

EQUALITY IMPACT ASSESSMENT

Name of activity:	Resident Engagement Strategy 2022-26	Date Completed:	8 August 2022
Directorate / Division responsible for activity:	Environment and Communities - Housing	Lead Officer:	Sasha Hawkins and Moh Hussein
Existing Activity	N	New / Proposed Activity	Y
		Changing / Updated Activity	N

What are the aims / main purposes of the activity?

To set out the council's aims and objectives in relation to resident engagement for the next four years, the strategy will also support the council to meet the requirements set out by the government in the Social Housing White Paper and the upcoming legislation in the Social Housing Regulation Bill.

The strategy will not impact negatively on any groups of people who have one or more protected characteristic. The range of participation opportunities to be developed will be available to all residents irrespective of any protected characteristic.

What are the main actions and processes involved?

- Explains the council's vision for resident engagement
- Sets out five aims and how we will achieve them, and where we want to be by 2026
- Sets out how we will resource and support effective engagement

Who is intended to benefit & who are the main stakeholders?

- Arun District Council tenants and leaseholders
- Arun District Council staff

Have you already consulted on / researched the activity?

Yes

A satisfaction survey was carried out in Spring 2021, this survey was sent to all our tenants and leaseholders and 1,628 responses were received which equated to a 44% response rate which was higher than anticipated. Analysis of the findings and trends gave us some key areas of focus for the strategy.

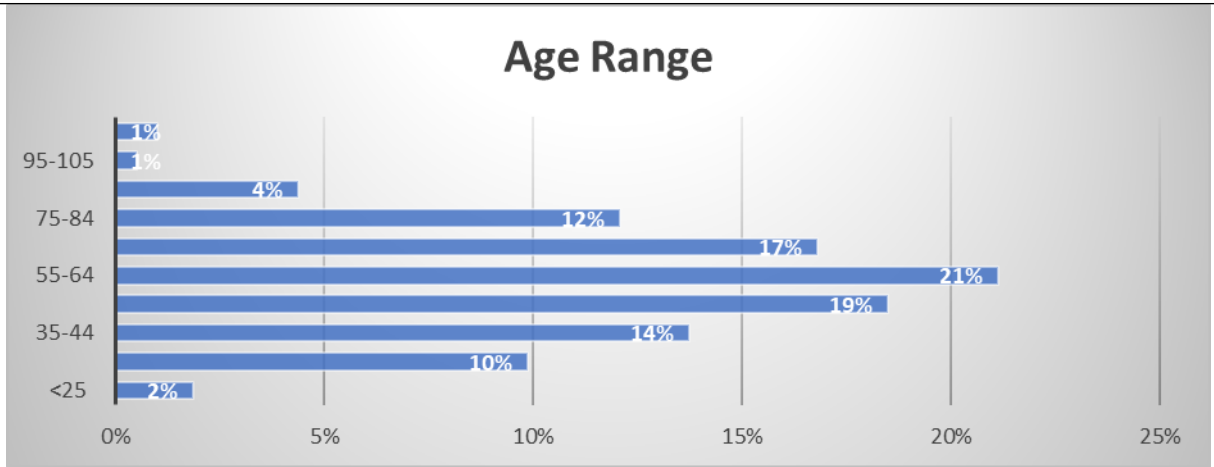
A further survey was carried out to consult on the proposed aims and objectives on the strategy, analysis of the consultation confirmed that the aims and objectives of the strategy were supported.

The outcomes of the consultation were shared with our residents group Your Voice.

TPAS who are tenant engagement experts were also asked to comment on the draft strategy and provide advice and guidance to ensure it meets best practice and regulatory requirements.

