

PART B – Equality Analysis Form

As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality and diversity.

This form:

- Can be used to prompt discussions, ensure that due regard has been given and remove or minimise disadvantage for an individual or group with a protected characteristic
- Involves looking at what steps can be taken to advance and maximise equality as well as eliminate discrimination and negative consequences
- Should be completed before decisions are made, this will remove the need for remedial actions.

Note – An Initial Equality Screening Assessment (Part A) should be completed prior to this form.

When completing this form consider the Equality Act 2010 protected characteristics Age, Disability, Sex, Gender Reassignment, Race, Religion or Belief, Sexual Orientation, Civil Partnerships and Marriage, Pregnancy and Maternity and other socio-economic groups e.g. parents, single parents and guardians, carers, looked after children, unemployed and people on low incomes, ex-offenders, victims of domestic violence, homeless people etc. – see page 11 of Equality Screening and Analysis Guidance.

1. Title	
Equality Analysis title: Tenants Scrutiny Panel Review- Improving communications with tenants	
Date of Equality Analysis (EA): 23 rd February 2023	
Directorate: Adult Care, Housing & Public Health	Service area: Housing and Estates
Lead Manager: Lynsey Skidmore	Contact number: 34950
Is this a:	
<input type="checkbox"/> Strategy / Policy	<input type="checkbox"/> Service / Function
	<input checked="" type="checkbox"/> Other
If other, please specify Report	

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2. Names of those involved in the Equality Analysis (Should include minimum of three people) - see page 7 of Equality Screening and Analysis Guidance

Name	Organisation	Role (eg service user, managers, service specialist)
Lynsey Skidmore	RMBC	Housing Operations Manager
Paul Walsh	RMBC	Head of Housing Operational Services

3. What is already known? - see page 10 of Equality Screening and Analysis Guidance

Aim/Scope (who the Policy/Service affects and intended outcomes if known)

This may include a group/s identified by a protected characteristic, others groups or stakeholder/s e.g. service users, employees, partners, members, suppliers etc.)

Aim: To investigate how Rotherham Council could improve its communications with tenants

Objectives:

To:

- Consider whether current Council communications meet the needs of all tenants
- Benchmark against other housing providers in terms of how well they communicate with tenants and any examples of good practice
- Agree how communications could be improved across the Council
- Explore how any suggestions made by the panel could contribute to the Social Housing White Paper action plan as regards the information that is available to tenants and how well this is communicated.

What equality information is available? (Include any engagement undertaken)

The Tenants Scrutiny Review has been developed through the RotherFed's working with tenants and relevant council officers.

The investigation included:

- A Which Comms? Survey to score the types of communications used currently
- A survey of eleven other housing providers
- Interviewing Council officers representing Business Development, Customer Services, Learning and Development, the Corporate Contact Centre, and Communications and Marketing
- Conducting a 'Website Challenge' with three tenant scrutiny panel members, two digital champions and one member of Rotherham Federation staff
- Conducting a survey of the newsletters used by six other housing providers, through two panel members and two digital champions

<ul style="list-style-type: none"> Panel meetings to discuss the information received and to agree the recommendations to be made. <p>A summary of findings can be found here Summary report Final.pdf</p>	
<p>Are there any gaps in the information that you are aware of?</p> <p>None.</p>	
<p>What monitoring arrangements have you made to monitor the impact of the policy or service on communities/groups according to their protected characteristics?</p> <p>The Scrutiny Review Action Plan will be monitored and reviewed by the Tenant Involvement Coordinator, Tenant Scrutiny Panel and the Improving Places Select Commission.</p>	
<p>Engagement undertaken with customers. (date and group(s) consulted and key findings)</p>	<p>The Tenants Scrutiny Review has been developed through the Panel working with tenants and relevant council officers between October 2021 and July 2022.</p> <p>The Tenants Scrutiny Review recommendations were presented and discussed with the Housing Involvement Panel in January 2023.</p>
<p>Engagement undertaken with staff (date and group(s) consulted and key findings)</p>	<p>The Tenants Scrutiny Review and action plan were presented and discussed with Housing SMT and DLT in February 2023.</p> <p>Improving Places Select Commission (March 2023)</p>

