

## Equality Impact Assessment

The Council has a duty to consider the needs and requirements of the community who are affected by our policies and procedures. This checklist has been developed to ensure that relevant groups are neither directly or indirectly discriminated against in the planning and delivery of Council services in compliance with legislation and good practice.

An impact assessment is a systematic way of finding out the impact of a policy or proposed policy on different groups. Officers are required to identify the likely outcomes/impacts that may result from introducing a policy/procedure.

Examples of groups that can be disadvantaged if their specific needs are not considered are women/parents/carers, people from different ethnic minorities, people with disabilities/impairments and Welsh speakers.

### **How should you assess impact?**

1. Identifying the objectives of your policy and how it will work
2. Examining the data and research available
3. Assessing the likely impact on equality
4. Consulting people who are likely to be affected by your policy
5. Making arrangements to monitor and review your policy and its impact
6. Publishing the results of the assessment

**It is the responsibility of the Head of Service or Operational Manager responsible for each policy to ensure that an assessment has been completed for the policy identified.**

The form should be completed electronically and returned to the Equalities Section :

[LJBrown@valeofglamorgan.gov.uk](mailto:LJBrown@valeofglamorgan.gov.uk)

If you have any queries, telephone: 01446 709362

**Policy/practice title: Tenant and Resident Engagement Strategy 2010-15**

**Links provided below to the:**

- Tenant and Resident Engagement Strategy 2010-15

[http://www.valeofglamorgan.gov.uk/living/housing/public\\_sector/housing\\_strategy/tenant\\_and\\_resident\\_engagement/progressing\\_the\\_te\\_strategy.aspx](http://www.valeofglamorgan.gov.uk/living/housing/public_sector/housing_strategy/tenant_and_resident_engagement/progressing_the_te_strategy.aspx)

- Supporting People Service User Involvement Framework

[http://www.valeofglamorgan.gov.uk/living/housing/public\\_sector/supporting\\_people/service\\_user\\_involvement.aspx](http://www.valeofglamorgan.gov.uk/living/housing/public_sector/supporting_people/service_user_involvement.aspx)

- Supporting People Service User Involvement Framework Action Plan

Action	Responsibility	Target Date	Date Completed
1. Amend Service User's Questionnaire's to reflect recommendations in the SU Framework	DK	31/07/10	
2. Amend the Annual Returns to include the requirement to provide the SU Participation Reports, including impact on service and feedback procedure to service users	PT	31/07/10	
3. Design and Print Posters and Leaflets for Service Users with information on how to provide feedback on services to the SP Team	GB (with information from JP)	31/08/10	
4. Put a questionnaire on the Vale of Glamorgan Supporting People Website to gather Service Users feedback	JP BBS to monitor responses	31/08/10 ongoing	
5. Provide an annual newsletter to Service Users and Support Providers	JP (first year but rotated between CMO's afterwards)	31/01/11	
6. Obtain travellers for the SP Team to take to outside events to engage with Service Users	KP (with advice from BBS)	30/09/10	

**Who is responsible for developing and implementing the policy/practice?**

Name: Jenny Prince	Job Title: Housing Strategy Officer
Directorate: Legal, Public Protection and Housing	Division: Public Sector Housing
Assessment Date: 27.09.2010	

**1. Objectives**

**What are the objectives of the policy/practice being developed or reviewed?**

**Strategy Aims:**

1. To ensure that all tenants and residents are able to engage equally.

2. To give all tenants and residents the opportunity to engage in ways and at the level they want and are comfortable with.
3. To make tenant and resident engagement a core mainstreamed activity of the organisation.

