

## Equalities Impact Assessment Template

<b>EIA Title:</b>	<b>Resident Involvement Strategy</b>	<b>Reference Number:</b>	<b>HM 32</b>
<b>Aim of Policy or Scope of Service:</b>	<p><b>To build on the existing resident participation system amongst the council’s tenants and leaseholders, seeking to present new opportunities for increasing the number of residents who get involved whilst also encouraging those that don’t normally engage with us to do so.</b></p>		
<b>Approach to the Impact Assessment:</b>	<p><b>The purpose of this EIA is to consider the possible positive or negative impact introduction of this strategy may have on the council’s tenants, leaseholders and Housing Management staff.</b></p>		

## Scope of the Assessment

Different groups included in scope	Potential impacts (positive and negative) on this group	Existing data / information (inc. relevant legislation)	Current action to minimise negative impacts and maximise positive impacts	Potential new actions to: <ul style="list-style-type: none"> <li>• obtain missing data &amp; info</li> <li>• minimise negative impacts</li> <li>• maximise positive impacts</li> </ul>
<p><b>All</b> (impacts that apply to all groups)</p>	<p>(-) Changing the established practices for engaging with individuals and groups may prove challenging.</p> <p>(-) Changes to the way officers engage with residents over service delivery may be challenging for housing management staff.</p> <p>(+) Individual tenants and leaseholders will be able to directly influence service delivery through a channel that best suits them.</p> <p>(+) A clear commitment to value for money in service provision.</p> <p>(+) A clear commitment to put tenants and leaseholders at the heart of all aspects of</p>	<p>Tenant &amp; Leaseholder Involvement Questionnaire</p> <p>Tenant profiling data</p> <p>Age Regulation 2006</p> <p>United Nations Convention on the rights of the child – Article 12</p> <p>Children Act 1989</p> <p>Equality Act 2010</p> <p>Tenant Census 2006</p> <p>20/20 Engagement Framework</p> <p>Joining In Project</p> <p>2009 resident representatives Communications &amp; Profile Survey</p>	<p>Tenant and leaseholder involvement questionnaire.</p> <p>Housing Management Service Improvement Plan 2009-12</p> <p>Tenant Compact</p>	<p>Improve training and development programme for residents and groups that wish to become involved in the decision making process.</p> <p>Staff training on resident involvement.</p> <p>Agree local priorities.</p> <p>Regular city-wide gatherings of residents, representatives and officers.</p> <p>An extended menu of ways to get involved, from serving on formal groups and answering questionnaires to other less formal ways which include social networks, widely publicised and fully accessible.</p> <p>Review Tenant Compact.</p> <p>Continued use of tenant and leaseholder involvement</p>

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<p><b>All</b> (impacts that apply to all groups) cont.</p>	<p>Housing's service provision.</p> <p>(+) provides tenants with a range of opportunities to scrutinise our performance against agreed standards.</p>			<p>questionnaire and regular review of information gathered.</p> <p>Monitor the profile of residents who are involved in the management of their housing against the profile of all our residents to develop methods of participation that encourage residents from under represented groups to get involved.</p> <p>Regularly report back on local performance and objectives set and evaluate the quality of the local service.</p> <p>Use residents' views to regularly review and improve performance.</p> <p>Independent access to facilities that will allow residents to compare performance with other landlords.</p> <p>Building capacity for residents to be fully involved.</p>

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<b>Race</b> (BME people, asylum seekers/refugees)	(-) Potential for those who are not confident in reading or speaking English to be excluded from consultation or from influencing service delivery.  (-) Lack of understanding of cultural differences that could exclude tenants from being able to influence service delivery.	Tenant & Leaseholder Involvement Questionnaire  Joining In Project  Tenant profiling data  Equality Act 2010	Interpreters  Translating information.  Information on OHMS  Tenant and leaseholder involvement questionnaire.  Housing Management Service Improvement Plan 2009-12  Tenant Compact	Equalities awareness training for tenant representatives.  Monitor the profile of residents who are involved in the management of their housing against the profile of all our residents and develop methods of participation that encourage residents from under represented groups to get involved.  Offer residents support to be effectively engaged, involved and empowered.  Provide training workshops to resident groups to look for ways to increase involvement.
<b>Gender</b> (men, women)	(+) Residents will be presented with a wide range of opportunities to be involved in shaping and agreeing local offers.  (+) Individual tenants and leaseholders will be able to directly influence service delivery through a	Tenant & Leaseholder Involvement Questionnaire  Tenant profiling data	Tenant and leaseholder involvement questionnaire.  Housing Management Service Improvement Plan 2009-12	Monitor the profile of residents who are involved in the management of their housing against the profile of all our residents and develop methods of participation that encourage residents from under represented groups to get involved.