Impact on people with a protected characteristic (What is the potential impact of the activity? Are the impacts high, medium, or low?)		
Protected characteristics / groups	Is there an impact (Yes / No)	If yes, what is it and identify whether it is positive or negative
Age (older / younger people, children)	Yes	<p>Positive Arun District Council has a higher representation of tenants over the age of 55 (55%).</p> <p>In Arun District as a whole the latest date released from ONS from the Census 2021 shows that there has been an increase 19.3% in people aged 65 years and over, an increase of 6.4% in people aged 15 to 64 and an increase of 9.3% in children aged under 15 years.</p> <p>Following our satisfaction survey carried out in 2021 it showed that the most satisfied overall are our tenants aged 60 and over (81%)</p> <p>The least satisfied are our tenants under 35 (61%)</p> <p>This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible</p>

	<p>and attractive to all age groups. We already have initiatives that target elderly residents, young people, and families such as coffee mornings, exercises classes and estate days.</p> <p>One of our aims is to maximise the use of technology to engage with our residents. By developing our use of technology all age groups will be able to access information easier and more opportunities for involvement. Younger age groups may also engage with us where they would not have done if the activity were face to face.</p> <p>The data from our satisfaction survey highlighted that 52% of tenants in sheltered accommodation never use the internet compared to 34% in general needs accommodation. One of the factors raised for not using the internet was lack of confidence/skills (26%)</p> <p>Our strategy aims to offer support to increase digital skills and develop further options for residents to engage with us through technology where that is their preferred option. However, we recognise that some residents will not have access to the internet or will not want to use it so written and face to face engagement will be available and promoted, to ensure there is options for all.</p> <p>The resident engagement strategy outlines our aim to create a new engagement framework which will give a wide range of opportunities for residents to get involved, most of which will be open to residents of all ages. Some age groups have access to specific opportunities such as Coffee mornings in our sheltered schemes.</p>
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<25	77	2%
25-34	407	10%
35-44	566	14%
45-54	762	19%
55-64	870	21%
65-74	692	17%
75-84	498	12%
85-94	181	4%
95-105	21	1%
Blank	42	1%
Grand Total	4116	100%

Source housing records

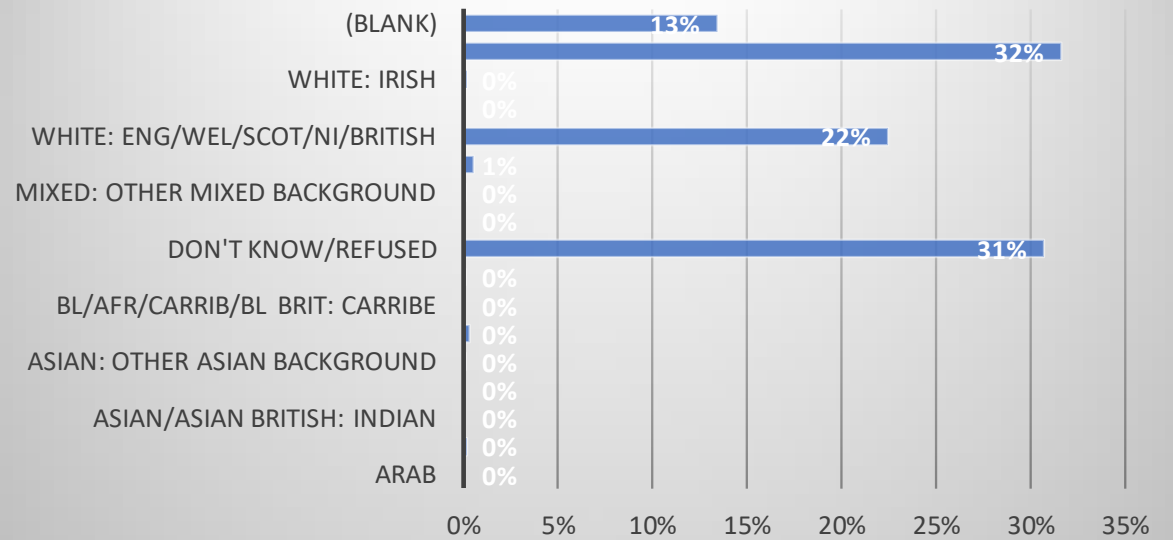
Disability (people with physical / sensory impairment or mental disability)	Yes	<p>Positive</p> <p>This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all, ensuring that residents with any disability are able to get involved in the engagement they prefer.</p>

		<p>We will ensure reasonable adjustments are made to allow a person with any disability to take part this can include but is not limited to covering the cost for transport to meetings, provision of information in large print, assistance with access to digital equipment. Any in person meetings will take place in fully accessible venues.</p> <p>The data we currently collect on disability needs improving and our new housing IT system that that will be implemented will ensure that we can record any protected characteristic for tenants and their household members.</p> <p>No proposal in the strategy disproportionately impacts on anyone with a disability.</p> <div data-bbox="898 568 2103 874"> <p>Disability Alert</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>(BLANK)</td> <td>0%</td> </tr> <tr> <td>YES</td> <td>0%</td> </tr> <tr> <td>NO</td> <td>100%</td> </tr> </tbody> </table> </div> <p><u>Source housing records</u></p> <table border="1"> <thead> <tr> <th colspan="3">Count of Disability Alert Icon</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>4107</td> <td>100%</td> </tr> <tr> <td>Yes</td> <td>9</td> <td>0%</td> </tr> <tr> <td>(blank)</td> <td></td> <td>0%</td> </tr> <tr> <td>Grand Total</td> <td>4116</td> <td>0%</td> </tr> </tbody> </table>	Response	Percentage	(BLANK)	0%	YES	0%	NO	100%	Count of Disability Alert Icon			No	4107	100%	Yes	9	0%	(blank)		0%	Grand Total	4116	0%
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<p>Gender reassignment (the process of transitioning from one gender to another.)</p>	<p>No</p>	<p>There is no reliable data collected for this protected characteristic</p> <p>No impact has been identified.</p>																							

		<p>This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all.</p>
<p>Marriage & civil partnership (Marriage is defined as a 'union between a man and a woman'. Civil partnerships are legally recognized for same-sex couples)</p>	<p>No</p>	<p>There is no reliable data collected for this protected characteristic</p> <p>The range of participation opportunities are available to residents irrespective of marriage and civil partnership status.</p> <p>No impact has been identified.</p> <p>This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all.</p>
<p>Pregnancy & maternity (Pregnancy is the condition of being pregnant & maternity refers to the period after the birth)</p>	<p>No</p>	<p>There is no reliable data collected for this protected characteristic from housing data.</p> <p>No negative impact has been identified</p> <p>The range of participation opportunities are available to residents irrespective of pregnancy and maternity.</p> <p>The strategy will mean there will be a wide range of opportunities to become involved. An expenses, incentives and rewards policy will be developed as part of the strategy, to make it clear to residents who take part how we can support them. We will look to ensure flexibility in meeting times for those that have childcaring responsibilities and investigate other options to cover the cost of childcare for those who are giving their time to be involved.</p>

<p>Race (ethnicity, colour, nationality or national origins & including gypsies, travellers, refugees & asylum seekers)</p>	<p>Yes</p>	<p>The strategy will mean there will be a wide range of opportunities to become involved.</p> <p>There is a potential that residents whose first language is not English may not be able to take part. We can use interpretation and translating services to enable participation.</p> <p>We will monitor the profile of residents engaging with us and work towards engagement which ensures we hear from the full, diverse range of our residents. A large proportion of our tenants (31%) have either refused to provide this data or we have not collected it. There is further work for us to do to ensure we are recording the ethnicity of our tenants where they are happy to provide this information.</p> <p>No proposal in this strategy will disproportionately affect anyone.</p>
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Ethnic Origin



Count of Ethnic Origin

Arab	2	0%
Asian/Asian British: Bangladesh	8	0%
Asian/Asian British: Indian	3	0%
Asian/Asian British: Pakistani	1	0%
Asian: Other Asian Background	4	0%
Bl/Afr/Carrib/Bl Brit: African	13	0%
Bl/Afr/Carrib/Bl Brit: Carribe	1	0%
Black: Other Black Background	6	0%
Don't know/Refused	1263	31%
Mixed/Multi: White & Bl Africa	1	0%
Mixed: Other Mixed Background	4	0%

Other Ethnicity	24	1%
White: Eng/Wel/Scot/NI/British	924	22%
White: Gypsy/Irish Traveller	3	0%
White: Irish	7	0%
White: Other White Background (blank)	1300	32%
Grand Total	4116	100%

Source housing records

Census data from 2011 for Arun

White; English/Welsh/Scottish/Northern Irish/British	91.6%
White; Irish	0.6%
White; Gypsy or Irish Traveller	0.1%
White; Other White	4.7%
Mixed/Multiple Ethnic Groups; White and Black Caribbean	0.3%
Mixed/Multiple Ethnic Groups; White and Black African	0.1%
Mixed/Multiple Ethnic Groups; White and Asian	0.4%
Mixed/Multiple Ethnic Groups; Other Mixed	0.2%
Asian/Asian British; Indian	0.3%
Asian/Asian British; Pakistani	0.1%
Asian/Asian British; Bangladeshi	0.2%
Asian/Asian British; Chinese	0.3%
Asian/Asian British; Other Asian	0.5%
Black/African/Caribbean/Black British; African	0.2%
Black/African/Caribbean/Black British; Caribbean	0.1%
Black/African/Caribbean/Black British; Other Black	0.0%
Other Ethnic Group; Arab	0.0%
Other Ethnic Group; Any Other Ethnic Group	0.1%

Religion & belief (religious faith or other group with a recognised belief system)

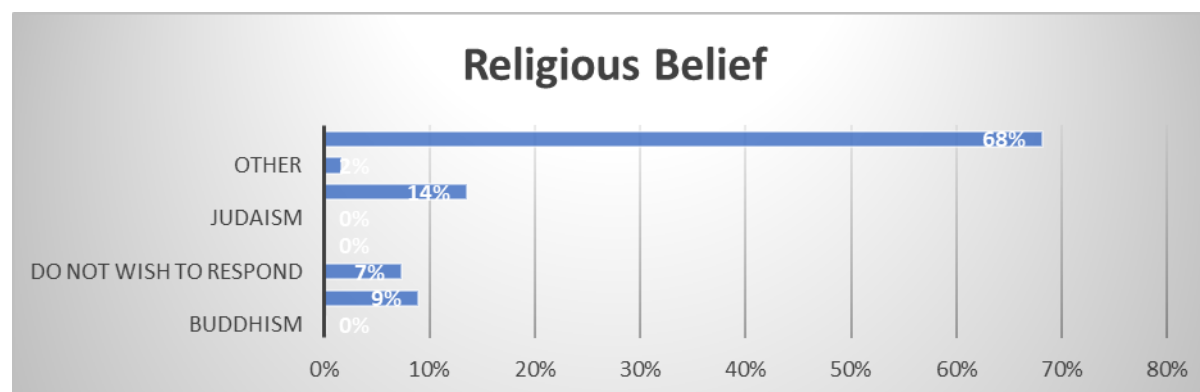
No

We do not hold reliable data for tenants' religious beliefs as for 68% we do not hold any data.

No negative impact has been identified.

This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all.

We will monitor the profile of residents engaging with us and work towards engagement which ensures we hear from the full, diverse range of our residents.



Buddhism	7	0%
Christianity	368	9%
Do not wish to respond	303	7%
Islam	5	0%
Judaism	2	0%
No Religion	558	14%
Other	69	2%
(blank)	2804	68%
Grand Total	4116	100%

Source housing records

<p>Sex (male / female)</p>	<p>No</p>	<p>The data in our satisfaction survey carried out in 2021 showed that there was no difference in terms of satisfaction with both genders being 78% satisfied overall. Slightly more male tenants were dissatisfied 14% compared with 13% female.</p> <p>No negative impact has been identified and no proposal in this strategy will disproportionately impact on any gender. This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all genders.</p> <p>Source housing data</p> <div data-bbox="898 533 2101 810"> <p>Gender Type</p> <table border="1"> <thead> <tr> <th>Gender Type</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>TRANSGENDER</td> <td>1%</td> </tr> <tr> <td>FEMALE</td> <td>61%</td> </tr> <tr> <td>(blank)</td> <td>0%</td> </tr> <tr> <td>Male</td> <td>37%</td> </tr> </tbody> </table> </div> <table data-bbox="898 821 1691 1050"> <thead> <tr> <th colspan="3">Count of Gender</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>2529</td> <td>61%</td> </tr> <tr> <td>Male</td> <td>1535</td> <td>37%</td> </tr> <tr> <td>Transgender</td> <td>1</td> <td>0%</td> </tr> <tr> <td>(blank)</td> <td>51</td> <td>1%</td> </tr> <tr> <td>Grand Total</td> <td>4116</td> <td>100%</td> </tr> </tbody> </table> <p><u>Source housing records</u></p>	Gender Type	Percentage	TRANSGENDER	1%	FEMALE	61%	(blank)	0%	Male	37%	Count of Gender			Female	2529	61%	Male	1535	37%	Transgender	1	0%	(blank)	51	1%	Grand Total	4116	100%
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<p>Sexual orientation (lesbian, gay, bisexual, heterosexual)</p>	<p>No</p>	<p>We do not collect data on sexual orientation of tenants.</p> <p>No impact has been identified.</p>																												

		This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all.
Whilst Socio economic disadvantage that people may face is not a protected characteristic; the potential impact on this group should be also considered	Yes	<p>Positive</p> <p>This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all.</p> <p>We know that some of our residents live in properties that are in higher deprivation areas, we expect that the strategy will have a positive impact as it will ensure that residents voices will be heard and that there are a variety of ways for people to get involved.</p> <p>One of the aims of the strategy is to create thriving and sustainable communities and work with them to make a positive contribution to the area they live and help facilitate their capacity to address local issues. The strategy and its activities will also help by reducing social isolation and increasing digital inclusion.</p> <p>LSOA data from the West Sussex Joint Strategic needs assessment briefing indices of deprivation 2019 shows that three of our wards (Courtwick with Toddington, Marine and Bersted) are in the top 10% most deprived nationally which are areas where we have council properties.</p>

What evidence has been used to assess the likely impacts?

Best practice within the housing sector on engaging with residents
Effective and in-effective means of engaging and consulting
Information from feedback from residents

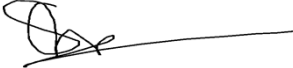
Decision following initial assessment			
Continue with existing or introduce new / planned activity	Y	Amend activity based on identified actions	N

Action Plan			
Impact identified	Action required	Lead Officer	Deadline
Data gaps for sexual orientation, religion, disability, gender identity and ethnicity	The new Housing IT system being implemented will allow us to accurately record this data in a more consistent way. The aim being to use the data and insights available to us to ensure we are delivering engagement activities that are accessible and attractive to all, giving everyone the opportunity to get involved in the ways that suit them. As part of the strategy, we have committed to reviewing the impact of our engagement activities and the methods we use on an annual basis to ensure we are offering effective ways for residents to engage with us.	Business Improvement Team	

Monitoring & Review	
Date of last review or Impact Assessment:	N/A
Date of next 12-month review:	8 August 2023
Date of next 3-year Impact Assessment (from the date of this EIA):	8 August 2025

Date EIA completed:	8 August 2022
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Signed by Person Completing:

A handwritten signature in black ink, consisting of a stylized initial 'S' followed by a horizontal line extending to the right.