

Appendix 2

Equality Impact Assessment

Directorate: Property & Housing	
Service: Housing Services	
Name of Officer/s completing assessment: Tosin Adewumi, Resident Engagement Manager	
Date of Assessment: 06/11/23	
Name of service/function or policy being assessed: Resident Involvement Strategy 2024-27	
1.	<p>What are the aims, objectives, outcomes, purpose of the policy, service change, function that you are assessing?</p> <p>The strategy aims to ensure that residents (tenants and leaseholders) are well-informed and are given meaningful opportunities to influence housing services, policies and decisions that impact them. It is also required to be compliant with the new Consumer standards from 2024.</p> <p>Resident Involvement is important and it is about:</p> <ul style="list-style-type: none">• How we find out what matters to our tenants and leaseholders (listen) and act to ensure safe and well-maintained homes.• Meaningful ways that residents work closely with us to examine and influence the plans, policies and services that affect them.• How we provide accessible support that meets the diverse needs of our tenants and leaseholders to reduce barriers to involvement.• Support and assistance for tenant and resident-led activities to influence our plans, policies and services. <p>Resident involvement is about transparency, accountability and resident Influence which leads to service improvement and safe homes for all our tenants and leaseholders. We want to work more closely with them to put things right quickly and put residents at the heart of key housing services' decision-making.</p> <p>The strategy provides a framework for resident involvement with the following five strategic themes:</p> <ol style="list-style-type: none">1. Create a resident involvement culture.2. Strengthen the Resident Board and resident influence.3. Range of options for resident involvement.4. Appropriate resources and support to enable effective involvement.5. Inclusive and accessible engagement.

	<p>The strategy seeks to embed a resident involvement culture where implementation is not seen as the responsibility of a specific team but everyone's responsibility. It will ensure that all tenants and residents can engage equally using a range of communication channels, providing a variety of involvement options and inclusive engagement to eliminate barriers. All tenants and residents will have the opportunity to engage in ways at the level they want and are comfortable with.</p> <p>As a result of delivering on our commitments over the life of this strategy, success looks like:</p> <ul style="list-style-type: none"> • increased opportunities and support for residents' voices to be heard • increased number of involved residents representative of the Slough community, influencing service improvements • evidence of increased resident satisfaction about listening and acting upon their views • The Resident Board and other involved residents feel that their involvement is meaningful and makes a difference • housing staff actively seeking resident involvement in any decision that impacts them • clear outcomes demonstrating the impact of resident involvement activities • younger tenants have a voice
2.	<p>Who implements or delivers the policy, service, or function? State if this is undertaken by more than one team, service, and department including any external partners.</p> <p>Delivery of the strategy will be overseen by the Resident Board currently comprising eight residents and one independent chair as well as the lead cabinet member for Housing, Cllr Puja. All Slough staff who work in the Housing within the Property and Planning Directorate will deliver this strategy. This includes staff who manage the tenancies and leaseholds, staff who deal with the repairs contract and resident engagement staff. Key partners such as our repairs contractor and others delivering housing services to our tenants and leaseholders will also be involved in bringing the strategy to life. There will be collaboration with the communication and community development teams to effectively deliver the objectives of this strategy.</p>
3.	<p>Who will be affected by this proposal? For example, who are the external/internal customers, communities, partners, stakeholders, workforce, etc. Please consider all of the Protected Characteristics listed (more information is available in the background information). Bear in mind that people affected by the proposals may well have more than one protected characteristic.</p> <p>The Strategy affects council staff, all tenants and leaseholders as well as people accessing housing services for many different reasons. It affects the following:</p> <ul style="list-style-type: none"> • Council Tenants • Council Leaseholders • James Elliman Homes Tenants • People who are Homeless and accessing advice and support

- Young People who are looked after children and care leavers (the council as a Corporate Parent has agreed to treat them as a protected group).
- All Council's Housing Services staff
- Housing services contractors - repairs, cleaning,
- Council Services provided by the internal DSO; grounds maintenance
- Community organisations
- Community engagement professionals within the council
- Communication and Community Development team

