

Appendix Three Equality Impact Assessment

<p>Service change and closure - Equality Impact Assessment Template This template mainly concerns impacts on service users you must also consider the equality impacts on staff of any changes – contact Human Resources for advice.</p>	
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Summary details of proposal	Changes to formal resident involvement structures
Reason for the service change, restructure or closure.	To ensure that engagement structures are fit for purpose, ensure fairness in opportunities to engage, meet TSA standards and ensure value for money.
Data collection and consultation	<p>Consultation has been undertaken by way of a satisfaction survey to 4000 residents, three focus groups and two meeting with representatives of Tenant and Resident Associations.</p> <p>Diversity data has been obtained on visitors to the NTRF, attendees of ATLC's and BTLC, respondents to the satisfaction survey, and those on the Have Your Say (HYS) register.</p>
Key findings.	<p>Positive impacts: The proposals should ensure that more residents have the opportunity to participate, and should therefore have a positive impact on all groups. The HYS register is currently more representative of the resident base. Successful promotion of the register should ensure it remains representative.</p> <p>The proposals give all residents the opportunity to participate and the use of virtual groups, extends this opportunity to those previously excluded, for example carers of young children or those housebound. Although not intentional, it appears that the need to attend meetings has been a barrier to participation. In the recent survey some 39% of respondents would prefer to participate by email, web or surveys with a further 37% preferring newsletters – i.e. not face to face.</p>

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	<p>Potential Gaps/negative impacts: The EIA has identified a potential gap in the proposals in terms of the requirements of working with Tenant and Resident Groups (TRGs) under the statutory Code of practice for Racial Equality in Housing.</p> <p>The specific clauses relating to TRGs are:</p> <ul style="list-style-type: none"> • Include in criteria for TRGs that they are truly open to all racial groups • Provide training for TRGs on their responsibilities under RRA, (or Equality Act) • Use relationships with TRGs to collect information on any racial tension or harassment. <p>The need to meet these criteria must be taken into account when developing the service, and may mean that a monitoring role of TRAs is required.</p> <p>Alongside this, there is a clear need to ensure that a fair and non discriminatory process is put in place when recruiting to the Scrutiny Panel. This may require a separate EqIA, and careful consideration of barriers linked to language.</p> <p>Whilst all residents have the opportunity to register on the Have Your Say register, take up should be monitored to ensure that it remains representative and there is no adverse impact on any group.</p> <p>If the actions identified in the action plan are followed, then any negative impacts should be mitigated.</p>
Class (socio-economic disadvantage)	<p>The proposals put forward promote the use of virtual focus groups. However focus groups in the form of more formal meetings will also take place, thus those without access to the internet will still have the opportunity to be involved. It will be important to consider on a case by case basis which method is most appropriate depending on the circumstances.</p> <p>The proposals include grants to TRGs for set up and training which could benefit those on low incomes.</p>
Age	<p>There is currently under representation from younger residents in the formal involvement structures. The proposals intend to increase opportunities to participate for a wider range of residents.</p> <p>There is an opportunity for specific focus groups to take place to address specific issues. Feedback on any age related issues could therefore be gained through this method if required.</p>

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	<p>It is proposed to consult with residents from the Have Your Say register. All residents have the opportunity to join the register. This register is currently representative of the local community and more representative in terms of age than the formal involvement structures.</p>
Race / Ethnicity	<p>The BMEG will no longer meet, however all residents will have the opportunity to participate in the new structure.</p> <p>It is proposed to consult with residents from the Have Your Say register. This register is currently representative of the local community in terms of ethnic background. In particular, 30% of the register is made up of residents from Asian backgrounds. This group is currently under represented in the current resident involvement structure.</p> <p>The specific focus group element proposed will give the opportunity to work with specific groups including those with limited English to ensure they can also have their say.</p> <p>Potential Issue: the selection criteria for the scrutiny group include language skills–advice from HR should be sought to ensure the recruitment process is fair and non discriminatory. Signposting to English classes is not necessarily enough in these circumstances.</p> <p>Also it needs to be considered whether the requirement for interviews have an adverse impact on certain groups e.g. younger residents who may lack experience or those who do not speak English so that they may be less likely to be participate - in the Tenants’ scrutiny groups?</p>
Disability	<p>All residents including those with disabilities will have the opportunity to participate.</p> <p>The focus group element proposed will give the opportunity to work with specific groups including people with disabilities if deemed necessary. People with disabilities make up 17% of those on the HYS register.</p> <p>It is hoped that the virtual groups will provide an easier route to participation to those with mobility issues and hearing difficulties for example.</p>
Sex (gender)	<p>All residents will have the opportunity to participate in the proposed structure.</p> <p>The virtual facility is likely to provide a further opportunity for carers to participate as they will not need to actually attend meetings.</p>

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	This will also appeal to those with safety concerns about evening meetings, and returning home late.	
Religion / Belief	All residents will have the opportunity to participate.	
Sexual Orientation	<p>All residents will have the opportunity to participate in the proposed structure.</p> <p>Stonewall research suggests that only 5% of lesbian and gay tenants reveal their sexual orientation to their landlord. It is hoped that through virtual groups, LGB residents are able to be more open and more able to engage and provide their views. This may be particularly useful if a need arises to seek the views of the LGB residents over a specific issue.</p>	
Transgender	All residents will have the opportunity to participate in the proposed structure.	
Other	<p>It is a requirement under the Code of Practice for Racial Equality in Housing for landlords to have a monitoring role in ensuring TRGs are non-discriminatory.</p> <p>It is proposed that appointment to The Tenants Scrutiny Group is based on competence, the detail of which is not yet known. It will be necessary to ensure that the recruitment process is fair and non discriminatory. Note comments on requirement for an interview above.</p> <p>An internal and external communications plan is currently being prepared.</p>	
Issues and Recommendations	Summarise the issues identified in the EqIA and the recommendations to address these in table form.	
	Issue	Recommendation
	Recruitment to Scrutiny Group	Ensure fair process in place
	Promotion & monitoring of HYS register	Ensure promoted to all residents
	There are statutory requirements for landlords working with TRAs under the Statutory Code of Practice for Racial Equality in Housing.	Consider how these requirements will be met in the new structure.
	Some residents may be disadvantaged by limited access to the internet	This is mitigated by the offer of face to face meetings, alongside virtual meetings.

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Action Plan						
Equality Impact Assessment Action Plan for [insert name of policy / decision]						
Issues identified and groups affected	Actions to be taken	Timescales of actions	Who is responsible for delivery	Intended outcomes	Performance measures	Reference to service or other plans
Fair recruitment process for scrutiny group	Separate EqIA required	Prior to recruitment				
Promotion & monitoring of HYS register	Ensure promotion reaches all residents.	Ongoing				
CRE Code of practice	Ensure statutory requirements met	During implementation				
Monitor participation to ensure equal access	Review diversity data of those involved	After 6 months				

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