**Strategy Objectives:**

- Improve accessibility
- Remove barriers to involvement
- Represent and involve all tenants and residents
- Understand what tenants and residents want to be involved in and / or consulted on
- Encourage tenants and residents to participate
- Strengthen tenant and resident engagement in all areas of housing and the landlord function
- Improve the number, quality and effectiveness of engagement opportunities at each level (of participation)
- Mainstream tenant and resident engagement within housing
- Strengthen corporate ownership
- Ensure tenant and resident engagement is adequately resourced
- Improve the resources available to tenants and residents associations

**2. Background data:**

Who is intended to benefit from this policy/practice?	Please ✓
All residents of the Vale of Glamorgan	
Internal departments (please state):	✓
Customers/residents in a specific geographical location	
Specific customers (age, gender, etc.) Please identify: People over 65 dementia related illnesses and resultant residential needs.	✓
<p>People access housing services for many different reasons so the departments customer base is wide and varied. We consider the people listed below to be our customers:</p> <ul style="list-style-type: none"> <li>▪ Council Tenants</li> <li>▪ Council Leaseholders</li> <li>▪ Homes4U Applicants</li> <li>▪ Accessible Homes Applicants</li> <li>▪ Homebuy Applicants</li> <li>▪ People who are Homeless</li> <li>▪ People Accessing Advice and Support</li> <li>▪ People Accessing Information and Services</li> </ul>	

## **What research or baseline information do you have about how your service is used by various groups of people?**

### **Council Tenants**

- 4791 tenants (excluding children)

### **Council Leaseholders**

- 285 leaseholders

### **Homes4U Applicants**

- 1866 adults on the Homes4U waiting list

### **Accessible Homes Applicants**

Incorporating:-

- 146 individuals on the Homes4U waiting list with a 'gold' status, i.e. those who need to move to a more appropriate or adapted property,
- 37 Council tenants whose existing property is not suitable to be adapted and therefore need to move to a more appropriate or adapted property (identified via the 'Incentive to Move' scheme).

### **Homebuy Applicants**

- 202 Homes4U applicants indicated an interest in shared ownership properties, 19 complete Homebuy applications received and 130+ expressions of interest for the Homebuy scheme.

### **People who are Homeless**

- 185 families were re-housed due to homelessness during 09/10 and

### **People Accessing Advice and Support**

- 265 people accessed advice, support and intervention to prevent homelessness;
- 182 of the 265 people (69%) accessing the above support were successfully prevented from becoming homeless during 2009/10

### **People Accessing Information and Services**

- 16060 people accessed support, advice or services at the housing reception during 2009/10
- Housing reception do not gather monitoring information from the people accessing support, advice or services at reception.

## **3. Gender**

Will the policy/practice have a **negative impact** directly or indirectly on different genders?

<b>Please ✓</b>	<b>Yes</b>	<b>No</b>
Women		✓
Men		✓

Will the policy/practice have a **positive impact** directly or indirectly on different genders?

<b>Please ✓</b>	<b>Yes</b>	<b>No</b>
Women	✓	
Men	✓	

**Please give details of the negative impact?**

NA

**Please give details of the positive impact?**

Engaging with tenants and residents will help to shape and improve Councils housing services; by further developing our approach to tenant and resident engagement we will make better informed decisions about:

- Budgets and spending efficiencies,
- maintaining and improving existing services,
- developing new services,
- ensuring services are affective and efficient,
- finding long term solutions to problems and
- encouraging customer loyalty and satisfaction.

The strategy sets out how we will ensure all tenants and residents are given the chance to 'have their say' and directly influence housing services.

The opportunities for engagement are made to tenants of both genders and assistance and support is made available to both to enable them to take part.

**What action(s) can you take to mitigate the negative impact?**

NA

**What action(s) can you take to have a more positive impact?**

NA

**What supporting evidence do you have?**

Consideration has been given to what circumstances or situation may limit a persons capacity or willingness to engage.

In particular, thought has been given to the what may prevent men or women from engaging, such as caring or parenting responsibilities and work patterns etc.

Therefore the following points are included:

- Engagement opportunities will be made available in the daytime, evenings and weekends to maximise tenants availability.
- Opportunities for formal or informal engagement, to sit tenants who may not have a regular amount of time available to commit but who may wish to be involved 'as and when' they are interested in the topic or able to engage.
- Creation of the Tenants Panel which is an informal contact arrangement where tenants are consulted on subjects they are interested in and where they can 'dip in or out' of engagement at a time that suits them
- Payment of childcare and travel expenses.
- The action plan identifies the need to provide engagement opportunities in informal environments where children are welcome and provided for (entertainment / crèche facilities etc).

