

Equality Impact Assessment

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Job title	Principal Tenant Engagement Officer		
What are you thinking of changing or implementing?			
<p>Fareham's draft Tenant Engagement Strategy (2024) will, once adopted, set out the Council's approach to improving how they listen to and work with tenants. This Strategy establishes our early objectives alongside a continuous improvement action plan which shows how we plan to deliver effective tenant engagement.</p> <p>The Strategy aims to:</p> <ul style="list-style-type: none"> • Create a culture that recognises and values tenant engagement. • Provide tenants with the opportunity to engage in ways and at the level they want and are comfortable with. • Ensure that all tenants are able to engage equally. • Encourage sign-ups for tenant involvement, especially from groups historically underrepresented. • Improve communication methods ensuring tenants have convenient access to information and news. <p>The Social Housing (Regulation) Act 2023 introduced enhanced roles for both the Regulator of Social Housing (RSH) and the Housing Ombudsman, to ensure the delivery and maintenance of quality homes and services for tenants. A key aspect of this is the introduction of the Transparency, Influence, and Accountability Standard (April 2024) which seeks to ensure social landlords give tenants a wide range of meaningful opportunities to influence and scrutinise their strategies, policies, and services.</p> <p>The Council currently does not have a Tenant Engagement Strategy. The adoption of the new Strategy will support the Council to deliver on the new regulatory requirements.</p>			
What is the expected or anticipated impact of this change?			
<p>The Strategy clearly determines the term 'Tenant' broadly refers to all residents living in Fareham Housing-owned properties or accessing Fareham Housing's services, this includes the following: Tenants, Leaseholders, all family members of Tenants living in the property, homeless applicants and those living in Temporary Accommodation.</p> <p>This Strategy will impact the customers we provide services to and the officers who implement them. As highlighted in the Strategy, Fareham Housing supports:</p> <ul style="list-style-type: none"> • 2350 Affordable homes for rent • 58 Shared Ownership properties • 464 Leaseholders • Over 140 'tenanted' Temporary Accommodation units. 			

If approved, the new Tenant Engagement Strategy would have a positive impact on tenants across the Borough and those with protected characteristics as identified in this assessment.

- It provides clear guidance and understanding of our approach and commitment to tenant engagement for officers and our customers.
- It aims to create equal opportunities for all tenants to engage; with the objective of removing the barriers for groups who have previously been underrepresented.

Protected characteristic: Age (including children and young people)

Points to consider:

- How have you considered the potential impact on people with this protected characteristic?
- What, if any, is the expected impact on people with this protected characteristic?
- What steps or action is planned to mitigate any negative impact?

There are no identified negative impacts on this protected characteristic. This Strategy looks to encourage involvement from groups historically underrepresented and aims to create equal opportunities for all tenants to engage. Traditionally, our 'most involved' tenants have been over the age of 65; measures will be taken to encourage tenants of all ages to get involved to widen the age-range.

Protected characteristic: Disability (including physical and those with mental health conditions)

Points to consider:

- How have you considered the potential impact on people with this protected characteristic?
- What, if any, is the expected impact on people with this protected characteristic?
- What steps or action is planned to mitigate any negative impact?

There are no identified negative impacts on this protected characteristic. The Strategy looks to offer a variety of ways for tenants to get involved; a menu of opportunities has been developed with varying levels of commitment and requirements which ensures tenants can get involved in a way that suits them. This includes offering online or over the phone options for involvement.

The Strategy looks to remove any disadvantage or barriers to participation, which includes any that may be as a result of a disability. This will include ensuring any meeting venues are accessible and local, providing a loop system at public meetings, and providing

information in accessible formats. For events that require in person attendance such as Estate inspections, we look to make reasonable adjustments where needed, to ensure that all tenants are able to be involved and have a voice.

Protected characteristic: Gender reassignment

Points to consider:

- How have you considered the potential impact on people with this protected characteristic?
- What, if any, is the expected impact on people with this protected characteristic?
- What steps or action is planned to mitigate any negative impact?

There are no identified negative impacts on this protected characteristic. This Strategy aims to remove any disadvantage or barriers to participation and create adaptable solutions, which includes any that may be as a result of gender reassignment. Where an individual need is identified, we will provide any additional support required for this group.

Protected characteristic: Marriage and civil partnership

Points to consider:

- How have you considered the potential impact on people with this protected characteristic?
- What, if any, is the expected impact on people with this protected characteristic?
- What steps or action is planned to mitigate any negative impact?

There are no identified negative impacts on this protected characteristic. However increasing opportunities for engagement for all tenants at a level that suits them, will ensure that any tenant who is married or in a civil partnership is able to get involved.

Protected characteristic: Pregnancy and maternity

Points to consider:

- How have you considered the potential impact on people with this protected characteristic?
- What, if any, is the expected impact on people with this protected characteristic?
- What steps or action is planned to mitigate any negative impact?

There are no identified negative impacts on this protected characteristic. The Strategy aims to remove any disadvantage or barriers to participation and create solutions. By increasing opportunities for engagement with varying levels of time commitments, requirements, and methods to get involved, we can ensure all tenants are able to get involved, including those who are pregnant and have children.

Protected characteristic: Race

Points to consider:

- How have you considered the potential impact on people with this protected characteristic?
- What, if any, is the expected impact on people with this protected characteristic?
- What steps or action is planned to mitigate any negative impact?

There are no identified negative impacts on this protected characteristic. This Strategy looks to encourage involvement from those historically underrepresented to ensure all tenants are represented.

Protected characteristic: Religion or belief

Points to consider:

- How have you considered the potential impact on people with this protected characteristic?
- What, if any, is the expected impact on people with this protected characteristic?
- What steps or action is planned to mitigate any negative impact?

There are no identified negative impacts on this protected characteristic. The Strategy aims to remove any disadvantage or obstacles to participation, this includes ensuring that there are no barriers to involvement for tenants with different religions or beliefs.

Protected characteristic: Sex

Points to consider:

- How have you considered the potential impact on people with this protected characteristic?
- What, if any, is the expected impact on people with this protected characteristic?
- What steps or action is planned to mitigate any negative impact?

There are no identified negative impacts on this protected characteristic. Engaging with tenants of both sexes will help to shape and improve Fareham Housing's services. This Strategy aims to remove barriers to participation and encourage involvement. When delivering our involvement opportunities, consideration will be given to what circumstances or situation may limit a person's ability to engage, such as work, caring or parenting responsibilities and how these barriers can be mitigated.

Protected characteristic: Sexual orientation

Points to consider:

- How have you considered the potential impact on people with this protected characteristic?

- What, if any, is the expected impact on people with this protected characteristic?
- What steps or action is planned to mitigate any negative impact?

There are no identified negative impacts on this protected characteristic. The Strategy aims to remove any disadvantage or barriers to participation and create adaptable solutions, which includes any that may be as a result of sexual orientation.

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