

Thanet District Council (TDC) Equality Impact Assessment

Step one: test for relevance

1 Person responsible for this assessment

Name:	Julia Gavriel		
Job title:	Service Improvement Officer		
Phone:	01843 577945		
Service area:	TLS	Date of assessment:	08.04.22

2 Others involved in carrying out the analysis

Name:	Louise Cambray (Customer Engagement Officer)
Name:	Terry Vine (Compliance Officer)
Name:	Michelle Thomas (Resident Involvement Manager)

3. Description of strategy, policy, service, project, activity or decision

Title:	Resident Involvement Strategy
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Is it new?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
A review of existing?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

3.1 Aims and objectives

Consider: **what** you are doing? **why** you are doing it? **who** will benefit?

Involving residents in the design and delivery of services is a key part of achieving good resident satisfaction. The following objectives are in place to ensure our resident involvement is meaningful and successful:

1. Ensure residents can influence services.
2. To develop a resident involvement structure that enables residents to influence and scrutinise services.
3. To ensure our services benefit from residents' involvement and residents feel valued.
4. To benefit from a broader range of experiences and ideas.
5. To support residents to get involved.

Providing options for residents to get involved, have input and co design services.

TLS staff, residents, TDC and the wider community will benefit.

3.2 What outcomes are expected? Who is expected to benefit?

Housing services will be influenced and scrutinised by residents. Residents' satisfaction will improve.. Barriers will be broken down to enable transparency, effective communication, involvement and with a stronger bond between resident and landlord (TDC). There will be better communication between residents and staff.

4 Who is affected?

4.1 Which groups or individuals does the strategy, policy, service, project, activity or decision affect? For example, the Council, employees (including temporary workers), other public authorities, contractors, partner organisations, wider community, others.

Residents, staff, TDC and the wider community will be affected by this strategy.

4.2 Does the strategy, policy, service, project, activity or decision relate to a service area with known inequalities? (Give a brief description).

Social housing is known to have a disproportionate number of residents with additional support needs.

5 Equality Act 2010

How does the strategy, policy, service, project, activity or decision actively meet the public sector equality duties to:

Eliminate unlawful discrimination (including harassment, victimisation and other prohibited conduct)

Objective 4 page 8

A statement of equal opportunities and anti-discrimination will form part of all engagement activity, as set out in the Resident Involvement Code of Conduct and be included in the terms of reference for all formal groups.

We will aim to measure satisfaction with the service by different equality characteristics to ensure we are providing a fair and equitable service.

Advance equality of opportunity (between people who share a protected characteristic and people who do not share it)

Objective 4 page 8

We will develop and maintain a profile of our residents. We will monitor the diversity of our engaged residents to ensure appropriate representation across our engagement activities.

We will actively encourage engagement from under-represented groups in recruitment drives and through promotional activities.

We will aim to increase resident's capacity and willingness to engage by accommodating their particular needs and requirements, as far as reasonably practicable.

In engagement and promotion this means asking whether any assistance is required, particularly in relation to physical accessibility, venue location, diet, language, sight or hearing difficulties and religious or cultural practices, and residents availability.

Foster good relations (between people who share a protected characteristic and people who do not share it). Could it have an adverse impact on relations between different diverse groups?

Objective 4 page 8

....will actively encourage wider representation at meetings and events to promote greater interaction and inclusion.

We will actively engage with wider external groups (e.g. religious/LGBTQ+/minority groups) in community projects to help understand the needs and capture the views of different groups within the community.

6 Priority

The following questions will help you to identify whether this 'service' is a high priority. Please answer all questions with particular reference to the protected characteristics; race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage and civil marriage/partnership and pregnancy and maternity.

Please provide a comment for each answer, providing evidence for your answer, regardless whether you have answered yes or no.

Questions	Yes	No
1. Are there any particular groups who may have trouble accessing the 'service'?		x
Comments: Designed to enable access and maximise opportunities to get involved in a way that suits residents		
2. Does your information suggest that some groups of people are less satisfied than others with this 'service'?	x	
Comments: Our 2021 Survey highlighted that residents wanted opportunities to get involved and improved communication. The strategy addresses and provides provision for more opportunities for residents to get involved.		
3. Will this service have a significant impact on any of our residents?		x
Comments: There is a potential for this strategy to have a significant positive impact.		
4. Do you have any evidence that discrimination, harassment and/or victimisation could occur as part of this service?	x	
Comments: Residents have been victimised by other residents for becoming involved. The Strategy supports the Code of Conduct for all involvement opportunities. Groups are required to have TOR (Terms of Reference) in place and code of conduct has been used effectively.		
5. Do you think the service will hinder communication and negatively impact relations between the organisation and its employees, residents, contractors or anyone else?		x
Comments: No. The opposite is true.		
6. Does this service need to improve the way in which it is communicated to people who have literacy, numeracy or any other access needs?		x
Comments: No. It will be communicated in multiple ways including verbally.		

