

## EQUALITY IMPACT ASSESSMENT

<b>POLICY / SERVICE AREA DETAILS:</b>	
Name of policy / service area:	Resident Involvement Strategy / Policy
Details of person carrying out EIA: <i>(Name; title; contact details)</i>	Steve Loftus Resident Involvement Co-ordinator
What does this EIA relate to?	RI Strategy / Policy
What service areas does this EIA relate to?	Resident Involvement
Other persons involved in the EIA:	Resident Focus Group Resident Involvement staff
<b>POLICY / SERVICE DESCRIPTION</b>	
<b>What are the aims of the policy / service review?</b>	
The aim of the strategy and policy is to enable as many residents as possible to comment, influence and shape the Associations services.	
<b>How do the proposals link with the corporate objectives?</b>	
<p>The corporate objectives of the Association's Corporate Strategy and Business Plan are to:</p> <ul style="list-style-type: none"> <li>• Achieve continuous improvement in resident satisfaction</li> <li>• Achieve growth through diversification in response to unmet needs</li> </ul> <p>The Association will continue to improve services, listen to the views of residents, be responsive to their needs and provide services, which residents actually want, and value.</p>	
<b>Who will the proposals benefit?</b>	
The Resident Involvement Strategy / Policy benefits all residents of the Association.	

**What outcomes will the proposals achieve?**

The Resident Involvement Strategy & Policy provides a menu of options for resident involvement. It recognises that some tenants want to be involved at different levels and others want to tailor participation to suit their needs.

This choice is intended to provide a number of outcomes:

- Giving residents a say in service delivery
- Involving residents in decisions that effect them and their neighbourhoods
- Involving resident to make sure that the services the Association provide are efficient, effective, provide value for money and meet the needs of all our residents

**Are there any aspects of the policy / service that could contribute to inequality?**

YES

**Details:**

Some supported housing residents may possess certain disabilities which are not met by the strategy and policy.

**Please summarise how the policy / service contributes to the Group’s equality and diversity commitments:**

The Resident Involvement Policy will seek to improve existing resident involvement structures and develop new ways of reaching residents who are not participating. It highlights the need to work with residents and local communities to ensure that the services provided are responsive to their needs.

**What interface is there with other organisations for implementing proposals?**

Joint training initiatives have been developed with partner landlords, which identify the needs of residents through equality and diversity issues.

This section allows you to identify whether the policy / service changes will impact positively or negatively on a range of diverse groups. If negative impacts are identified, it would be useful at this stage to highlight the actions that could be taken to create a more positive effect.

<b>IMPACT ASSESSMENT</b>			
<b>Equality and diversity area</b>	<b>Benefit (positive impact)</b>	<b>Disadvantage (negative impact)</b>	<b>REASON*</b>

<b>Gender</b> Birth sex – male or female	✓		Childcare/caring costs are available. Expenses for transport are reimbursed and in certain circumstances taxis to and from meetings can be arranged. This will assist in reducing the risk to women travelling alone
<b>Transgender</b> Different gender identity to birth sex			
<b>Race</b> Black and other minority ethnic	✓	Language	Publicity is automatically translated into other languages where known All publicity produced are available in different languages on request. Translation and interpretation is available on request Language barriers could exclude specific groups from proactively being involved. Not all residents have English as their language and this in itself could exclude certain groups,
<b>Disability</b> Disabled people in general, physical access, sight/hearing needs, other groups of disability	✓	Access	Publicity produced in Braille and large text for Not all venues used for meetings may be DDA compliant Certain support needs may require alternative methods of communication
<b>Sexuality</b> Lesbians, gay men, and bisexuals.			
<b>Religion &amp; Beliefs</b> Faith group		Meetings	Meetings held in inappropriate venues on specific days or evenings can exclude the participation of some faiths
<b>Age</b> Older people, younger people, children	✓		Residents over the age of 40 years old actively participate with the Association. Younger residents are excluded or not engaged in the process.
<b>Other</b>			

<b>FURTHER ASSESSMENT</b>	
<b>Equality and Diversity area:</b>	Resident Involvement Strategy / Policy
<b>Type of impact:</b>	Positive
<b>Is it legal?</b> <i>(i.e. not discriminatory under equality / discrimination legislation)</i>	Yes
<b>Is it intended?</b>	Yes

<b>What is the level of impact?</b>	High				
<b>Could you minimise / remove any negative impact? How?</b>	Yes – refer to ‘Reasons’ element				
<b>Could you improve the positive impact? How?</b>	Yes- ongoing profiling exercise will provide detailed customer information to enhance the positive impact				
<b>If there is no evidence that the policy / service promotes equality and diversity, could it be adapted so that it does? How?</b>	See above				
<b>On the basis of answers to questions for the policy screening stage, do you recommend Phase 2 - a full impact assessment should be carried out?</b>	No				
<b>If a full impact assessment is required, what experts / relevant groups need to be contacted to get further views or evidence on the issues and the assessment?</b>	N/A				
<b>ACTION PLANNING</b>					
<b>Area / Issue</b>	<b>Action</b>	<b>Responsible</b>	<b>Due Date</b>	<b>Resources</b>	<b>Comments</b>
Disability	Ensure hard to reach groups are offered access to resident involvement	Resident Involvement Team	August 09	Staff time	SIP action
Disability	Supported tenants being involved	Resident Involvement Team	April 10	Staff time	Joint action with Supported Housing Officer

**Signed:** *Steve Loftus*

**Date:** 21<sup>st</sup> October 2009