4. The Analysis - of the actual or likely effect of the Policy or Service (Identify by protected characteristics)

How does the Policy/Service meet the needs of different communities and groups? (Protected characteristics of Age, Disability, Sex, Gender Reassignment, Race, Religion or Belief, Sexual Orientation, Civil Partnerships and Marriage, Pregnancy and Maternity) - see glossary on page 14 of the Equality Screening and Analysis Guidance)

It is intended that the Scrutiny Review will ensure the following benefits for tenants and residents:

- Communications that are clear, relevant and accessible to all tenants
- Increased awareness of how to access information that is important to them
- Improved/increased tenant involvement opportunities
- Increased confidence in Council communications

Does your Policy/Service present any problems or barriers to communities or Groups?

By implementing the recommendations in the Scrutiny Review, the Council will be removing barriers to tenants and communities through ensuring communications is accessible and tenant reader friendly.

We will be providing staff training to ensure any barriers to communities can be removed.

Does the Service/Policy provide any positive impact/s including improvements or remove barriers?

- Communications that are clear, relevant and accessible to all tenants
- Increased awareness of how to access information that is important to them
- Improved/increased tenant involvement opportunities
- Increased confidence in Council communications

What affect will the Policy/Service have on community relations? (may also need to consider activity which may be perceived as benefiting one group at the expense of another)

We want to reach out and listen to our under-represented groups and use our customer data to ensure communications are accessible and meeting the diverse needs of our tenants and neighbourhoods by contributing to the following:

1. Understanding, listening, and engaging across all communities
2. Delivering fair, inclusive, and accessible services
3. Empowering people to engage and challenge discrimination and to promote good community relations

Please list any **actions and targets** that need to be taken as a consequence of this assessment on the action plan below and ensure that they are added into your

service plan for monitoring purposes – see page 12 of the Equality Screening and Analysis Guidance.

5. Summary of findings and Equality Analysis Action Plan

If the analysis is done at the right time, i.e. early before decisions are made, changes should be built in before the policy or change is signed off. This will remove the need for remedial actions. Where this is achieved, the only action required will be to monitor the impact of the policy/service/change on communities or groups according to their protected characteristic - See page 11 of the Equality Screening and Analysis guidance

Title of analysis: Tenant Scrutiny Report
Directorate and service area: Adult Care, Housing & Public Health
Lead Manager: Lynsey Skidmore
Summary of findings:
No negative impacts have been identified/are anticipated.

Action/Target	State Protected Characteristics as listed below	Target date (MM/YY)

***A = Age, D= Disability, S = Sex, GR Gender Reassignment, RE= Race/ Ethnicity, RoB= Religion or Belief, SO= Sexual Orientation, PM= Pregnancy/Maternity, CPM = Civil Partnership or Marriage. C= Carers, O= other groups**

6. Governance, ownership and approval

Please state those that have approved the Equality Analysis. Approval should be obtained by the Director and approval sought from DLT and the relevant Cabinet Member.

Name	Job title	Date
James Clark	Assistant Director for Housing	
Cllr Amy Brookes	Cabinet Member for Housing	

7. Publishing

The Equality Analysis will act as evidence that due regard to equality and diversity has been given.

If this Equality Analysis relates to a **Cabinet, key delegated officer decision, Council, other committee or a significant operational decision** a copy of the completed document should be attached as an appendix and published alongside the relevant report.

A copy should also be sent to equality@rotherham.gov.uk For record keeping purposes it will be kept on file and also published on the Council's Equality and Diversity Internet page.

Date Equality Analysis completed	23.02.23
Report title and date	Tenants Scrutiny Panel Review- Improving communications with tenants
Date report sent for publication	
Date Equality Analysis sent to Performance, Intelligence and Improvement equality@rotherham.gov.uk	23.02.23