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	channel that best suits them.			
<b>Gender Reassignment</b>	<p>(+) Individual tenants and leaseholders will be able to directly influence service delivery through a channel that best suits them.</p> <p>(+) Residents will be presented with a wide range of opportunities to be involved in shaping and agreeing local offers.</p>	<p>Tenant &amp; Leaseholder Involvement Questionnaire</p> <p>Tenant profiling data</p>	<p>Tenant and leaseholder involvement questionnaire.</p>	<p>Monitor the profile of residents who are involved in the management of their housing against the profile of all our residents and develop methods of participation that encourage residents from under represented groups to get involved.</p>
<b>Marriage</b>	No specific impact identified	-	-	-
<b>Civil Partnership</b>	<p>(+) Individual tenants and leaseholders will be able to directly influence service delivery through a channel that best suits them.</p> <p>(+) Residents will be presented with a wide range of opportunities to be involved in shaping and agreeing local offers.</p>	<p>Tenant &amp; Leaseholder Involvement Questionnaire</p> <p>Equality Act 2010</p>	<p>Tenant and leaseholder involvement questionnaire.</p>	<p>Monitor the profile of residents who are involved in the management of their housing against the profile of all our residents and develop methods of participation that encourage residents from under represented groups to get involved.</p>

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<b>Pregnancy &amp; Maternity</b>	No specific impact identified	-	-	-
<b>Disability</b> (people with a physical or mental health issue, long term limiting illness, learning disability, or physical/sensory impairment)	(+) Individual tenants and leaseholders will be able to directly influence service delivery through a channel that best suits them.	<p>Tenant &amp; Leaseholder Involvement Questionnaire</p> <p>Tenant profiling data</p> <p>Equality Act 2010</p>	<p>Documents translated into Braille.</p> <p>Fully accessible meeting venues and DDA works undertaken and completed on all community rooms across housing. Regularly reviewed to ensure still meeting requirements.</p> <p>Use of sign language interpreters.</p> <p>Information on OHMS.</p> <p>Work of the Tenant Disability Network.</p> <p>Tenant and leaseholder involvement questionnaire.</p>	<p>Equalities training for tenant representatives.</p> <p>Tenants and leaseholders with additional support needs to be involved in the design of housing services and to be provided with facilities to assist them in this.</p> <p>Monitor the profile of residents who are involved in the management of their housing against the profile of all our residents and develop methods of participation that encourage residents from under represented groups to get involved.</p>
<b>Age</b> (older, younger people)	(+) Encourage younger members of each household to join in with consultation activities by	Tenant & Leaseholder Involvement Questionnaire	<p>Work of the Sheltered Housing Action Group</p> <p>Tenant and leaseholder</p>	Use tenant profiling data to engage directly with younger residents in ways that they have indicated they would like

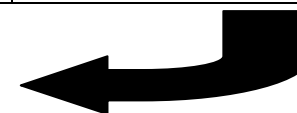
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<p><b>Age</b> (older, younger people) cont.</p>	<p>including in all questionnaires to the household specific questions designed for younger members.</p> <p>(+) Work with Children &amp; Young Peoples Trust to develop links with groups representing young people.</p> <p>(-) extending the use of social media and other electronic methods of communication may be challenging for older residents.</p>	<p>Equality Act 2010</p> <p>United Nations Convention on the rights of the child – Article 12</p> <p>Children Act 1989</p> <p>Tenant profiling data</p>	<p>involvement questionnaire.</p>	<p>to be involved.</p> <p>Extend social media to encourage involvement from younger residents, publicise widely.</p> <p>Special provision to be made for encouraging younger residents to gain the skills and enthusiasm to become fully engaged.</p> <p>Provide support and training for older residents to enable them to participate through social media.</p> <p>Monitor the profile of residents who are involved in the management of their housing against the profile of all our residents and develop methods of participation that encourage residents from under represented groups to get involved.</p>

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<b>Religion or belief</b> (faith communities, including no belief)	(-) Lack of understanding could exclude tenants from being able to influence service delivery.  (+) Individual tenants and leaseholders will be able to directly influence service delivery through a channel that best suits them.	Tenant & Leaseholder Involvement Questionnaire  Tenant profiling data	Faith Awareness information  Information on OHMS.  Tenant and leaseholder involvement questionnaire.	Monitor the profile of residents who are involved in the management of their housing against the profile of all our residents and develop methods of participation that encourage residents from under represented groups to get involved.  Faith awareness training for staff and tenant reps.
<b>Sexual orientation</b> (lesbian, gay, bisexual and unsure people)	(+) Individual tenants and leaseholders will be able to directly influence service in a way that that best suits them.	Tenant & Leaseholder Involvement Questionnaire  Tenant profiling data	Tenant and leaseholder involvement questionnaire.	Monitor the profile of residents who are involved in the management of their housing against the profile of all our residents and develop methods of participation that encourage residents from under represented groups to get involved.
<b>Other groups</b> (carers, homeless people, socially or financially excluded people, people experiencing domestic violence or abuse, etc)		Tenant & Leaseholder Involvement Questionnaire  Tenant profiling data.	Tenant and leaseholder involvement questionnaire.	Monitor the profile of residents who are involved in the management of their housing against the profile of all our residents and develop methods of participation that encourage residents from under represented groups to get involved.



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<b>Staff</b>	(-) Changes to the way officers engage with residents over service delivery may be challenging for housing management staff.			Provide training in resident involvement for Housing Management staff.

