

Equality Impact Assessment	Please enter responses below in the right hand columns
TEMPLATE UPDATED SEPT 2015 Date	
Sign-off path for EIA (please add/delete as applicable) If you are conducting an EIA on a Cabinet decision, it should come to Corporate EIA panel for sign off.	<ul style="list-style-type: none"> • Head of Equalities (email equalities@lambeth.gov.uk) • Director (this must be a director not responsible for the service/policy subject to EIA) • Strategic Director or Chief Exec • Directorate Management Team (Children, Health and Adults, Corporate Resources, Neighbourhoods and Growth) • Procurement Board • Corporate EIA Panel • Cabinet
Title of Project, business area, policy/strategy	New resident engagement structures
Author	Mark Howarth
Job title, directorate	Governance & Resident Engagement Manager, Housing Services
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Strategic Director Sponsor	Sue Foster

London Borough of Lambeth Equality Impact Assessment

Please enter responses below in the right hand columns.

1.0 Introduction

1.1 Business activity aims and intentions

In brief explain the aims of your proposal/project/service, why is it needed? Who is it aimed at? What is the intended outcome? What are the links to the political vision, and outcomes?

Aims of proposal

As part of 9 November 2015 Cabinet report, 'Improving Housing Services' following reintegration of Lambeth Living into the Council, one of four key priorities to address was resident engagement. A more flexible and meaningful approach to engagement was needed with a focus on:

- localised activities
- more flexible involvement
- streamlining the formal structures

Why is it needed?

A survey of all residents (26,000) in March 2015 completed by 1,722 residents showed residents generally dissatisfied with engagement. As part of improving housing services it was important to address this. The Cabinet proposals did by focussing on:

- localised activities with high profile estate inspections (Wednesday walkabouts leading to estate action plans being drafted);
- more flexible involvement through initiatives such as launching **Lambeth 500+**, a scheme open to any resident who live on our estates and have an interest in influencing our services in ways convenient to them (eg homeownership's virtual forum or in focus groups such as fly tipping).
- streamlining the 12 area meetings with 3 Area Boards and replacing Tenants Council and Leasehold Council with a bi-annual Resident Assembly.

This broadly mirrored recommendations from the Overview and Scrutiny Housing Commission's 2016 report which advocated a more flexible approach to engagement. There will continue to be estate meetings on major works as well as attending Tenant & Resident Associations (TRA) meetings (160 in 2015) in addition to supporting TRA activities such as fundays (13 this year).

Who is it aimed at?

The proposals have several purpose but initially were to redress resident dissatisfaction identified. It proposes doing this by being more flexible about how residents can engage whilst ensuring local concerns are addressed. It was equally apparent the formal structures were not very representative of the tenure diversity so an important driver was to address this by being more innovative about how residents can get engaged. A final driver was the need to address resource reductions caused by decreasing income to the HRA caused by Government policy to reduce rents every year for 4 years by 1%. This would mean a £30m budget shortfall on current spend unless budgets were reduced accordingly. The current structure costs at least £125,000 pa primarily in officer time compared to less than half of that with the new structure.

What is the intended outcome?

The intended outcome is to make the engagement structures for tenants and leaseholders fit for purpose allowing residents to engage in a more flexible way that suits them as well as addressing the need to manage the process with less resources.

What are the links to the political vision?

A more flexible approach to wider engagement and in ways that suits our residents with tangible outcomes will help tackle inequalities and disadvantages some of our residents face. This is clearly seen in the outcomes from the accredited training programme we commissioned in 2015-16 which was designed not just to develop the knowledge and awareness of residents but to help with employment opportunities. The first full year saw 70 residents successfully complete the Chartered Institute of Housing's Level 2 Community Action in Housing and Level 3 Award in Education & Training courses. 14 have gained paid employment as a result.

2.1 Evidence

Any proposed business activity, new policy or strategy, service change, or procurement must be informed by carrying out an assessment of the likely impact that it may have. In this section please include both data and analysis which shows that you understand how this decision is likely to affect residents that fall under the protected characteristics enshrined in law and the local characteristics which we consider to be important in Lambeth (language, health and socio-economic factors).

