

Appendix B



Equality Impact Assessment

Please state the service / project your proposal relates to:	Housing management
Lead Officer:	Simon Latham
Directorate:	Environment, Housing and Regeneration
Is this a new policy or a review of an existing policy or service? :	Review of existing service
What are the aims and purpose of this proposal?	To determine the best option for the future delivery of the Council's housing management service
Which of the geographic areas does this proposal affect? (Insert any specific wards or state all borough):	All wards
Which stakeholder group or groups does this proposal affect? (Broad groups - e.g. Staff at LBS, residents, third and voluntary sector):	Principally tenants, leaseholders, Sutton Housing Partnership staff and board members, the Council.
Whose needs is the proposal designed to meet? (Specific groups of people e.g. those who directly use the service):	Tenants and leaseholders
What evidence has been collected to inform this proposal?:	<p>A comprehensive needs assessment (see separate document).</p> <p>The results of a detailed tenant consultation exercise undertaken by Cobweb Consulting in 2015.</p> <p>The results of further tenant and leaseholder engagement exercises specifically in relation to this review, which were conducted in early 2017 and summarised in a separate engagement report appended to the HEB Committee</p>

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	<p>report of June 2017.</p>
<p>What equality-related information, for example through consultation with stakeholders, has been gathered on this proposal?:</p>	<p>The needs assessment referenced above reported on age, gender, ethnicity and disability, while the consultation conducted by Cobweb Consulting set quotas to ensure a broad spread of respondents in terms of age, ethnicity and disability and also tenure, housing benefit status, working status and location.</p> <p>In addition, information on the diversity make-up of service users is routinely gathered by SHP in relation to all nine protected characteristics.</p>
<p>Based on the information you have collated, which equality characteristics may be affected by this proposal</p>	<p>The impact of this proposal has been considered in relation to all protected characteristics, ie:</p> <ul style="list-style-type: none"> Age Sex Race Religion / belief Gender reassignment Disability Sexual orientation Pregnancy and maternity Marital status <p>All protected characteristics could potentially be affected in that residents in all protected groups could be affected by the standards of service adopted by SHP.</p>
<p>Please give further information on how these characteristics may be affected</p>	<p>Given the intention for all key services to be maintained, there is unlikely to be any specific negative impact on any of the protected groups listed above.</p> <p>The proposal to create hubs (office bases) where services will be provided face-to-face in localities where there are clusters of housing stock will seek to make services more accessible for all residents; this could have an especially positive impact on elderly residents, those with young children, and those with disabilities.</p>
<p>What will be done to promote equality of opportunity as part of this proposal?:</p>	<p>An earlier version of this EIA was reported to HEB Committee in June 2017 (when the</p>

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	<p>decision was taken to remodel SHP) and considerations of equality have been made throughout the subsequent work to remodel the service. As noted above, specific evidence that has informed the proposals has included:</p> <ul style="list-style-type: none">● Information on the diversity make up of the service's user base● A needs assessment● The results of a consultation conducted in 2015● The results of an engagement exercise specifically about the housing management review. <p>The detail of the remodelled service is set out in the report and involves an internal restructure which includes the transfer of some back office functions from SHP to the Council (or potential other entities). SHP is following the established reorganisation procedures agreed with the Trade Unions which involve both team and individual meetings with staff where issues can be raised. SHP is an equal opportunities employer and any changes to jobs are assessed for the impact that change might have on staff from protected groups.</p> <p>There are currently no proposals to significantly change the services provided to residents as a result of the review. SHP is proposing providing locally based services through the reformation of the organisation into two areas and the creation of hubs (office bases) where services will be provided face-to-face in localities where there are clusters of housing stock. This is in addition to the existing provision, none of which is being taken away. In addition, SHP is extending its website provision to provide more self-service so residents can access services outside normal office hours. These measures will extend the opportunities for all protected groups to interact with SHP more easily.</p> <p>It is not considered that these changes are significant enough to necessitate formal consultation in accordance with s105</p>
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	Housing Act 1985.
In what way could this proposal positively or negatively impact on the physical and/or mental well being of residents? If there is a negative impact what action will be taken to mitigate this? What evidence has been or will be collected? :	Given the intention for all key services to be maintained, and in some cases made more accessible, there is unlikely to be any significant negative impact on residents' wellbeing.
What actions are going to be taken as a result of this EIA to address negative impacts or previously met unidentified needs?:	Equality and diversity data will be used by SHP to shape and tailor service delivery arrangements, reflecting specific needs arising from the characteristics of individual households.
What data monitoring or evaluation activity has been put into place to monitor the impact of this proposal?	As part of the performance arrangements that the Council has with SHP, the latter is required to report annually on service outcomes by diversity.