives and sub-contractors will be skilled and trained to deliver work of an excellent quality in a professional way. All work will be delivered in line with our code of conduct, and we will continue to measure the service by these standards. To provide the right service to our customers, we ask that our staff can work safely in your home and are free from any form of abuse. LHP are committed to ensuring competent colleagues undertake repair work in a customer's home.
78. The Regulator of Social Housing guides our approach in the delivery of our services. These commitments are detailed below:
79. We will complete repairs and improvements in a way that is safe.
80. We will provide value for money.
81. We aim to get it right first time.
82. We plan works for your home and communal areas, so that we can be open with you.
83. Where we can offer choices, we will give these clearly and in a way that meets your needs.
84. We will make our service easy to use and provide several ways to report a repair, make a complaint or compliment, or get involved.
85. Our annual report will include information about how we are doing.

Lincolnshire Housing Partnership (LHP) Equality and Quality Impact Assessment (EQIA)

Title of Policy/Event/Decision: Repairs & Maintenance Policy

Lead Officer(s): Jason Cannon/Abigail Iyaho

Date of EQIA: August 2025

Scope and Purpose	
Briefly describe the policy/event/decision being assessed:	The Repairs & Maintenance Policy provides customers and colleagues with information and standards to customers on repairing responsibilities and established target timescales for completion of repairs.
What is the aim or purpose of this policy/decision?	To provide clear and transparent information and standards on repair responsibilities, timescales for repairs completions and associated responsibilities.
Which departments or groups will be affected by this policy/event/decision?	All customers and leaseholders. Repairs/Assets and Customer colleagues.
Data Collection and Evidence	
What data or evidence have you used to identify how different groups may be affected? (e.g., customer demographic data, service usage statistics, consultation feedback)	<p>The policy contains areas that could affect certain groups disproportionately (e.g., access requirements, communication methods, timescales for repairs, emergency prioritisation for customers with additional needs).</p> <p>LHP customer data from the August 2025 EDI dataset highlights the following and will be used as a mechanism to adapt the repair service accordingly:</p> <ul style="list-style-type: none">• 21.6% of customers are aged 65+• 45.1% identify as disabled, with 57.5% reporting high daily life impact• 2% of customers speak English as an additional language <p>Complaints, compliments, and transactional satisfaction survey data.</p> <p>Operational performance data – including emergency repair response times and access issues.</p> <p>Consultation with Customer Scrutiny Panel during policy review.</p> <p>Regulatory and legislative requirements, including Awaab's Law, Equality Act 2010, and RSH Safety & Quality Standards.</p>

What does this data tell you about the potential impacts on different equality groups?	Repairs are a landlord's responsibility, meaning the service is provided to all customers (e.g., older customers, disabled customers, those with language needs). However, the policy provides flexibility to enhance service to take account of any EDI issues. For example, where a customer with additional needs or risk is highlighted, we have the flexibility to expedite the repair by reducing the time taken to attend. Without deliberate monitoring and targeted communication, some groups may be disproportionately affected by delays, inaccessible processes, or language barriers.
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RAG Impact Assessment on Protected Characteristics

Use the RAG system to assess the level of potential impact for each protected characteristic:

- Red (High Risk):** Significant potential for negative impact requiring immediate action to mitigate.
- Amber (Medium Risk):** Some potential for negative impact, which can be mitigated with changes.
- Green (Low or No Risk):** Little to no negative impact identified.

Ensure that you state reasons (the why) for your justifications.

Protected Characteristic	Impact (Positive Negative Neutral)	RAG Rating	Description of Potential Impact	Mitigation/Enhancement Actions	Responsible Officer
Age	neutral	Amber	Older customers may be more affected by delays (especially for heating, mobility aids, damp/mould)	Expedite repairs for customers 65+, particularly in winter or where H&S risks exist. Offer accessible appointment booking and updates.	CST/Repairs Manager
Disability	neutral	Amber	Disabled customers may need adjustments to timescales, access, and communication.	Flag disability-related needs in repairs system; provide reasonable adjustments; prioritise works with daily living impact.	CST/Repairs Manager
Gender Reassignment	neutral	Green	N/A	Maintain inclusive communication and privacy protections.	CST/Repairs Manager
Marriage and Civil Partnership	neutral	Green	N/A	N/A	CST/Repairs Manager