*New actions to be transferred to Action Plan*



### Consultation

What consultation has been used or taken?	Date	Methods used	Findings
Tenant Compact Monitoring Group.	2010/11	Group workshops to discuss in detail the four objectives set out in the resident involvement strategy. This information then taken back to full TCMG for approval.	Feedback from these groups used to develop the strategy.
Resident Representatives	2009	Communication and profiles survey sent out to all resident representatives.	Priorities identified through this survey reflected in the strategy.
Tenant & Leaseholder Involvement Questionnaire	December 2009	Questionnaire sent to every tenant and leaseholder.	15% response to this questionnaire. 95% of those responding wanted their names retained in a database to become further involved in a number of ways.
Draft resident involvement strategy document sent to staff.	August 2010	Copy of consultation document sent to staff members inviting comment	Feedback from staff incorporated in final draft document.

## Action Plan

Agreed action	Timescale	Lead officer	Review date
Improve training and development programme for residents and groups that wish to become involved in the decision making process.	TBC	TBC	TBC
Staff training on resident involvement.	TBC	TBC	TBC
Faith awareness training for staff and tenant representatives.	TBC	TBC	TBC
Provide training workshops to resident groups to look for ways to increase involvement.	TBC	TBC	TBC
Building capacity for residents to be fully involved.	TBC	TBC	TBC
Equalities awareness training for tenant representatives.	TBC	TBC	TBC
Offer residents support to be effectively engaged, involved and empowered.	TBC	TBC	TBC
Special provision to be made for encouraging younger residents to gain the skills and enthusiasm to become fully engaged.	TBC	TBC	TBC
Provide support and training for older residents to enable them to participate through social media.	TBC	TBC	TBC
Regular city-wide gatherings of residents, representatives and officers.	TBC	TBC	TBC
An extended menu of ways to get involved, from serving on formal groups and answering questionnaires to other less formal ways which include social networks, widely publicised and fully accessible.	TBC	TBC	TBC

Review Tenant Compact.	TBC	TBC	TBC
Continued use of tenant and leaseholder involvement questionnaire and regular review of information gathered.	TBC	TBC	TBC
Monitor the profile of residents who are involved in the management of their housing against the profile of all our residents to develop methods of participation that encourage residents from under represented groups to get involved.	TBC	TBC	TBC
Regularly report back on local performance and objectives set and evaluate the quality of the local service.	TBC	TBC	TBC
Use residents' views to regularly review and improve performance.	TBC	TBC	TBC
Independent access to facilities that will allow residents to compare performance with other landlords.	TBC	TBC	TBC
Tenants and leaseholders with additional support needs to be involved in the design of housing services and to be provided with facilities to assist them in this.	TBC	TBC	TBC
Use tenant profiling data to engage directly with younger residents in ways that they have indicated they would like to be involved.	TBC	TBC	TBC
Extend use of social media to encourage involvement from younger residents, publicise widely.	TBC	TBC	TBC
Agree local priorities	TBC	TBC	TBC

**Sign Off / Approval**

Lead Equality Impact Assessment Officer:

Date:

Departmental Equalities Lead:

Date:

Head of Delivery Unit / Lead Commissioner:

Date:

Communities & Equalities Team:

Date:

**(NB: Actions must now be transferred to service or business plans)**

## Equality Impact Assessment Summary Template

Name of review:	Resident Involvement Strategy	Reference number: HM32
Period of review:	January 2010 – July 2011	
Date review signed off:		
Scope of the review:	The scope of this EIA is to assess the impact to residents and staff of the introduction of the Resident Involvement Strategy.	
Review team:	Jane White Community Participation Officer John Austin Locke Policy, Performance and Community Participation Manager	
Relevant data and research:	This EIA builds on the previous one for resident involvement and takes account of the Tenant Compact, profiling data and the Tenant & Leaseholder Involvement Questionnaire.	
Consultation: indicate who was consulted and how they were consulted	Tenant Compact Monitoring Group and staff were consulted on this document through workshops, group meetings and circulation of draft document.	
Assessment of impact, outcomes and key follow up actions:	The EIA has identified a variety of actions and methods by which resident involvement can be extended to include those groups not currently engaged or fully represented.  This will include training opportunities for residents and staff as well as the continued monitoring of tenant profiling data to support engagement.	
Name and contact details of lead officer responsible for follow-up action:	John Austin Locke: <a href="mailto:john.austin-locke@brighton-hove.gov.uk">john.austin-locke@brighton-hove.gov.uk</a> Tel: 01273 291008 Blackberry: 077 953 362 75 <a href="http://www.brighton-hove.gov.uk/council-housing">www.brighton-hove.gov.uk/council-housing</a>	
For full report contact:	Jane White: <a href="mailto:jane.white@brighton-hove.gov.uk">jane.white@brighton-hove.gov.uk</a> Tel: 01273 293265 Fax: 01273 293289 <a href="http://www.brighton-hove.gov.uk/council-housing">www.brighton-hove.gov.uk/council-housing</a>	