#### 4. Race

People from different black and minority ethnic communities may use Council services differently (for example will women from certain minority communities use the Council's swimming pool more often if same sex swimming arrangements are in place).

Will the policy/practice have a **negative impact** on the following groups?

<b>Please ✓</b>	<b>Yes</b>	<b>No</b>
Black and minority ethnic population		✓
Economic migrants		✓
Asylum seekers and refugees		✓

Will the policy/practice have a **positive impact** on the following groups?

<b>Please ✓</b>	<b>Yes</b>	<b>No</b>
Black and minority ethnic population	✓	
Economic migrants	✓	
Asylum seekers and refugees	✓	

**Please give details of the negative impact?**

NA

**Please give details of the positive impact?**

Engaging with tenants and residents will help to shape and improve Council housing services; by further developing our approach to tenant and resident engagement we will make better informed decisions about:

- Budgets and spending efficiencies,
- maintaining and improving existing services,
- developing new services,
- ensuring services are affective and efficient,
- finding long term solutions to problems and
- encouraging customer loyalty and satisfaction.

The strategy sets out how we will ensure all tenants and residents are given the chance to 'have their say' and directly influence housing services.

People from different black and minority ethnic communities are considered and every effort is made to accommodate cultural and religious needs.

**What action(s) can you take to mitigate the negative impact?**

NA

**What action(s) can you take to have a more positive impact?**

NA

**What supporting evidence do you have?**

Consideration has been given to what circumstances or situation may limit a persons capacity or willingness to engage.

Those actions identified in the strategy which are aimed at enabling all tenants to engage, including tenants from different black and minority ethnic communities are detailed below:

- All invites and letters to offer communication in an alternative language
- All letters and invites ask the tenant or resident if there is any assistance that would enable them to attend or take part, such as; the services of an interpreter, single sex meetings, specific venues to be used etc
- Consideration would be given to gender specific meetings if such a need was identified.
- Consideration is given to meeting locations in relation to the physical character of the building (Slopes, stairs etc) and also specific needs of cultural groups. Communication from the Tenant Engagement team does request that tenants or residents contact the team if they have specific requirements, including those related to venue use.
- Language line contract maintained and used by the department.
- All communication and posters in the housing reception to offer an alternative language on request.
- The action plan also identifies the need for the TE Team to identify under represented and 'hard to reach' groups and target engagement opportunities at these groups.

## 5. Disability

Will the policy/practice have a **negative impact** on people with disabilities?

Disability: please ✓	Yes	No
Visually impaired		✓
Hearing impairment		✓
Physically disabled		✓
Learning disability		✓
Mental health problem		✓
Other:		

Will the policy/practice have a **positive impact** on people with disabilities e.g. will services be more accessible?

Disability: please ✓	Yes	No
Visually impaired	✓	
Hearing impairment	✓	
Physically disabled	✓	
Learning disability	✓	

Equality Impact Assessment

Rev Date: July 2009

Tim Greaves, Corporate Equality Group



Mental health problem	✓	
Other:		

**Please give details of the negative impact?**

NA

**Please give details of the positive impact?**

Engaging with tenants and residents will help to shape and improve Council housing services; by further developing our approach to tenant and resident engagement we will make better informed decisions about:

- Budgets and spending efficiencies,
- maintaining and improving existing services,
- developing new services,
- ensuring services are affective and efficient,
- finding long term solutions to problems and
- encouraging customer loyalty and satisfaction.

The strategy sets out how we will ensure all tenants and residents are given the chance to 'have their say' and directly influence housing services.

**What action(s) can you take to mitigate the negative impact?**

NA

**What action(s) can you take to have a more positive impact?**

NA

**What supporting evidence do you have?**

Consideration has been given to what circumstances or situation may limit a persons capacity or willingness to engage.