IF YOUR PROPOSAL ALSO IMPACTS ON LAMBETH COUNCIL STAFF YOU NEED TO COMPLETE A STAFFING EIA.

Protected characteristics and local equality characteristics

Impact analysis

For each characteristic please indicate the type of impact (i.e. positive, negative, positive and negative, none, or unknown), and:

Please explain how you justify your claims around impacts.

Please include any data and evidence that you have collected including from surveys, performance data or complaints to support your proposed changes.

Please indicate sources of data and the date it relates to/was produced (e.g. 'Residents Survey, wave 10, April 12' or 'Lambeth Business Survey 2012' etc)

Race

Positive

The Area meetings draw from reps of Tenant & Resident Associations (TRAs). A snapshot of reps last year showed 66% were white despite only making up 32.5% of the tenure group. The Lambeth 500+ programme launched in July 2015 has been more successful getting BME residents involved and representative of the tenure diversity with 67% BME currently.

** ethnicity recording of homeowners skewed as only 26% of ethnicity recorded primarily from original tenancy before right to buy. Of the 2283 where ethnicity recorded, 1656 were BME (72%).*

	BME	white
Area forums	34%	66%
Leasehold Council	21%	79%
Lambeth 500	67%	33%
Tenants	64%	36%
Homeowners	72%*	28%*
All residents	44%	56%

Table 1. Data source: Northgate March 2017 . State of the Borough 2014

<p>Gender</p>	<p>Positive</p> <p>The number of female Area forum reps was broadly in keeping with tenure diversity (65% compared to 63% respectively). However, anecdotally women with younger children stated in April engagement survey that they couldn't attend meetings because inconvenient due to meeting times (evening when most residents prefer to meet). Offering more flexible engagement would help with this equality group such as online groups where residents would be able to participate in their own time.</p> <p>Table 2. Data source: Northgate August 2016 State of the Borough 2014.</p> <table border="1" data-bbox="722 581 1194 852"> <thead> <tr> <th></th> <th>female</th> <th>male</th> </tr> </thead> <tbody> <tr> <td>Area forums</td> <td>65%</td> <td>35%</td> </tr> <tr> <td>Leasehold Council</td> <td>35%</td> <td>65%</td> </tr> <tr> <td>Lambeth 500</td> <td>69%</td> <td>31%</td> </tr> <tr> <td>Tenants</td> <td>63.4%</td> <td>36.5%</td> </tr> <tr> <td>Homeowners</td> <td>54%</td> <td>46%</td> </tr> <tr> <td>All residents</td> <td>50%</td> <td>50%</td> </tr> </tbody> </table>		female	male	Area forums	65%	35%	Leasehold Council	35%	65%	Lambeth 500	69%	31%	Tenants	63.4%	36.5%	Homeowners	54%	46%	All residents	50%	50%
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<p>Gender re-assignment</p>	<p>Positive</p> <p>Generally there is very little information completed on residents currently on northgate system but any more inclusive engagement should be positively received by this diversity group.</p> <p>Table 3. Data source Northgate March 2017</p> <table border="1" data-bbox="722 1040 1220 1161"> <tbody> <tr> <td>TOTAL</td> <td></td> <td>23,366</td> <td>100.0 %</td> </tr> <tr> <td rowspan="2">Born Different Gender</td> <td>YES</td> <td>19</td> <td>0.1%</td> </tr> <tr> <td>NO</td> <td>1,517</td> <td>6.5%</td> </tr> <tr> <td>Not Recorded</td> <td></td> <td>21,830</td> <td>93.4%</td> </tr> </tbody> </table>	TOTAL		23,366	100.0 %	Born Different Gender	YES	19	0.1%	NO	1,517	6.5%	Not Recorded		21,830	93.4%						
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<p>Disability</p>	<p>Positive</p> <p>Although there is little information on the housing management system, currently 8% have identified themselves as having a disability or vulnerability. The actual figure is likely therefore to be higher . This is higher than Borough levels (7% of residents identified themselves as having a long term limiting illness in the 2016 State of the Borough report which used Department of Health statistics). Anecdotally people with physical disabilities</p>																					

stated in April engagement survey that it is difficult for them to attend meetings. Transport is provided for those with a mobility disability as well as larger print for those with visual impairment. Offering more flexible engagement would help by enabling participation from their own home.

