

EQUALITY IMPACT ASSESSMENT

Name of activity:	Tenant Satisfaction Survey	Date Completed:	02/01/2024		
Directorate / Division responsible for activity:	Environment and Communities - Housing	Lead Officer:	Richard Tomkinson		
Existing Activity	Y	New / Proposed Activity	N	Changing / Updated Activity	N

What are the aims / main purposes of the activity?

- Understand tenant sentiment in relation to our service performance,
- Compare results with other social landlords,
- Provide findings that allow us to take action to address dissatisfaction,
- Report to the RSH from Summer 2024 onwards.

What are the main actions and processes involved?

- Agreeing methodology
- Commissioning external provider
- Analysis of results
- Developing and delivering improvement actions

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

Tenants and leaseholders are the main beneficiaries and stakeholders.

The Regulator of Social Housing is the key external stakeholder.

Have you already consulted on / researched the activity?

Yes. Consultation and engagement was undertaken to establish the preferred methodology for the satisfaction survey and the survey itself was undertaken on a census basis and resulted in over 1300 responses.

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	Positive – by undertaking the survey on a census basis, all tenants and leaseholders across all characteristics were able to participate and results were weighted to ensure representativeness. We also broke down the results of the survey into sub-groups to better understand the views of different groups by tenure, area, age group, gender, length of tenancy and number of bedrooms. Reasonable adjustments were made to support participation where required.
Disability (people with physical / sensory impairment or mental disability)	Yes	As above
Gender reassignment (the process of transitioning from one gender to another.)	Yes	As above
Marriage & Civil Partnership (Marriage and registered civil partnerships)	Yes	As above
Pregnancy & maternity	Yes	As above

(Pregnancy is the condition of being pregnant & maternity refers to the period after the birth)		
Race (ethnicity, colour, nationality or national origins & including gypsies, travellers, refugees & asylum seekers)	Yes	As above
Religion & belief (religious faith or other group with a recognised belief system)	Yes	As above
Sex (male / female)	Yes	As above
Sexual orientation (lesbian, gay, bisexual, heterosexual)	Yes	As above
Whilst Socio economic disadvantage that people may face is not a protected characteristic; the potential impact on this group should be also considered	Yes	As above

What evidence has been used to assess the likely impacts?

External validation of results and weighting applied by external provider.

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
None	None		

Monitoring & Review	
Date of last review or Impact Assessment:	02/01/24
Date of next 12 month review:	On commission of 2025 survey.
Date of next 3 year Impact Assessment (from the date of this EIA):	

Date EIA completed:	02/01/24
Signed by Person Completing:	R Tomkinson