

Charnwood Borough Council

Equality impact assessment 'Knowing the needs of your customers and employees'

Background

An equality impact assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

Legislation- equality duty

As a local authority that provides services to the public Charnwood Borough Council has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to: Eliminate discrimination, harassment,

- and victimisation
- Advance equality of opportunity
- Foster good relations

For the following protected characteristics:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion or belief
8. Sex
9. Sexual orientation

What is prohibited?

1. Direct discrimination
2. Indirect discrimination
3. Harassment
4. Victimisation
5. Discrimination by association
6. Discrimination by perception
7. Pregnancy and maternity discrimination
8. Discrimination arising from disability
9. Failing to make reasonable adjustments

Note: Complete the action plan as you go through the questions

Step 1 – Introductory information

Title of the document being assessed	Customer Engagement Strategy 2022-25
Name of lead officer and others undertaking this assessment	Sally Ramalho, Helen Kennedy
Date EIA started	29 April 2022
Date EIA completed	3 May 2022

Step 2 – Overview of document being assessed:

Outline: What is the purpose of this document? (Specify aims and objectives)

The customer engagement strategy will ensure we meet our regulatory requirements by providing a range of opportunities for customers to influence and be involved in:

- decision-making about our housing related services, including setting of service standards and agreeing local offers for service delivery.
- developing housing-related policies and strategic priorities.
- scrutinising our performance and recommending how performance might be improved.

The strategy and its action plan detail how we intend to do this.

What specific group/s is the policy designed to affect and what is the intended change or outcome for them?

This strategy is designed to improve the services provided to tenants and leaseholders living in council properties.

Which groups have been consulted as part of the creation or review of the policy?

Feedback received from our STAR survey has been used in developing this strategy. The strategy has been approved by the Charnwood Housing Residents Forum (CHRF) who are a group of tenants involved on a formal level to consider improvements to the services delivered to all tenants.



Step 3 – What we already know and where there are gaps



List any existing information/data do you have/monitor about different diverse groups in relation to this policy? Such as in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation etc.

Data/information such as:

- ✦ Consultation
- ✦ Previous equality impact assessments
- ✦ Demographic information
- ✦ Anecdotal and other evidence

A range of diversity information is available from our records and held in QL (our housing management system) for all those customers receiving housing management services. This includes information on age, gender, ethnicity, sexual orientation, and disability. The range of information is limited in relation to certain characteristics (e.g., sexual orientation)
 We are also aware from data kept regarding past involvement activities that tenants and leaseholders in our younger age groups are less likely to engage and be involved in our activities.

What does this information / data tell you about diverse group? If you do not hold or have access to any data/information on diverse groups, what do you need to begin collating / monitoring? (Please list)

This information enables us to consider different methods of involvement to try to engage as many of our tenants and leaseholders as possible.

Step 4 – Do we need to seek the views of others? If so, who?

In light of the answers, you have given in step 2, do you need to consult specific groups to identify needs / issues? If not please explain why.

Staff in the customer engagement team have been consulted.
 Tenants have been consulted at the Charnwood Housing Residents' Forum and Housing Management Advisory Board

Step 5 – Assessing the impact

In light of any data/consultation/information and your own knowledge and awareness, please identify whether the policy has a positive or negative impact on the individuals or community groups (including what barriers these individuals or groups may face) who identify with any 'protected characteristics' and provide an explanation for your decision (please refer to the general duties on the front page).

	Comments
Age	No adverse effect: the strategy identifies numerous ways to engage and in different media to try to meet the needs and preferences of all age groups. There is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination
Disability (Physical, visual, hearing, learning disabilities, mental health)	No adverse effect: positive action is in place where support is offered to tenants wanting to engage regardless of their disability, whether that be by providing transport, consideration for meeting venues or providing support workers. There is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination

Gender reassignment (Transgender)	No adverse effect: there is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination
Race	No adverse effect: there is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination. Positive action will include the ability to engage interpreting services such as Language Line or local translation services.
Religion or belief (Includes no belief)	No adverse effect: consideration is given as to the venues used for activities to ensure they do not prove to be exclusive to any religious group. There is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination. Positive action will include careful consideration of the timing of engagement activities to ensure, as reasonably as is practicable, that people's religious observances and beliefs are not compromised.
Sex	No adverse effect: there is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination
Sexual orientation	No adverse effect: there is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination
Other protected groups (pregnancy & maternity, marriage & civil partnership)	No adverse effect: there is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination
Other socially excluded groups (carers, low literacy, priority neighbourhoods, health inequalities, rural isolation, asylum seeker and refugee communities etc.)	No adverse effect: travel, carer and childcare expenses are available to those who need support to be able to participate. Transport is provided for those who require it to attend activities. There is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination

Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.

Please note:

- a) If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately.
- b) Additionally, if you have identified adverse impact that is justifiable or legitimate, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

There is no adverse impact or discrimination identified in this assessment since any potential impact can be mitigated by the positive action we can take.

Summarise your findings and give an overview as to whether the policy will meet Charnwood Borough Council's responsibilities in relation to equality and diversity (please refer to the general duties on the front page).

Delivery of the council's general equalities duties is supported by the strategy.



Step 6- Monitoring, evaluation, and review

Are there processes in place to review the findings of this assessment and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact?
Performance of the customer engagement team and its activities will be monitored by the Charnwood Housing Residents' Forum and the Housing Management Advisory Board.
How will the recommendations of this assessment be built into wider planning and review processes? e.g. policy reviews, annual plans and use of performance management systems.
No recommendations have been identified in this assessment.



Step 7- Action plan

Please include any identified concerns/actions/problems in this action plan: The problems etc identified should inform your service plan and, if appropriate, your consultation plan			
Reference number	Action	Responsible officer	Target date
	No actions have been identified in this assessment		



Step 8- Who needs to know about the outcomes of this assessment and how will they be informed?

	Who needs to know (Please tick)	How they will be informed (we have a legal duty to publish EIA's)
Employees		Team meetings
Tenants		Publication on the council's website
Partners and stakeholders		Publication on the council's website
Others		Future and potential tenants through publication on the council's website.
To ensure ease of access, what other communication needs/concerns are there?		None identified.



Step 9- Conclusion (to be completed and signed by the service head)

Please delete as appropriate

I agree with this assessment.

If disagree, state action/s required, reasons and details of who is to carry them out with timescales:

N/A

Signed (service head):



Peter Oliver - Head of Landlord Services

Date: 09.05.22

Please send completed & signed assessment to Vicki Brackenbury for publishing.