Protected Characteristic	Impact (Positive Negative Neutral)	RAG Rating	Description of Potential Impact	Mitigation/Enhancement Actions	Responsible Officer
Pregnancy and maternity	neutral	Amber	Delays to essential repairs (e.g., heating, hot water) could disproportionately affect pregnant customers or those with newborns.	Expedite repairs; offer flexible appointments; prioritise works affecting health/wellbeing.	CST/Repairs Manager
Race	neutral	Amber	Provide translation/interpreter services; offer written/visual guides; use plain language in communications. Consideration of safety re repairs	Provide translation/interpreter services; offer written/visual guides; use plain language in communications. Expedite repair to shorter timescale category if required.	CST/Repairs Manager
Religion or Belief	neutral	Green	Repairs scheduling could inadvertently clash with religious observances.	Offer flexible appointment times; respect religious holiday constraints.	CST/Repairs Manager
Sex	neutral	Green	N/A	Monitor for gender-related patterns in complaints or delays.	CST/Repairs Manager
Sexual Orientation	neutral	Green	N/A	Ensure inclusive service environment.	CST/Repairs Manager

Mitigating Negative Impact

<p>What actions will you take to reduce or mitigate any identified negative impacts?</p> <p>Provide specific mitigation measures for each characteristic where a negative impact (Red or Amber rating) was identified.</p>	<p>Prioritising repairs for customers with additional needs highlighted through EDI data.</p> <p>Offering alternative communication methods (text, letter, phone, translation) as per customer preference.</p> <p>Exercising discretion on charges for customers with additional needs or in cases involving domestic abuse.</p> <p>Alternative communication methods – text, phone, letter, translated materials, and accessible formats, based on customer preference.</p> <p>Proactive monitoring of expedited repairs by protected characteristic to check for patterns and ensure fairness.</p> <p>Training for repairs and CST colleagues on recognising and responding to EDI-related needs during repair reporting and scheduling.</p> <p>Discretion on charges for customers with additional needs or those affected by domestic abuse.</p> <p>There is no negative impact of this policy as it provides flexibility to change the service offer dependent on individual customer needs.</p>
<p>Who is responsible for implementing these actions?</p>	<p>Repairs Manager/CST Colleagues</p>

Consultation and Engagement

<p>Have you consulted any stakeholders or equality groups? If so, who and how?</p>	<p>The Customer Forum reviewed the policy, and feedback was used to shape the content of the policy.</p> <p>Repairs and CST teams – operational feasibility checks</p>
<p>What feedback have you received, and how has this influenced your assessment?</p>	<p>Feedback was positive for the update of the policy and stakeholders yearned for the policy to now be actioned.</p> <p>Link to EDI data provided.</p>

Decision Making

How has this EQIA informed or influenced the final decision?	The Policy now has a clear statement that allows colleagues to take account of any EDI information when ordering a repair. Timescales allow for escalation where a protected characteristic creates a greater health/safety or wellbeing risk.
Were any changes made to the policy/decision as a result of the EQIA?	Strengthened commitments on accessible communication. Incorporated translation/interpretation provision. Clarified discretion on recharges for customers with additional needs.

Monitoring and Review

How will you monitor the actual impact of the policy/decision once it is implemented?	<p>Service delivery will be monitored in conjunction with the performance team to review frequency and decision where a repair is expedited.</p> <p>This data will be used to adjust service delivery accordingly. Monitoring will include analysis of repair order amendments and outcomes by protected characteristic.</p> <p>As part of the service offer, we will undertake six-monthly reviews and share findings with leadership and the Customer Scrutiny Panel.</p>
When will the policy/decision be reviewed?	LHP Board - December 2025
Sign-Off EQIA Completed By: Lead Officer(s) Name(s): Date:	Jason Cannon 18 th August 2025
Approved By: Approval Name: Date:	Abigail Iyaho 15 th August 2025