Those actions identified in the strategy which are aimed at enabling all tenants to engage, including tenants with disabilities are detailed below:

- All letters and invites from the TE Team ask if there is any assistance that would enable the person to attend or participate; for example communication in a different language, Braille, large print, audio etc
- Letters and invites also ask if the person has a physical disability or mobility issue which should be taken into consideration when booking a venue; level access, mobility scooter accessibility, hearing loop installation
- The TE Team will book interpreters or provision for a sensory impairment such as sign language upon request
- Carers, support workers and advocates are most welcome to attend along with the tenant or resident
- Tenants who have a learning disability or mental health issue who require support can receive this through the Councils TESS service. The support worker would assist the tenant to engage with the wider community as one of their key roles, including tenant engagement opportunities
- Residents who have a learning disability or mental health issue who require support can receive this through the Councils 'Staying Put' scheme, which specifically supports residents with a learning disability or mental health issue. The support worker would assist the tenant to engage with the community, including tenant engagement opportunities
- The 'Staying Put' scheme is also available to people with a physical disability.
- The Strategy also refers to the Supporting People (SP) – Service User Involvement Framework which details how tenants and residents with support needs, or who are vulnerable can engage as part of the support they receive from any SP funded service.

## 6. Welsh language



Will the policy/practice have a **negative impact** on the Welsh language?

Please ✓	Yes	No
		✓

Will the policy/practice provide a **positive impact** on the Welsh language, in accordance with the Council's Welsh Language Scheme, e.g. translation of documents, Welsh speaking member of staff, bilingual automated telephone system, bilingual forms, etc.?

Please ✓	Yes	No
	✓	

**Please give details of the negative impact?**

<b>Please give details of the positive impact?</b>
The action plan promotes Housing staff awareness of the Welsh Language scheme and also requires them to consider Welsh language requirements of all publications and communication.
<b>What action(s) can you take to mitigate the negative impact?</b>
NA
<b>What action(s) can you take to have a more positive impact?</b>
NA
<b>What supporting evidence do you have?</b>
<ul style="list-style-type: none"> <li>The action plan asks for staff to consider the Welsh language requirements of all publications and communication. This was promoted by a Welsh Language briefing given to all staff at their team meetings (August 2010).    Welsh Language Briefing.doc</li> <li>A 'Think Equalities' poster is displayed across the housing department highlighting the need for staff to check that they are complying with the Welsh Language Act in relation to their day-to-day work.    THINK EQUALITIES Poster.doc</li> <li>All communication; letters, invites etc should include an accessibility statement offering the information in an alternative language.</li> <li>Standards forms are translated and available in Welsh.</li> <li>The Housing reception has posters and information displayed in English and Welsh.</li> <li>Translators are available and have been used by the department.</li> <li>The action plan highlights the need to profile tenants, especially those regularly engaging with the TE Team for language preference.</li> </ul>

## 7. Age

Will the policy/practice have a **negative impact** for younger/older people?

Please ✓	Yes	No
Under 25 years		✓
Over 50 years		✓

Will the policy/practice provide a **positive impact** for younger/older people?

<b>Please ✓</b>	<b>Yes</b>	<b>No</b>
Under 25 years	✓	
Over 50 years	✓	

**Please give details of the negative impact?**

**Please give details of the positive impact?**

The first 2 aims of the strategy specifically relate to addressing equality issues:

1. To ensure that all tenants and residents are able to engage equally.
2. To give all tenants and residents the opportunity to engage in ways and at the level they want and are comfortable with.

These are addressed by the following objectives:

- Improve accessibility
- Remove barriers to involvement
- Represent and involve all tenants and residents
- Understand what tenants and residents want to be involved in and / or consulted on
- Encourage tenants and residents to participate
- Strengthen tenant and resident engagement in all areas of housing and the landlord function
- Improve the number, quality and effectiveness of engagement opportunities at each level (of participation)

**What action(s) can you take to mitigate the negative impact?**

**What action(s) can you take to have a more positive impact?**

**What supporting evidence do you have?**

It was identified that the tenants regularly attending engagement opportunities; completing questionnaires and attending meetings, tended to be older people. There is currently a lack of young people involved with the tenant engagement team. This was partly because of the ease of providing opportunities at sheltered housing schemes where more tenants were available, older people also report having more free time to make available for regular tenant engagement opportunities.

As explained above, the action plan identifies the need for the TE Team to identify under represented and 'hard to reach' groups and target engagement opportunities at these groups.

