



## Cambridge City Council Equality Impact Assessment (EqIA)

This tool helps the Council ensure that we fulfil legal obligations of the [Public Sector Equality Duty](#) to have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Guidance on how to complete this tool can be found on the Cambridge City Council intranet. For specific questions on the tool email Helen Crowther, Equality and Anti-Poverty Officer at [equalities@cambridge.gov.uk](mailto:equalities@cambridge.gov.uk) or phone 01223 457046. Once you have drafted the EqIA please send this to [equalities@cambridge.gov.uk](mailto:equalities@cambridge.gov.uk) for checking. For advice on consulting on equality impacts, please contact Graham Saint, Strategy Officer, ([graham.saint@cambridge.gov.uk](mailto:graham.saint@cambridge.gov.uk) or 01223 457044).

<b>1. Title of strategy, policy, plan, project, contract or major change to your service:</b>
Resident Engagement Review
<b>2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)</b>
(Use weblink of Housing Scrutiny Committee webpage where the report for Committee and the drafted review will be made available to public)
<b>3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?</b>
There is a need for the resident involvement team to consider their engagement activities with tenants and leaseholders in more detail to ensure that the opportunities for involvement offer allow participation from a broader cross section of residents.
<b>4. Responsible Service</b>
Resident Involvement- Housing Services

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

- Residents of Cambridge City
- Visitors to Cambridge City
- Staff

Please state any specific client group or groups (e.g. City Council tenants, tourists, people who work in the city but do not live here):

City Council tenants and leaseholders. Private residents of Cambridge are not precluded from taking part in the activities but they are not the target audience.

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

- New
- Major change
- Minor change

### 7. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service? (Please tick)

- No
- Yes (Please provide details):

Estate Services, wider Housing Services, Housing Development Agency, Maintenance and Assets Service- All play a role in delivery but the Resident Engagement Officer will have oversight of the individual initiatives.

### 8. Has the report on your strategy, policy, plan, project, contract or major change to your service gone to Committee? If so, which one?

Housing Scrutiny Committee on 12 March 2019

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### **9. What research methods/ evidence have you used in order to identify equality impacts of your strategy, policy, plan, project, contract or major change to your service?**

The following methods were employed to gather resident input- small scale surveys, community meetings, resident feedback/focus groups, resident walkabouts, wider consultation through the Open Door publication. The review document was developed over a 7 month period with the support and input from the following contributors:

- o Elected Tenants and Leaseholder Representatives
- o Wider tenant and leaseholder input
- o Volunteer Resident Inspectors and Green Inspectors
- o Community groups
- o Partnerships of council officers and community groups

At present equalities monitoring information relative to resident involvement is not available; we will start to gather this information by undertaking regular equalities monitoring which will evidence our support for the involvement of a broader cross section of residents. We will be able to update the EqIA with this information as it is available.

### **10. Potential impacts**

For each category below, please explain if the strategy, policy, plan, project, contract or major change to your service could have a positive/ negative impact or no impact. Where an impact has been identified, please explain what it is. Consider impacts on service users, visitors and staff members separately.

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### (a) Age

**Note that this refers to any group of people of a particular age (e.g. 32 year-olds) , or within a particular age range (e.g. 16-24 year-olds) – in particular, please consider any safeguarding issues for children and vulnerable adults**

The proposals for new engagement activities outlined within the review aim to increase inclusivity of residents of all ages.

The Council's most recent Tenants Satisfaction Survey found that in 2014 39.2% of City Council tenants did not have access to the internet. Older people and young people from low-income households are especially likely to experience digital exclusion. In 2016, only 38.7% of adults in the UK aged 75 years or over had used the internet in the last 3 months, compared to 87.9% of all adults (Office for National Statistics, 2016 – Statistical Bulletin: Internet users in the UK: 2016). Nationally, 17% of people earning less than £20,000 never use the internet, as opposed to 2% of people earning more than £40,000 (Cabinet Office, 2014, Government Digital Inclusion Strategy). There is a danger for those who cannot access digital facilities or who cannot afford the price of an internet connection to get left behind, so facilitating digital inclusion is a fundamental aspect of resident involvement and aligns with the wider Council's Anti-Poverty Strategy and Digital Transformation Strategy. Proposals 4,5,6 and 15 of the review aim to target these issues directly by providing increased digital access, equipment provision, free digital session and supporting older people in sheltered facilities to engage more.

