

Cambridge City Council Equality Impact Assessment



Completing an Equality Impact Assessment will help you to think about what impact your strategy, policy, plan, project, contract or major change to your service may have on people that live in, work in or visit Cambridge, as well as on City Council staff.

The template is easy to use. You do not need to have specialist equalities knowledge to complete it. It asks you to make judgements based on evidence and experience. There are guidance notes on the intranet to help you. You can also get advice from Suzanne Goff, Strategy Officer on 01223 457174 or email suzanne.goff@cambridge.gov.uk or from any member of the Joint Equalities Group.

1. Title of strategy, policy, plan, project, contract or major change to your service:

Programme of follow-up research work with tenants and leaseholders

2. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?

To take forward a programme of research with tenants and leaseholders, with NWA Consultants during 2015/16 that will inform the housing service on its customers' perceptions on:

- Our Image
- Managing expectations
- Waste

This will allow the service to make improvements in 2015/16 onwards.

It is recommended by the survey company that follow up work around the above topics would be best achieved through a number of Focus Groups using a topic guide developed by the consultants and the City Council.

Consideration will be given on whether all groups will be a broad cross section of tenants or whether they will be split by variables such as location, as well as the potential to target specific groups as listed in this EqIA.

3. Who will be affected by this strategy, policy, plan, project, contract or major change to your service? (Please tick those that apply)

Residents

Visitors

Staff

A specific client group or groups (please state):

City Council Tenants and Leaseholders

4. What type of strategy, policy, plan, project, contract or major change to your service is this? (Please tick)

New

Revised

Existing

5. Responsible directorate and service

Directorate: Customer & Community Service

Service: City Homes

6. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service?

No

Yes (please give details):

Housing Strategy, Estates & Facilities and NWA Consultants.

7. Potential impact

Please list and explain how this strategy, policy, plan, project, contract or major change to your service could **positively** or **negatively** affect individuals from the following equalities groups.

When answering this question, please think about:

- The results of relevant consultation that you or others have completed (for example with residents, people that work in or visit Cambridge, service users, staff or partner organisations).
- Complaints information.
- Performance information.
- Information about people using your service (for example whether people from certain equalities groups use the service more or less than others).
- Inspection results.
- Comparisons with other organisations.
- The implementation of your piece of work (don't just assess what you think the impact will be after you have completed your work, but also think about what steps you might have to take to make sure that the implementation of your work does not negatively impact on people from a particular equality group).
- The relevant premises involved.
- Your communications.
- National research (local information is not always available, particularly for some equalities groups, so use national research to provide evidence for your conclusions).

(a) Age (any group of people of a particular age, including younger and older people – in particular, please consider any safeguarding issues for children and vulnerable adults)

The programme suggested by NWA includes the use of focus groups, workshops, telephone surveys and postal surveys. Historically, it tends to be older tenants and leaseholders who attend such events and complete paperwork as they have relatively more free time to do so – younger tenants and leaseholders may not feel able to attend if they have work, college or childcare commitments.

(b) Disability (including people with a physical impairment, sensory impairment, learning disability, mental health problem or other condition which has an impact on their daily life)

Reaching tenants or leaseholders with a disability, without specifically targeting them using our own records, may mean we will miss them out altogether. Disabled tenants may not feel confident in attending an organised event if they have not been re-assured their needs have been catered for.

(c) Gender

Women thinking of attending the workshops or focus groups alone may be put off if they feel unsafe or vulnerable attending any late night or secluded locations. Either male or females may feel uncomfortable speaking in a focus group dominated by one or the other sex.

(d) Pregnancy and maternity

Pregnant women may not feel confident attending an event without good transport links, available parking and a full range of facilities. Parents on maternity leave may not feel they can attend an event that is not flexible to childcare issues and does not have the right facilities. Parents may feel they cannot attend events held at a fixed time due to childcare responsibilities and the child's needs.

(e) Transgender (including gender re-assignment)

Transgender tenants and residents may feel discriminated against if we cannot offer them an opportunity to take part due to lack of information. Transgender tenants and residents thinking of attending the workshops or focus groups alone may be put off if they feel unsafe or vulnerable attending any late night or secluded locations.

(f) Marriage and Civil Partnership

Not applicable in this instance

(g) Race or Ethnicity

Not being able to reach tenants and leaseholders of all BAME groups, without specifically targeting them using our own records, may mean we will miss them out altogether.

