

# **Equality Impact Assessment:**

## **Name of Policy/Service/Function**

Resident Engagement Strategy and Participation Compact

## **Date of Assessment**

25 January 2010

## **Directorate**

Operations

## **Head of Service**

Head of Operations

## **Name and Roles of People**

Janet Wilson, Director of Operations. Strategic overview of resident engagement.

Elaine Gosling, Head of Operations – operational responsibility for resident engagement

Peter James, Interim Head of Customer Care and Repairs

Christine Pulbrook, Team Leader for company's Resident Liaison Officers

Dave Coleman, Head of Construction – responsible for overseeing work of Decent Homes partners' Resident Liaison Officers

## **Carrying Out the EIA**

### **Why is the EIA being done?**

To assess the impact of the Resident Engagement strategy and participation compact.

### **1. Introduction and Background**

The Resident Engagement strategy was endorsed by the Board in December 2009 and is currently out for further consultation with residents. The objectives for the next three years are to:

- Clearly show how residents can influence decisions and the difference that their involvement has made
- Provide a range of opportunities for everyone to be involved
- Strive to continually improve

The strategy policy statement expresses a commitment to place residents at the heart of the company's work by embedding resident involvement into all activities across the company.

The Resident Participation Compact has been updated and is currently out for consultation with residents and stakeholders.

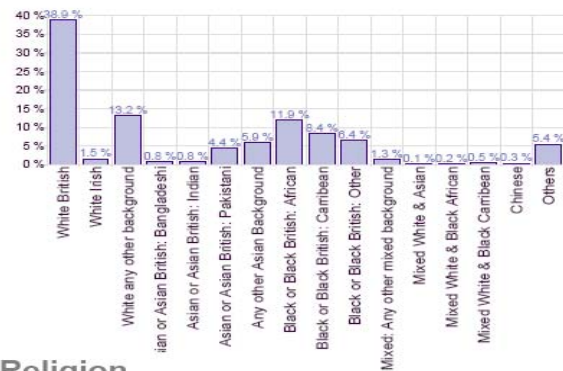
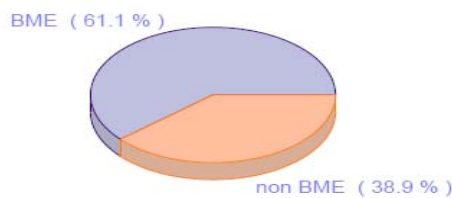
The company is committed to monitoring the delivery of services and change in response to customer priorities and needs.

The Resident Engagement strategy and Resident Participation Compact should have an overall positive impact on diverse customer groups.

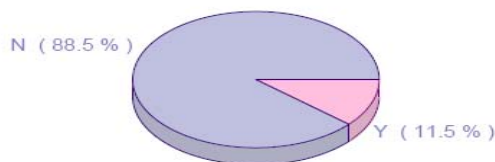
## 2. Profile of groups affected as customers and/or staff and the key equalities issues

### Ascham Homes Diversity Monitoring report as at: 04/01/2010

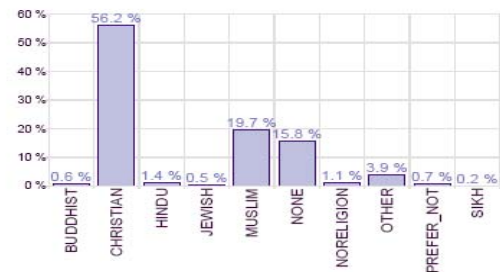
#### Ethnicity



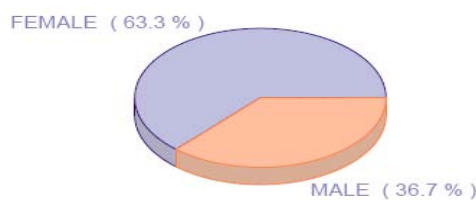
#### Disability



#### Religion



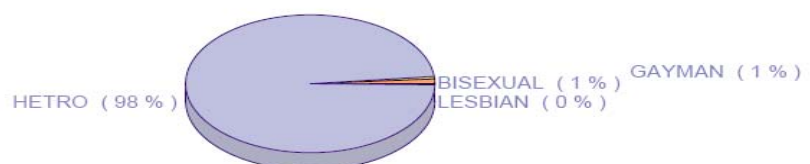
#### Gender



#### Age



#### Sexual Orientation



The key equality issues are:

The extent to which lower levels of satisfaction with overall services amongst younger customers, disabled people and BME customers can be increased. Encouragingly there was an improvement in BME customer satisfaction in the 2008 satisfaction survey. A full description of the issues and an action plan to improve satisfaction is set out in the Diversity strategy EIA. Customer Services and the Policy and development Team have a key role in this.

The extent to which the actions to improve customer care set out in the action plan are implemented. Management action is being taken to ensure the effectiveness of the action plan.

### **3. Questions this assessment addresses**

None specific.

### **4. Action Planning Questions**

Not applicable.