Resident involvement is also a potential way to help combat loneliness, which is especially likely to be experienced by older people and has been identified as a public health issue by the Campaign to End Loneliness. A study by The Co-op and the British Red Cross reveals over 9 million people in the UK across all adult ages – more than the population of London – are either always or often lonely.

### (b) Disability

**Note that a person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.**

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**Note that a person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.**

Disabled people are especially likely to experience digital and social exclusion because they may find it hard to find technology that has been appropriately adapted to meet their needs. Mobility issues may also impede them from taking part in activities which leads to social exclusion. Reasonable adjustments will be made to allow a person with any disability to take part that applies to digital equipment or covering the cost for transport to travel to meetings. Easy read and British Sign Language services will be required where needed to increase resident involvement of disabled people.

The garden competition, sheltered scheme residents group and 65+ digital champion project are examples which highlight how people with disabilities can easily get involved in resident involvement activities. The Tenant and Leaseholder representative position is also fully inclusive allowing people with any disability to take part.

### **(c) Gender reassignment**

No impact has been identified that is specific to this equality group

### **(d) Marriage and civil partnership**

No Impact has been identified that is specific to this equality group

### **(e) Pregnancy and maternity**

Volunteers able to claim expenses which cover the cost of childcare/dependency costs which are incurred to be able to attend meetings.

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### (f) Race

**Note that the protected characteristic 'race' refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.**

In order to increase involvement we would employ the use of translation and interpretation services.

### (g) Religion or belief

No Impact has been identified that is specific to this equality group

### (h) Sex

No Impact has been identified that is specific to this equality group

### (i) Sexual orientation

No Impact

### (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

The review indirectly targets residents on low incomes because they are more likely to live in social housing provided by the Council. The proposals outlined should help deliver aspects of the council's Anti-Poverty Strategy by contributing to increased digital and financial inclusion, reduce social isolation and increase employability skills.

An allowance is available for Tenant and Leaseholder Reps to claim which is separate to expense claims, this additional could help toward combatting poverty. Consideration has been given to the impact that allowance claims could have on benefit recipients so a direct link with the benefits time so that a dedicated officer is available to answer questions on an individual basis.

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**11. Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqlA accordingly.)**

The progress of the review its proposals and equalities monitoring will be reviewed annually in order to ensure they have been delivered to their timetable. As part of the annual review the EqlA will be refreshed with the monitoring information to ensure any negative impacts can be mitigated. If any situations arise within the year which would suggest that some of the proposals are having a negative impact on residents in any way then they will be tackled immediately.

**12. Do you have any additional comments?**

Having residents sitting on the Council's main housing committee is a unique approach to scrutiny and facilitates insight allowing the Council to tailor and target services. Their involvement ensures accurate feedback and challenge from service-users', connecting decision-makers with the grassroots communities they serve. The proposals are all aimed at increasing resident involvement and ensuring that we consult with them meaningfully. For instance, one proposal is to also To strengthen existing scrutiny processes the creation of a resident's panel would facilitate a greater level of input from a wider and more representatives demographic of residents so equalities monitoring will need to be undertaken. Another proposal is to tailor our service to meet these needs localised surveys and consultations will be employed to increase our understanding of what residents want.

**13. Sign off**

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Name and job title of lead officer for this equality impact assessment: Emily Watts, Resident Engagement Officer

Names and job titles of other assessment team members and people consulted:

Date of EqlA sign off:

Date of next review of the equalities impact assessment:

All EqlAs need to be sent to Helen Crowther, Equality and Anti-Poverty Officer. Has this been sent to Helen Crowther?

Yes

No

Date to be published on Cambridge City Council website: