

# Equality Impact Assessment Form



<b>Directorate: Transformation, Housing and Resources</b>	<b>Service: Housing Regulatory &amp; Quality</b>
<b>Completed by: Jane Maguire</b>	<b>Date: 30/01/23</b>
<b>Subject Title: Housing Regulator Consumer Standards – Key themes and approach</b>	
<b>1. DESCRIPTION</b>	
Is a policy or strategy being produced or revised:	No
Is a service being designed, redesigned or cutback:	No
Is a commissioning plan or contract specification being developed:	No
Is a budget being set or funding allocated:	No
Is a programme or project being planned:	No
Are recommendations being presented to senior managers and/or Councillors:	No
Does the activity contribute to meeting our duties under the Equality Act 2010 and Public Sector Equality Duty ( <b>Eliminating unlawful discrimination/harassment, advancing equality of opportunity, fostering good relations</b> ):	Yes
Details of the matter under consideration:	Progress of review to meet Housing Regulatory standards
<p><i>If you answered <b>Yes</b> to any of the above go straight to Section 3</i>  <i>If you answered <b>No</b> to all the above please complete Section 2</i></p>	
<b>2. RELEVANCE</b>	
Does the work being carried out impact on service users, staff or Councillors (stakeholders):	<i>*delete as appropriate</i>
If <b>Yes</b> , provide details of how this impacts on service users, staff or Councillors (stakeholders): <i>If you answered <b>Yes</b> go to Section 3</i>	The work we propose will provide enhanced approach for customer engagement and involvement for service users
If you answered <b>No</b> to both Sections 1 and 2 provide details of why there is no impact on these three groups:	
<b>3. EVIDENCE COLLECTION</b>	
Who does the work being carried out impact on, i.e. who is/are the stakeholder(s)?	Tenants and potential tenants of West Lancashire.

<p>If the work being carried out relates to a universal service, who needs or uses it most? (Is there any particular group affected more than others)?</p>	<p>The work is universal to all current and new tenants, and will take full account of the individual needs of each tenant and any vulnerabilities due to age, health, mental health, and disabilities, and those responsible for providing care or have young dependent children.</p>
<p>Which of the protected characteristics are most relevant to the work being carried out?</p> <p>Age Gender Disability Race and Culture Sexual Orientation Religion or Belief Gender Reassignment Marriage and Civil Partnership Pregnancy and Maternity</p>	<p>Yes Yes Yes Yes Yes Yes Yes Yes Yes</p>
<p><b>4. DATA ANALYSIS</b></p>	
<p>In relation to the work being carried out, and the service/function in question, who is actually or currently using the service and why?</p>	<p>All services provided by the Housing team to tenants will be regulated and the work will ensure we comply with the regulator's requirement. This means that we will ensure no serious detriment to any tenants</p>
<p>What will the impact of the work being carried out be on usage/the stakeholders?</p>	<p>The work has a positive impact as it ensures a fair consistent approach, that we continue to listen and tailor services to meet the needs of our tenants based on data insight and customer profiles. The plans ensure we deliver on safety, quality, transparency, that we engage and are accountable in our neighbourhoods and across all tenancys</p> <p>The plans recognise different needs of the protected characteristics and ensures that we have full insight and that services support this</p>
<p>What are people's views about the services? Are some customers more satisfied than others, and if so what are the reasons? Can these be affected by the proposals?</p>	<p>We are conducting a Tenant Satisfaction Survey (TSM) and the feedback will be used to address any perceived service gaps. The Landlord Service Committee are aware of the details of the consultation.</p>
<p>What sources of data including consultation results have you used to analyse the impact of the work being carried out on users/stakeholders with protected characteristics?</p>	<p>Data extracted from management records, previous STAR survey and analysis from the TSM where we have asked those involved to provide details of any protected characteristics.</p>
<p>If any further data/consultation is needed and is to be gathered, please specify:</p>	<p>Requirement to review current customer profile data records to ensure accurate. This will be carried out as a one off and then become an annual requirement as part of service improvements</p>

<b>5. IMPACT OF DECISIONS</b>	
In what way will the changes impact on people with particular protected characteristics (either positively or negatively or in terms of disproportionate impact)?	The plans will have a positive impact providing alternative ways of contacting, getting involved and accessing services.
<b>6. CONSIDERING THE IMPACT</b>	
If there is a negative impact what action can be taken to mitigate it? (If it is not possible or desirable to take actions to reduce the impact, explain why this is the case (e.g. legislative or financial drivers etc.).	No negative impact has been found. If any negative impact is identified, the work will be revised to mitigate.
What actions do you plan to take to address any other issues above?	No actions planned
<b>7. MONITORING AND REVIEWING</b>	
When will this assessment be reviewed and who will review it?	This EIA will be reviewed by officers as and when changes are made and reported to Members