(h) Religion or Belief

Not being able to reach tenants leaseholders of all religions or beliefs, without specifically targeting them using our own records, may mean we will miss them out altogether.

(i) Sexual Orientation

Not being able to reach tenants leaseholders of all sexual orientations, without specifically targeting them using our own records, may mean we will miss them out altogether.

(j) Other factors that may lead to inequality – in particular – please consider the impact of any changes on low income groups or those experiencing the impacts of poverty (please state):

Not offering travel expenses or providing refreshments may put people off attending an event of cost is an issue.

8. If you have any additional comments please add them here

The groups we are aiming to reach by their very nature are 'hard to reach' – the purpose of the project is to try to engage a representative selection of a tenants and leaseholders.

9. Conclusions and Next Steps

- If you have not identified any negative impacts, please sign off this form.
- If you have identified potential negative actions, you must complete the action plan at the end of this document to set out how you propose to mitigate the impact. If you do not feel that the potential negative impact can be mitigated, you must complete question 8 to explain why that is the case.
- If there is insufficient evidence to say whether or not there is likely to be a negative impact, please complete the action plan setting out what additional information you need to gather to complete the assessment.

All completed Equality Impact Assessments must be emailed to Suzanne Goff, Strategy Officer, who will arrange for it to be published on the City Council's website.

Email suzanne.goff@cambridge.gov.uk

10. Sign off

Name and job title of assessment lead officer: Catherine Buckle

Names and job titles of other assessment team members and people consulted:
James Bull – Resident Involvement Facilitator

Date of completion: 06/02/2015

Date of next review of the assessment: NA

Action Plan

Equality Impact Assessment title: Programme of follow-up research work with tenants and leaseholders

Date of completion: 02/02/2015

Equality Group	Age
Details of possible disadvantage or negative impact	The sessions may discriminate against younger tenants and leaseholders who have work, child or college commitments.
Action to be taken to address the disadvantage or negative impact	<p>We will ask NWA to specifically target those tenants or leaseholders to ensure younger tenants are given a voice to take part, as it is important the feedback we receive is representative of all our customers.</p> <p>We will ensure any focus groups or workshops are timed well and are held at suitable community or City venues to allow those tenants and leaseholders who have a work, childcare or college commitments are catered for</p> <p>We will ensure the programme is tailored to offer alternative opportunities to get involved (online, text, phone etc).</p>
Officer responsible for progressing the action	NWA Consultants/James Bull
Date action to be completed by	

Equality Group	Disability
Details of possible disadvantage or negative impact	Disabled tenants and leaseholders may be put off attending an event where they are not catered for properly or may feel unsafe.
Action to be taken to address the disadvantage or negative impact	<p>We will ask NWA to specifically target those tenants or leaseholders to ensure those with any disability are given a voice to take part, as it is important the feedback we receive is representative of all our customers.</p> <p>We will ensure any focus groups or workshops are timed well and are held at safe, suitable community or City venues to allow those tenants and leaseholders who have a disability are catered for.</p> <p>Will use our own data to make sure a sample of disabled people are included in the pool of residents contacted as part of this work.</p> <p>We will ensure the programme is tailored to offer alternative opportunities to get involved (online, text, phone etc).</p>
Officer responsible for progressing the action	NWA Consultants/James Bull
Date action to be completed by	

Equality Group	Gender
Details of possible disadvantage or negative impact	Women may feel unsafe attending an event alone if the venue is not considered properly for safety after dark etc..
Action to be taken to address the disadvantage or negative impact	<p>We will ensure any focus groups or workshops are timed well and are held at safe, suitable community or City venues to ensure lone female tenants and leaseholders who are attending</p> <p>We will ensure the programme is tailored to offer alternative opportunities to get involved (online, text, phone etc).</p>
Officer responsible for progressing the action	NWA Consultants/James Bull
Date action to be completed by	

Equality Group	Pregnancy and Maternity
Details of possible disadvantage or negative impact	Not having facilities to cater for pregnant women or women on maternity leave.
Action to be taken to address the disadvantage or negative impact	<p>We will ensure any focus groups or workshops are timed well and are held at suitable community or City venues to allow those tenants and leaseholders who are pregnant or on maternity leave and therefore have childcare commitments to take part.</p> <p>We will ensure the programme is tailored to offer alternative opportunities to get involved (online, text, phone etc).</p>
Officer responsible for progressing the action	NWA Consultants/James Bull
Date action to be completed by	