Characteristic	Positive, Negative, Neutral or Unknown Impact	Rationale for Assessment												
Age	Positive	<p>61% of people who live in the council property are of working age as shown in the table below:</p> <table border="1" data-bbox="698 715 1075 976"> <thead> <tr> <th>Age Group</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>0 – 19</td> <td>3324</td> </tr> <tr> <td>20 – 65</td> <td>8752</td> </tr> <tr> <td>66 and Over</td> <td>2216</td> </tr> <tr> <td>Unknown</td> <td>12</td> </tr> <tr> <td>Total</td> <td>14304</td> </tr> </tbody> </table> <p>The Strategy proposes a Housing Resident involvement structure that includes a range of ways to communicate and involve tenants and leaseholders in all age groups. The range of involvement opportunities will have a positive benefit for the adults in the working age group as well as the young and elderly people.</p>	Age Group	No	0 – 19	3324	20 – 65	8752	66 and Over	2216	Unknown	12	Total	14304
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Unknown	12													
Total	14304													
Disability	Positive	1565 tenants are living with disabilities, accounting for 9% of the 14,304 recorded occupants in Slough socially rented properties. We do not have the data for leaseholders and the Strategy seeks a better understanding of all tenants and leaseholders with disabilities to enable tailored communication/engagement. This will help to reduce barriers to involvement for this group.												
Gender	Positive	The strategy sets out how we will ensure all tenants and leaseholders are given the chance to get involved and directly influence housing services. The opportunities for engagement are made to residents of all genders and support is made available to enable them to take part.												

Just over 53% of the occupants of the rented council properties are female. Support such as childcare for parents is made available to enable their involvement.

Gender	No
Female	7669
Male	6631
Transgender	1
Not know	3
Total	14304

Gender Reassignment:	Positive	The Strategy will benefit all tenants and leaseholders including those who have undertaken gender reassignment as it aims to strengthen the voice of all residents.
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Marriage and Civil Partnership:	Positive	The Strategy will benefit all tenants and leaseholders including married and in civil partnership.
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Pregnancy and maternity:	Positive/	The Strategy will benefit all tenants and leaseholders. The range of communication and options for involvement means that it offers flexibility for those with young families too.
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Race:	Positive	<p>The Strategy will benefit all tenants and leaseholders with inclusive engagement being one of the five themes. Intentional steps will be taken to ensure that no community or groups are excluded. This includes working closely with community organisations that work with underrepresented groups to promote involvement opportunities and to ensure that our communication is accessible.</p> <p>People from different ethnic communities are considered and every effort is made to accommodate cultural and religious needs. The ethnicity data below will be used to monitor the participation of different groups and targeted campaigns when required to improve the representation of involved residents.</p>
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Ethnic breakdown of recorded occupants	Number
White English, Welsh, Scottish, Northern Irish or British	4703

			Not Known	3096	
			Pakistani	2356	
			Black African	1064	
			White Background Other	969	
			Asian Background Other	506	
			Indian	399	
			Black Caribbean	375	
			Other Ethnic Group	189	
			White and Black Caribbean	152	
			Any other Black, Black British, or Caribbean background	117	
			Mixed Multiple Background Other	109	
			Irish	115	
			White and Black African	67	
			Bangladeshi	44	
			White and Asian	39	
			Gypsy or Irish Traveller	2	
			Chinese	2	
			Grand Total	14304	
	Religion and Belief:	Positive	People of any religion and belief who are tenants and leaseholders should benefit from the Strategy.		
	Sexual orientation:	Positive	People of any sexual orientation who are tenants and leaseholders should benefit from the Strategy.		
	Young People who are looked after children:	Positive	Young people who have a background of having been a looked-after child and are now a tenant will be able to benefit from the Strategy.		

4. What are any likely positive impacts for the group/s identified in (3) above? You may wish to refer to the Equalities Duties detailed in the background information.

Engaging with tenants and residents will help to shape and improve the Council's housing services by further developing our approach to tenant and resident involvement we will make better informed decisions about:

- Budgets and spending efficiencies
- maintaining and improving existing services
- developing new services
- ensuring services are effective and efficient,
- finding long-term solutions to problems and
- improve satisfaction.

The strategy sets out the resident involvement structure showing how we will ensure all tenants and residents are given the chance to have their say and directly influence housing services. The opportunities for involvement are made to all tenants and residents including the groups identified above as an inclusive approach has been embedded. Assistance and support have been factored in to enable groups identified to participate. For example, meetings and events will be held at different times and expenses such as travel and childcare expenses will be covered when required to attend a meeting.

