

PART A - Initial Equality Screening Assessment

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.

A **screening** process can help judge relevance and provide a record of both the process and decision. Screening should be a short, sharp exercise that determines relevance for all new and revised strategies, policies, services and functions.

Completed at the earliest opportunity it will help to determine:

- the relevance of proposals and decisions to equality and diversity
- whether or not equality and diversity is being/has already been considered, and
- whether or not it is necessary to carry out an Equality Analysis (Part B).

Further information is available in the Equality Screening and Analysis Guidance – see page 9.

1. Title

Title: Tenant Satisfaction Measures and Regulatory Compliance - End of year update 2024/25

Directorate:
Adult Care, Housing and Public Health

Service area:
Housing Improvement and Governance

Lead person:
Louise Robson

Contact:
louise.robson@rotherham.gov.uk

Is this a:

☐

Strategy / Policy

☐

Service / Function

☒

Other

If other, please specify Update to Cabinet on Tenant Satisfaction Measures and Regulatory Compliance

2. Please provide a brief description of what you are screening

The Social Housing (Regulation) Act regulations came into force on April 1st 2024. The new regulations and inspection regime require social housing landlords to deliver in line with the four consumer standards relating to Quality and Safety, Transparency Influence and Accountability, Neighbourhood and Community and Tenancy. Social housing is governed by a range of legislation and these new consumer standards build upon the existing legislative requirements. This report is

an update on the work taking place across Housing to make sure we meet the regulations. The new regulations require social housing providers to report a range of performance measures on an annual basis. The first of these is the Tenant Satisfaction Measures which will be reported to the Regulator in June 2025 for the second time covering the year April 1st, 2024, to March 31st 2025. This report gives Cabinet an update on the work being done to make sure Housing meets the new regulatory standards, including the new revised consumer standards.

3. Relevance to equality and diversity

The consumer standards are focussed on the quality of delivery for tenants and there is an expectation that landlords will know their tenants and will adapt delivery to meet particular needs, including in response to those with protected characteristics. In effect, being inclusive and respecting and responding to diversity and aiming for equality of access are core tenets of the new regulations. The new regulatory framework for social housing will include inspections so landlords will be judged on how well they are meeting these requirements.

The consumer standards that came into force from April 1st 2024 had a period of public consultation before being finalised. The final Equality Impact Assessment was published alongside the finalised consumer standards on February 29th 2024, and can be found at:

[Annex 6: Consumer standards – Equality impact assessment - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/123456/Annex_6_Consumer_standards_-_Equality_impact_assessment.pdf)

Questions	Yes	No
Could the proposal have implications regarding the accessibility of services to the whole or wider community?		√
Could the proposal affect service users?		√
Has there been or is there likely to be an impact on an individual or group with protected characteristics?		√
Have there been or likely to be any public concerns regarding the proposal?		√
Could the proposal affect how the Council's services, commissioning or procurement activities are organised, provided, located and by whom?		√
Could the proposal affect the Council's workforce or employment practices?		√

If you have answered no to all the questions above, please explain the reason

Given that this is a six-monthly update to Cabinet, it has been determined that there is no equality implications from this report.

The Government's Equality Impact Assessment has been considered when reviewing the Tenant Satisfaction Measures to make sure we are compliant with the new regulations.

As the government's assessment states, equality considerations were taken into account throughout the development of the new consumer standards. The work being done by the Housing service puts all groups of tenants at the heart of what we do but understanding that we need to evidence that services are accessible to and offered in ways that meet the needs of those with protected characteristics.

Overall, the new regulations require housing providers to evidence that they know the make-up of their tenant base and are adjusting the delivery of services to meet the needs of particular groups and those with protected characteristics.

The Housing Service collect all protected characteristic information at the point of joining the housing register for prospective tenants and as part of the tenancy health check for existing tenants. The collection of this information has been mandatory within the Housing Management System.

To ensure compliance with the new regulations Housing will be looking to report on the makeup of the tenant base in relation to protected characteristics and acting upon any issues identified. This will be part of the future updates to Cabinet on the social housing reforms.

Implementing the provisions of the regulations build on existing Council policies and practices that have themselves have already been subject to an Equality Impact Assessment.

If you have answered **no** to **all** the questions above please complete **sections 5 and 6**.

If you have answered **yes** to any of the above please complete **section 4**.

4. Considering the impact on equality and diversity

If you have not already done so, the impact on equality and diversity should be considered within your proposals before decisions are made.

Considering equality and diversity will help to eliminate unlawful discrimination, harassment and victimisation and take active steps to create a discrimination free society by meeting a group or individual's needs and encouraging participation.

Please provide specific details for all three areas below using the prompts for guidance and complete an Equality Analysis (Part B).

- **How have you considered equality and diversity?**

- **Key findings**

- **Actions**

Date to scope and plan your Equality Analysis:	
Date to complete your Equality Analysis:	
Lead person for your Equality Analysis (Include name and job title):	

5. Governance, ownership and approval

Please state here who has approved the actions and outcomes of the screening:

Name	Job title	Date
Louise Robson	Assistant Director of Housing	15/05/2025

6. Publishing

This screening document will act as evidence that due regard to equality and diversity has been given.

If this screening 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 of **all** screenings 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 screening completed	15/05/2025
Report title and date	Tenant Satisfaction Measures 2023-24 and Social Housing Consumer Standards
If relates to a Cabinet, key delegated officer decision, Council, other committee or a significant operational decision – report date and date sent for publication	N/A
Date screening sent to Performance, Intelligence and Improvement equality@rotherham.gov.uk	12.05.25