Equality Group	Transgender
Details of possible disadvantage or negative impact	Transgender tenants or leaseholders may feel unsafe attending an event alone if the venue is not considered properly or if they feel they may be victimised.
Action to be taken to address the disadvantage or negative impact	<p>We will ensure any focus groups or workshops are held at safe, suitable community venues to ensure transgender tenants and leaseholders who are attending feel comfortable</p> <p>The programme of work will encourage attendance by ensuring a safe, open environment that considers the needs of all minority groups.</p> <p>We will ensure the programme is tailored to offer alternative opportunities to get involved (online, text, phone etc).</p> <p>We will use our own data where possible to ensure a representative sample of our tenants and leaseholders have been invited to take part.</p>
Officer responsible for progressing the action	NWA Consultants/James Bull
Date action to be completed by	

Equality Group	Marriage and Civil Partnership
Details of possible disadvantage or negative impact	Not applicable
Action to be taken to address the disadvantage or negative impact	
Officer responsible for progressing the action	
Date action to be completed by	

Equality Group	Race or Ethnicity
Details of possible disadvantage or negative impact	<p>Different race or ethnicity groups may not want to attend any focus groups that are held in religious venues that are not of their own religion or belief.</p> <p>Those who's English is not their first language may feel uncomfortable about attending an event where they may feel misunderstood.</p>
Action to be taken to address the disadvantage or negative impact	<p>We will ensure any focus groups or workshops are held at safe, suitable community venues to ensure tenants and leaseholders of differing race or religions who are attending feel comfortable.</p> <p>We will use our own data where possible to ensure a representative sample of our tenants and leaseholders have been invited to take part.</p> <p>The programme of work will encourage attendance by ensuring a safe, open environment that considers the needs of all minority groups.</p> <p>We will ensure the programme is tailored to offer alternative opportunities to get involved (online, text, phone etc).</p> <p>We will provide a translation service via the website if required for an online surveys.</p>
Officer responsible for progressing the action	NWA Consultants/James Bull
Date action to be completed by	

Equality Group	Religion or Belief
Details of possible disadvantage or negative impact	Not reaching those tenants of different religion or beliefs due to lack of information
Action to be taken to address the disadvantage or negative impact	<p>We will use our own data where possible to ensure a representative sample of our tenants and leaseholders have been invited to take part.</p> <p>We will ensure the programme is tailored to offer alternative opportunities to get involved (online, text, phone etc).</p>
Officer responsible for progressing the action	NWA Consultants/James Bull
Date action to be completed by	

Equality Group	Sexual Orientation
Details of possible disadvantage or negative impact	Not reaching those tenants of different sexuality due to lack of information.
Action to be taken to address the disadvantage or negative impact	<p>We will ensure any focus groups or workshops are held at safe, suitable community venues to ensure tenants and leaseholders of all sexualities who are attending feel comfortable.</p> <p>We will use our own data where possible to ensure a representative sample of our tenants and leaseholders have been invited to take part.</p> <p>The programme of work will encourage attendance by ensuring a safe, open environment that considers the needs of all minority groups.</p> <p>We will ensure the programme is tailored to offer alternative opportunities to get involved (online, text, phone etc).</p>
Officer responsible for progressing the action	NWA Consultants/James Bull/Catherine Buckle
Date action to be completed by	June 2015

Other factors that may lead to inequality

Details of possible disadvantage or negative impact	<p>Those on limited budgets may not feel they can attend if there are costs involved.</p> <p>As people's time is so important, we may inadvertently discriminate against working, time pressured tenants and leaseholders who cannot justify taking time out to attend.</p>
Action to be taken to address the disadvantage or negative impact	<p>We will ensure we cover travel expenses and provide refreshments</p> <p>We will look to incentivise all groups of tenants attending the workshops or focus groups, or even taking the time to fill in their thoughts online or via text, by offering 'Time credits'; for every hour someone donates to the project, they will be given an hour's worth of social activity to spend as they wish, e.g. cinema, bowling etc.</p>
Officer responsible for progressing the action	James Bull
Date action to be completed by	December 2015