We will ensure we are inclusive and do everything in our control to reduce barriers to involvement for our diverse residents by:

- improving our understanding of our residents' profile, languages spoken and needs of those living with disabilities to ensure they are not excluded in our communication and engagement
- using a range of communication channels to reach our diverse tenants and leaseholders, including consideration for younger and older residents as well as those whose first language is not English
- delivering involvement activities at different times and locations to ensure as many residents as possible have access to involvement
- offering a mix of digital and face-to-face meetings, events and activities
- working with wider council teams, especially the Youth Voice team to develop our approach to effectively involving young people and the Youth Parliament, as well as the community development team and community organisations to support improved involvement of under-represented groups
- ensuring that involved residents are representative of the demography of our residents.

The Resident Engagement will regularly monitor the demographics of engaged residents identify underrepresented groups and target engagement opportunities at these groups.

5.	<p>What are the likely negative impacts for the group/s identified in (3) above? If so then are any particular groups affected more than others and why?</p> <p>n/a</p>
6.	<p>Have the impacts identified in (4) and (5) above been assessed using up-to-date and reliable evidence and data? Please state evidence sources and conclusions drawn (e.g. survey results, customer complaints, monitoring data, etc).</p> <p>We are a member of the Tenant Participation and Advisory Service (TPAS) which is a UK-based organisation that works to ensure tenants and leaseholders of social housing have access to advice and support to help them understand their rights and responsibilities. Their engagement standard framework developed from extensive research and input from over 300 members and their residents is one of the sources used. They are known as tenant engagement experts and share best practices. In addition, the impacts identified in 4 and 5 have been assessed using the lived experiences of our Resident Board as well as tenants and leaseholders who participated in the interviews and survey detailed below.</p>
7.	<p>Have you engaged or consulted with any identified groups or individuals if necessary and what were the results, e.g. have the staff forums/unions/ community groups been involved?</p> <p>The Strategy has been shaped by consultation with tenants and leaseholders of Slough Borough Council via a survey as well as interviews with our Resident Board made up of eight residents. The survey included questions to help us gain a better understanding of the residents to the strategy using the survey. 52 residents from diverse backgrounds and age groups completed the survey with a range of questions including how they access information about housing services, their experience and how they would like to be involved. Residents wanted a range of involvement opportunities so they could choose what works best for them. This is reflected in our approach to resident involvement detailed in the strategy with a mix of face-to-face and virtual involvement opportunities.</p> <p>We also consulted housing services staff and our repairs contractor.</p>
8.	<p>Have you considered the impact the policy might have on local community relations?</p> <p>The delivery of the strategy will have a positive impact on community relations as it seeks to be residents-focused. It will ensure that all tenants and leaseholders and people accessing any housing services can have their say and influence service improvement. People will come from different communities but will have our service in coming and hearing their voice is important to us to help understand their experiences of our services and identify where improvements are needed. Training and support will be available to support participation which is empowering. These are positive for community relations.</p>
9.	<p>What plans do you have in place, or are developing, that will mitigate any likely identified negative impacts? For example what plans, if any, will be put in place to reduce the impact?</p>

	There are no identified negatives.
10.	<p>What plans do you have in place to monitor the impact of the proposals once they have been implemented? (The full impact of the decision may only be known after the proposals have been implemented).</p> <p>The Resident Board will monitor the progress of the strategy and ensure that the diverse needs of tenants and leaseholders are put into consideration. Staff meet with the board every other month.</p>

What course of action does this EIA suggest you take? More than one of the following may apply	
Outcome 1: No major change required. The EIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken	✓
Outcome 2: Adjust the policy to remove barriers identified by the EIA or better promote equality. Are you satisfied that the proposed adjustments will remove the barriers identified? (Complete action plan).	
Outcome 3: Continue the policy despite the potential for adverse impact or missed opportunities to promote equality identified. You will need to ensure that the EIA sets out the justifications for continuing with it. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact (see questions below). (Complete action plan).	
Outcome 4: Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination. (Complete action plan).	

Action Plan and Timetable for Implementation

At this stage, a timetabled Action Plan should be developed to address any concerns/issues related to equality in the existing or proposed policy/service or function. This plan will need to be integrated into the appropriate Service/Business Plan.

Action	Target Groups	Lead Responsibility	Outcomes/Success Criteria	Monitoring & Evaluation	Target Date	Progress to Date
n/a	n/a	n/a	n/a	n/a	n/a	n/a

<p>Name: Tosin Adewumi</p> <p>Signed:(Person completing the EIA)</p> <p>Name:Tony Turnbull.....</p> <p>Signed:(Policy Lead if not same as above)</p> <p>Date:</p>