There are existing engagement opportunities which are suitable for all ages;

- The 'Vale Standard' quarterly newsletter for tenants



Vale Standard  
February 2010.pdf

- The Council website
- 'E-News' delivered by email
- Housing has a Twitter feed and a Facebook account, both of which are updated regularly with news and information
- Face-to-face contact available through Housing Officers, sheltered housing wardens, hostel staff and customer liaison at the housing reception
- Independent advice from the independent Tenant Advisor – contactable by phone, writing, email and in Welsh
- Bro Radio – utilised to provide housing information (E.g. Homelessness Officer broadcast in August about housing options)
- Informal opportunities at events; housing staff attend events and host stalls at community events
- Formal opportunities through Tenants Groups, Residents Association, the Tenants Working Group, Sheltered Housing Review Working Group and the Shadow Board
- Consultation opportunities advertised on the Council website and all tenants invited via the newsletter; e.g. sheltered housing review consultation morning and the rent review working group
- Housing events; held at specific schemes or estates, e.g.;
  - Gwenog Court Open Day (2008) - The open day was held to show off the sheltered schemes facilities and advertise Council services tenants may be interested in.
  - Happy Birthday Youldon House! (2008) – Youldon House, which has always been a focal point for the community, celebrated with a party for tenants and residents.
  - Tree Tops Clear-Up (March 2009) – tenants and residents took part in a clean-up campaign to rejuvenate an overgrown area known as 'tree tops'. Local residents led the improvement to give local people a more useable green space.
  - Longmeadow Garden Party (Sept 2009) – The Longmeadow Residents Group celebrated winning a 'Village in Bloom 2009' award.
  - Gibbonsdown Fun Day 'Change 4 Life' (May 2009) – A 'Health and Well being event was hosted by Bro Radio for Gibbonsdown and Court tenants and residents, including a 'Gibby & Court's Got Talent'!

However additional actions have been identified to meet the needs of specific age groups. Tenants were also surveyed to gather their views on what they would like. Actions included:

- Council staff to utilise the Councils Plain Language Guide
- Develop a 'Jargon Buster' for tenants
- Hold meetings and engagement opportunities in the week and weekend, daytime and

evenings

- Profile existing tenants, leaseholders and people on the Homes4U waiting list so we understand the demography of our customers (age, gender, ethnicity, accommodation type, area etc). Profile tenants and leaseholders involved in existing tenants groups and compare to the profile of customers as a whole. By using this information; target participation opportunities at those groups that are under-represented. Anecdotal information suggests an under representation of families, lone parents, tenants under the age of 30 – ‘Youth Voice’, tenants living in isolated or scattered properties and tenants living on socially excluded estates).
- Surveying tenants and leaseholders to ask what topics they are interested in being involved in and what sort of engagement opportunities. Develop a database to record their preferences and use it to engage with tenants on areas they’re interested in.
- Trial a small scale ‘time banking’ project, e.g. within one housing scheme / street / estate. Time banking provides an incentive for people to be involved and reward those who participate with suitable incentives; bingo tickets, rock climbing opportunities, cinema tickets, entrance to local attractions. If the scheme is successful and the tenants believe it is worthwhile, extend the scheme to work in partnership with other Council departments and RSLs.
- Continue to offer vouchers and prize draws as incentives for tenant participation. Expand the range of vouchers and prizes offered.
- Look into the possibility of newsletters for specific populations, e.g. sheltered tenants / older persons and young people.
- Create a Tenants-On-Line group to guide and inform changes to website information.
- Develop web based communication and information by email and text.

## 8. Religion and belief

Will the policy/practice provide a **negative impact** for people with different religions or beliefs?

Religion/belief: please ✓	Yes	No
		✓

Will the policy provide a **positive impact** for people with different religions or beliefs?

Religion/belief: please ✓	Yes	No
	✓	

**Please give details of the negative impact?**

NA

**Please give details of the positive impact?**

Engaging with tenants and residents will help to shape and improve Council housing services; by further developing our approach to tenant and resident engagement we will make better informed decisions about:

- Budgets and spending efficiencies,
- maintaining and improving existing services,
- developing new services,
- ensuring services are affective and efficient,
- finding long term solutions to problems and
- encouraging customer loyalty and satisfaction.

