

## 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 Involvement Strategy 2021-2024

<b>2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)</b>
This is not yet available but once it has committee approval it will be placed here- <a href="https://www.cambridge.gov.uk/resident-involvement-strategies-updates-and-reports">https://www.cambridge.gov.uk/resident-involvement-strategies-updates-and-reports</a>

<b>3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?</b>
The Strategy will guide the delivery of the resident involvement service for the next 4 years. Using feedback from the 2020 tenant and leaseholder satisfaction survey, it seeks to embed actions which respond to low areas of satisfaction. The information collected reflects local communities, elected Tenant Representatives have also played a central role in developing the Strategy. They are supported to engage from different protected characteristics (e.g. disability, and balance around caring responsibilities). Outcomes of the Strategy aim to lead to improvements to health and wellbeing of communities which are outlined as a resident priority.

The Strategy also incorporates recommendations from The Charter for Social Housing Residents: Social Housing White Paper (2020). Developed in the wake of the Grenfell disaster, the Paper seeks to realign the tenant and landlord relationship, putting a greater focus on the resident voice.

#### 4. Responsible service

Housing Services

#### 5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service?

(Please tick all that apply)

- Residents
- Visitors
- 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):

Cambridge City Council tenants and leaseholders

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

- 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)

- Yes
- No

If 'Yes' please provide details below:

**Estates and Facilities, repairs service. They host some of the resident scrutiny meetings.**

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

It will go to 22<sup>nd</sup> June 2021 Housing Scrutiny Committee

**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?**

Findings from the 2020 Tenant and Leaseholder Satisfaction Survey were used to inform the Strategy. The survey was sent to all City Council tenants and leaseholders in October 2020, it was a largely quantitative survey which incorporated a few qualitative open questions.

Qualitative interviews were also held with the 6 elected Tenant and Leaseholder representatives. Recommendations from secondary research such as the The Charter for Social Housing Residents: Social Housing White Paper (2020) also informed the direction of the Strategy.

**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.

**(a) Age**

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 and Leaseholder Satisfaction Survey found that in 2020 26% 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. Office for National Statistics in 2020, show that in the UK 54% of adults aged 75 years and over were internet users compared to 99% of people aged 16 to 44 years<sup>1</sup>. 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. Action 3 of the Strategy aims to target these issues directly by developing a digital inclusion strategy which provides 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, Since the pandemic young people are especially likely to report feeling lonely: people aged 16 to 29 years were more likely than those aged 30 to 59 years or those aged 60 years and over to report being lonely (51%).

Source: [Coronavirus and the social impacts on young people in Great Britain - Office for National](#)

<sup>1</sup> ONS (April 2021), Internet Users UK 2020:

<https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2020>

[Statistics \(ons.gov.uk\)](https://ons.gov.uk). Even though resident involvement work engages adults, it may have potential to combat loneliness for people aged 18 to 29

Loneliness is especially likely to be experienced by older people and has been identified as a public health issue by the Campaign to End Loneliness. They report that the number of over-50s experiencing loneliness is set to reach two million by 2025/6. This compares to around 1.4 million in 2016/7 – a 49% increase in 10 years<sup>2</sup>.

Outcomes of the Strategy can lead to improvements of health and wellbeing of communities as a resident priority – this relates to preventing disability and long-term health conditions.

### **(b) Disability**

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<sup>3</sup>.

The garden competition, Phones for Patients scheme and sheltered scheme residents group 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.

Moreover, outcomes of the Strategy can lead to improvements of health and wellbeing of communities as a resident priority – this relates to preventing disability and long-term health conditions.

### **(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

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<sup>2</sup> Campaign to End Loneliness: <https://www.campaigntoendloneliness.org/the-facts-on-loneliness/>

<sup>3</sup> ONS ibid

**(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.

**(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.**

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 has been identified that is specific to this equality group

**(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.

**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, an informal report will be circulated to Members of Housing Scrutiny Committee and officers. 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. In an environment where policy and legislation are ever-changing, especially during the post-pandemic recovery; this Strategy provides direction whilst remaining flexible. Enabling it to quickly respond to changing demands in a resident-focused way.

**13. Sign off**

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

Names and job titles of other assessment team members and people consulted: David Greening, Head of Housing

Date of EqlA sign off: 22.06.2021

Date of next review of the equalities impact assessment: March 2022

Date to be published on Cambridge City Council website: 23.06.21

All EqIAs need to be sent to Helen Crowther, Equality and Anti-Poverty Officer. Ctrl + click on the button below to send this (you will need to attach the form to the email):

[Send form](#)