



Tackle inequality so people have a fair chance

INTEGRATED IMPACT ASSESSMENT TEMPLATE

Title of proposal: Resident Engagement	Age	Race	Sex	Gender reassignment	Disability	Religion or Belief	Pregnancy and Maternity	Sexual Orientation	Marriage and Civil Partnership	Description of potential mitigation
<p>Equality impact: (✓ all that apply. The assessment should also consider impact on council employees and carers where applicable)</p> <p>Description of impact:</p> <p>Age When considering the impact of Age, need to consider the following:</p> <ul style="list-style-type: none"> Older people may need support to get to and from face to face meetings. Younger people may not have capacity to attend meetings during the day due to college, work or family commitments. Older people may need more support to access meetings online or via Microsoft Teams. 	x									<p>We offer transport support (taxis or reimbursement of bus fares) for people who need it.</p> <p>Look to offer meetings, focus groups, online events etc. at different times. Check with attendees the most appropriate time and try to accommodate this.</p> <p>We offer 121 support to help customers join Teams meetings and have offered basic ICT</p>



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<p>Race</p> <p>When considering the impact of Race, we need to consider the following:</p> <ul style="list-style-type: none"> • Language barriers • Confidence in speaking in attending meetings for first time, could be seen as intimidating • Consider cultural issues on attending meetings 		x								<p>training to older people in Sheltered Schemes to develop digital skills.</p> <p>Establish requirements and offer interpreters if needed.</p> <p>Allow people more time to speak in meetings.</p> <p>Make stronger links with local BME support groups to raise awareness of opportunities for residents to engage with us.</p> <p>Consider when we offer food and transport for meetings, any cultural implications ie. Halal, not able to share taxi with opposite sex passenger</p>
<p>Gender reassignment / Sexual Orientation</p> <p>When considering the impact on the above. Need to consider:</p> <ul style="list-style-type: none"> • Currently low levels of declared engaged residents from LGBT community. 			x				x			<p>Proactively engage with local LGBT community. Northern Pride, local LGBT support groups – Pride Media Centre etc to encourage more take-up</p>



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<p>Disability</p> <p>When considering the impact on the above. Need to consider:</p> <ul style="list-style-type: none"> • Use of ICT. • Confidence in speaking in online meetings. • Ability to attend meetings without transport support. • Requirement of information in large print and other formats for people with specific needs ie, Deaf, blind. • Physical access in venues 					x					<p>Work with the EDI group to do some targeted work around this to establish what barriers may exist.</p> <p>Awareness that due to disabilities not everyone will be able to access meetings online. We must send clear messages that residents can still join meetings in other ways – telephone link up etc.</p> <p>Offer transport for those who require it including accessible taxis.</p> <p>Use customer’s preferred method of contact i.e. email, large print etc. Are adequate support facilities available on Microsoft Teams ie, subtitles.</p> <p>Need to consider venues being used for meetings/events and are accessible to all.</p>
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<p>Religion or Belief</p> <p>When considering the impact on the above. Need to consider:</p> <ul style="list-style-type: none"> • Holding meetings/events on unsuitable dates ie, religious festivals 						x					<ul style="list-style-type: none"> • Avoid arranging meetings/events on key diversity dates
<p>Health impact: (eg physical, mental health, wellbeing, substance misuse)</p> <ul style="list-style-type: none"> • Engaging with peers and being active can lead to an improvement in mental health • Confidence of attendees can grow when attending meetings/events by increasing their skills and knowledge. • Increased skills and knowledge of attendees by learning more about housing and external services, ICT skills are transferrable outside of the meetings and can help people engage and interact more with friends, family and hobbies resulting in improved mental health. 											
Empty row for additional notes or data											



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<p>Socio Economic impact: (eg neighbourhood, ward, area of deprivation, household group, income, wealth)</p> <ul style="list-style-type: none"> • Enabling people to engage online and take part in matters that affect them where they may not otherwise have been able to allows us to gain feedback from more residents across the borough to find out what matters most to them. • Technology – not everyone has access to ICT equipment or wi-fi, so we need to continue to tailor communication methods as customers advise us ie, post. Consider provision of re-conditioned iPads to those who need them. • By collecting profile information it helps us to identify who is engaging with us and to establish if there are any gaps across the socio-economic groups. 	
<p>Environmental impact: (does the proposal impact on climate change and the Council’s commitment to be carbon neutral by 2030?)</p> <p>Aim to reduce carbon footprint of the council in line with our Climate Strategy by sending meeting papers digitally by default, where this is appropriate and to reduce carbon emissions by holding meetings digitally where this is appropriate and in line with customer needs. We encourage use of public transport or sharing taxis rather than personal car use to attend meetings if in person.</p>	
<p>Cumulative impact: (consider impact based on successive budgetary decisions relating to the proposal or is the proposal part of wider budgetary considerations that may collectively have an impact on service users, and is potentially at odds with the Thrive agenda)</p> <p>The resident influence strategy should have a positive impact on council decision making and policy development by establishing a mechanism and framework for consultation and engagement of tenants on housing related issues. This should have a positive impact on all tenants as the policy development and decision making process is influenced by the resident voice.</p>	



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<p>Summary of consultation/data/research undertaken to inform the assessment: (eg feedback and engagement with service users, trade unions, employees, partners, public, benchmarking, case studies)</p> <p>TPAS undertook a review of customer engagement in 2021 to establish our existing methods and how they could be improved to suit current needs. Recommendations were made and some have already been implemented ie, Resident Influence Panel, Strategic Housing Board. As a result a new strategy and framework have been produced to demonstrate our continued commitment towards customer engagement and will be used to focus our ongoing work with customers.</p>	
<p>Signed: (completing officer) Helen Watson</p>  <p>Date: 18/02/2022</p>	
<p>Service Director: (approved) Mr Kevin Scarlett</p>  <p>Date: 21/02/2022</p>	