The strategy sets out how we will ensure all tenants and residents are given the chance to 'have their say' and directly influence housing services.

Customers with different religions or beliefs are included and not excluded from the objectives of this strategy. The views of all customers are taken into account and will be used to improve service delivery and future housing development.

**What action(s) can you take to mitigate the negative impact?**

NA

**What action(s) can you take to have a more positive impact?**

NA

**What supporting evidence do you have?**

As explained above, the action plan identifies the need for the TE Team to identify under represented and 'hard to reach' groups and target engagement opportunities at these groups.

Religious and cultural beliefs are considered and the TE Team encourage tenants to let them know if there is any assistance or consideration that could be given to the requirements which would enable them to take part or attend engagement opportunities. A statement of equal opportunities forms part of all tenant engagement groups (tenants and residents association, tenants panel, tenant working group) terms of reference; this explains that all tenants have a right to voice their views free from criticism or harassment.

**9. Sexual orientation**

Will the policy provide a **negative impact** for gay men/lesbians/bisexuals

<b>Sexual orientation: please ✓</b>	<b>Yes</b>	<b>No</b>
Gay men/lesbians/bisexuals		✓

Will the policy provide a **positive impact** for gay men/lesbians/bisexuals?

<b>Sexual orientation: please ✓</b>	<b>Yes</b>	<b>No</b>
Gay men/lesbians/bisexuals	✓	

<b>Please give details of the negative impact?</b>
NA
<b>Please give details of the positive impact?</b>
<p>Engaging with tenants and residents will help to shape and improve Council housing services; by further developing our approach to tenant and resident engagement we will make better informed decisions about:</p> <ul style="list-style-type: none"> <li>▪ Budgets and spending efficiencies,</li> <li>▪ maintaining and improving existing services,</li> <li>▪ developing new services,</li> <li>▪ ensuring services are affective and efficient,</li> <li>▪ finding long term solutions to problems and</li> <li>▪ encouraging customer loyalty and satisfaction.</li> </ul> <p>The strategy sets out how we will ensure all tenants and residents are given the chance to 'have their say' and directly influence housing services.</p>
<b>What action(s) can you take to mitigate the negative impact?</b>
NA
<b>What action(s) can you take to have a more positive impact?</b>
NA
<b>What supporting evidence do you have?</b>



Engagement opportunities are offered to all tenants.

Discrimination is addressed through an equality statement (as above); harassment or bullying of any person is not allowed in engagement meetings and staff are on hand to oversee fair and non-discriminatory discussions.

The Vale of Glamorgan Council Public Sector Housing department is currently working towards achieving the Rainbow Mark. By achieving the Rainbow Mark the Vale of Glamorgan Councils Public Housing department will demonstrate that it is:

- Working in line with statutory requirements and promoting best practice in engaging with the LGBT community.
- Identifying and addressing the difficulties the Council might face in addressing the needs of the LGBT community;
- Making services accessible to the LGBT community;
- Raising awareness among staff with regard to the particular issues that affect LGBT people in housing need;
- Beginning to monitor services in terms of sexual orientation and gender identity;
- Raising awareness of particular issues in addressing the needs of LGBT people through good management practice;
- Benefiting from existing models of effective working practice and development of our own;
- Identifying innovative new ways of working to meet the needs of LGBT people;
- Fully aware of all legislative frameworks which impact on service delivery;
- Reviewing existing policies and procedures on a regular basis so that they are in line with statutory requirements and promote best practice

Staff were made aware that the department is working towards this accreditation via a briefing to all staff at their team meetings (August 2010).



Rainbow Mark  
Briefing.doc

## 10. Consultation

What arrangements have been made to consult with:

- men/women/parents/carers
- the black and minority ethnic community (including asylum seekers, refugees, economic migrants)
- people with disabilities / impairments (sensory, physical, learning, medical etc)
- the Welsh speaking community

- other 'hard to reach' or vulnerable groups (e.g. young/older people, low income families)

**Consultation activities that have taken place (include the method of consultation e.g. focus group, survey, public meeting, citizens panel, etc.)**

**Who was consulted?**

The Tenants Working Group were consulted via a presentation to the group and an open discussion. A consultation questionnaire was made available to and distributed by the Tenants Working Group to the wider tenant population. The questionnaire was also distributed to tenants living in sheltered accommodation by the wardens.