7. Does consultation need to be carried out?		x
Comments: A consultation has already been held and has informed this strategy.		

In order to assess the priority of your **'service'** please complete the table below by adding up how many questions you answered yes to and following the appropriate action.

Priority	Number of questions answered 'yes'	Rating	Action
High	3 or more		Continue to section 2
Medium	1 to 2		Please provide evidence to any questions you answered 'yes' to in section 1. Test for relevance complete (sometimes a full assessment may be required).
Low	0		Test for relevance complete.

If, following the completion of the test for relevance, a full assessment is not required, go straight to the declaration. If a full assessment is required, go to Step two: full equality impact assessment.

Step two: full equality impact assessment

1 Could the strategy, policy, service, project, activity or decision have a **negative, positive or neutral** effect on groups or individuals?

Consider:

What you are doing?

Why you are doing it?

How you are doing it?

Who can access the service easily and who may not be able to access the service and **why**?

The full analysis explores ways to reduce or eliminate barriers and/or negative impacts.

Protected characteristics	N e g a t i v e	P o s i t i v e	N e u t r a l	Evidence/Reasoning (Consider any barriers which will have negative impact and/or good practices giving positive impact)
<p>Age</p> <p>Consider:</p> <ul style="list-style-type: none"> • The way younger and older people access services may be different • Use of technology • Child care/care of other dependant • Timings/flexibility, such as work patterns • Transport arrangements • Venue location 				<p>Recommendations:</p>
<p>Disability (Includes: physical, learning, sensory (deaf/blind), mental health)</p> <p>Consider:</p> <ul style="list-style-type: none"> • Communication methods • Accessibility – venue, location, transport • Range of support needed to participate • Hearing Loops/Interpreters • Disability awareness training for employees 				<p>Recommendations:</p>
<p>Race (Includes; gypsy, travelling, refugee and migrant communities)</p> <p>Consider:</p>				<p>Recommendations:</p>

<ul style="list-style-type: none"> • The size of the BME communities that your service/project affects. • Language(s) spoken/understood. • Culture, such as hygiene, clothing, physical activities, mixed gender activities. • What access support can you offer? 			
<p>Religion, faith or belief</p> <p>Consider:</p> <ul style="list-style-type: none"> • The diversity within the communities that your service/project affect • Prayer times, meal times, food (some religions do not eat meat), cultural habit or belief, religious holidays such as Ramadan • Awareness training for employees 			<p>Recommendations:</p>
<p>Pregnancy and maternity</p> <p>Consider:</p> <ul style="list-style-type: none"> • Flexible hours of the service/project • Is there access to private area for breastfeeding mothers? 			<p>Recommendations:</p>
<p>Gender</p> <p>Consider:</p> <ul style="list-style-type: none"> • The impact on men and women • Child care/care of other dependant • Mixed/single gender groups/activities • Timing of services/projects 			<p>Recommendations:</p>
<p>Sexual orientation (Includes: lesbian, gay, bisexual)</p> <p>Consider:</p> <ul style="list-style-type: none"> • LGB people should feel safe to disclose their sexual orientation without fear of prejudice • Make it clear you recognised civil 			<p>Recommendations:</p>

marriage and partnerships <ul style="list-style-type: none"> • Awareness training for employees 				
Transgender Consider: <ul style="list-style-type: none"> • Trans people should be able to disclose their gender identity without fear of prejudice • Making it clear you have a Trans policy and process • Awareness training for employees 				Recommendations:
Marriage and civil marriage/partnership Consider: <ul style="list-style-type: none"> • All couples or partners, regardless of gender, should be able to access services 				Recommendations:

Outsourced services	
If your policy/process is partly or wholly provided by external organisations/agencies (such as Civica or Capita), please list any arrangements you plan to ensure that they promote equality and diversity. Include this in your improvement plan	
Relations between different equality groups	
Does your assessment show that a strategy, policy or process may amount to potential adverse impact between different equality groups? If yes please explain how the improvement plan is going to tackle this issue	
Consultation responses	
Summary of replies from individuals and stakeholders consulted including any previous complaints on equality and diversity issues about the strategy, policy or process	

Summary of recommendations		
Actions	By Who	By When

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Declaration

I am satisfied that a Test for Relevance has been carried out on the matter named in this Analysis and conclude that a full Equality Impact Assessment **is not required**.

Yes No

If you do not think that a full Equality Impact Assessment is required – please give your reasons:

I confirm that a full Equality Impact Assessment has been completed.

Yes No

Signature of Head of Service:	Date:

Recommendations agreed:	Yes <input type="checkbox"/> No <input type="checkbox"/>
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Signed: (Director):	EIA date: 08.04.22
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