Tenant  
Questionnaire.doc

A staff questionnaire was circulated to all housing staff, including office staff, customer liaison officers, housing officers, sheltered housing wardens and the wardens at the Hafan Treharne hostel, gathering a wide range of views.



Housing Staff  
Questionnaire.doc

In relation to tenants and residents involved with the Supporting People programme, as part of the development of the Service User Involvement Framework: Questionnaires were sent to the 22 organisations that provide Supporting People services in the Vale of Glamorgan and 18 responses were received. 34 service users were consulted through drop in sessions at The Hub and visiting schemes/events.

**How have the results of the consultation been implemented?**

Tenant and Resident Engagement Strategy

As part of the development of the Tenant and Resident Engagement Strategy, the consultation questionnaire completed by tenants (as described above) was based on the first two aims of the strategy.

Tenants were asked to identify the ideas or reasons they agreed with by ticking the given option. Priorities were identified for each question by the number of positive responses for each option and were determined by the following criteria:

- **High priority** – the 3 ideas which received the highest number of positive responses.
- **Medium priority** – the ideas which received positive responses from over 30% of respondents

but were not in the top 3.

- **Low priority** – the ideas which received a positive response from under 30% of respondents.



Tenant Priorities.doc

The Action plan was designed to reflect the priorities identified by the tenants as is colour coded to reflect the above high, medium and low categories.

#### Supporting People Service User Involvement Framework

Of the 34 service users consulted through drop in sessions the key messages from the consultation were that:

- All service users want to have a say in the service they receive at scheme level

The Service users consulted reported that they prefer to have their say:

- One to one with staff they know and trust
- At house/scheme meetings
- At informal tenant away days/events with other service users

Most were not interested in having a say at organisational level. None of the service users consulted as part of the research were interested in joining any formal group, forum or committee.

The most important things for service users are that:

- Their views are listened to and taken seriously
- Their views are taken notice of and produce results
- They are told what has been done as a result of giving their views

The action plan that was developed reflects views of the service users and what role they want SP to play in ensuring they are involved, consulted and able to give their views.

## **11. Monitoring**

### **How will you monitor the impact of this policy on service users?**

The Strategy is outcome focused and includes a section on the intended outputs and outcomes.



Outcomes and  
Outcome Measures.d

### **What monitoring data will you collect (number of people with a disability, black and minority ethnic communities, women/men, Welsh speakers, etc.)?**

Housing 'customers' are profiled in a number of ways:

- Homes4U applicants via the Homes4U application form – corporate monitoring categories.



Homes4U Application  
Form.pdf

- Supporting People; monitoring information of potential service users monitored via the INAM form (WAG categories used). If the service user has additional needs which the support provider and / or support worker should be aware of this is collected via the Additional Information Form.



INAM Form.doc



Additional  
Information Form.doc

- Homelessness clients monitored via the WAGs statutory monitoring categories.
- Council tenants monitored via their application (Homes4U) data and checked periodically via a tenants survey (Next one is due now).
- Customers to housing reception are not monitored due to the high number of enquiries (over 16'000 last year).

### **Publication of policy**

How will you publish and publicise the policy to ensure equality of access to this information (including raising awareness with minority groups, publishing information in accessible formats, etc.)?

#### **Details:**

An 'easy read' version of the strategy is being prepared along with a 'jargon buster and abbreviation de-coder.

Tenants who were involved in the consultation exercises will receive feedback.

The strategy will be publicised as part of the re-vamped website pages (ongoing).

### **12. Further action**

Any recommendations for action that you plan to take as a result of this impact assessment (listed in the sections above) should be included in your Team Plan or Departmental Service Plan.

### **13. Completed Impact Assessments:**

Email a copy of this form to the Corporate Equalities Officer. Completed forms will be published on the Council's website.

#### **14. Authorisation**

(This form should be authorised by the relevant Head of Service or Operational Manager for the department).

Approved by (name): Mike Ingram	Date: 27.09.2010
Designation: Operational Manager	