Table 4: data source Northgate August 2016
(the total number is less than the individual elements as tenants may have recorded more than one disability)

Total number tenants	Total Disabled or vulnerable	Physical Disability	Wheel Chair	Other Mobility	Blind	Partially Sighted	Deaf	Hearing Impaired	Speech Impaired	Other Disability
23,377	1,801	879	80	137	33	150	46	379	50	508
100%	8%	4%	0%	1%	0%	1%	0%	2%	0%	2%

Age

Positive
The Area meetings traditionally have reps from Tenant & Resident Associations (TRAs). A snapshot of reps last year showed 76% were aged 45 or over compared to 66% in the tenure group. The Lambeth 500+ programme has been more successful getting younger residents involved and representative of the tenure diversity with 37% currently under 45.

Table 5. Data source: Northgate August 2016
State of the Borough 2014.

	0-24 Under 25 years old	25-44 25 to 44 years old	45-64 45 to 64 years old	65+ 65 years old and over
Area forum reps	0%	24%	47%	29%
Leasehold Council reps		42%	42%	16%
Lambeth 500	2.5%	33.9%	45.1%	18.5%
Tenant	1.9%	31.4%	44.8%	21.6%
Homeowners	0.1%	14.1%	68.2%	17.6%
All residents	21.0%	44.0%		

Sexual orientation	<p>Positive Generally there is little information completed on residents currently on the northgate system but the Residents Survey identified 4% of Lambeth residents are gay, lesbian, bisexual or trans-gender (LGBT) therefore it is very likely Council tenants will be similar. Any more inclusive engagement should be positively received by this diversity group.</p> <p>Table 6. Data source Northgate March 2017</p> <table border="1"> <tr> <td>TOTAL</td> <td>23,366</td> <td>100.0%</td> </tr> <tr> <td>Heterosexual</td> <td>2,894</td> <td>12.4%</td> </tr> <tr> <td>Gay Man</td> <td>55</td> <td>0.2%</td> </tr> <tr> <td>Lesbian</td> <td>11</td> <td>0.0%</td> </tr> <tr> <td>Bisexual</td> <td>21</td> <td>0.1%</td> </tr> <tr> <td>Other / Unsure</td> <td>28</td> <td>0.1%</td> </tr> <tr> <td>Won't Say</td> <td>334</td> <td>1.4%</td> </tr> <tr> <td>Not Recorded</td> <td>20,022</td> <td>85.7%</td> </tr> <tr> <td>Not Known</td> <td></td> <td></td> </tr> <tr> <td>Total</td> <td>20,356</td> <td>87.1%</td> </tr> </table>	TOTAL	23,366	100.0%	Heterosexual	2,894	12.4%	Gay Man	55	0.2%	Lesbian	11	0.0%	Bisexual	21	0.1%	Other / Unsure	28	0.1%	Won't Say	334	1.4%	Not Recorded	20,022	85.7%	Not Known			Total	20,356	87.1%						
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Pregnancy and maternity	<p>Unknown</p> <p>Very little information completed on residents currently but we do pay child care for residents wanting to attend meetings or undertake training.</p>												
Marriage and civil partnership	None												
Socio-economic factors	<p>Positive</p> <p>13 of Lambeth's 178 Lower Super Output Areas (LSOA) are in the 10% most deprived LSOAs in England, up from five in 2010. This includes Council estates at Crown Point (Holderness and Portobello) and Loughborough (Loughborough Estate and Southwyck House). By enabling a more diverse tenure group to get involved it there will be a positive impact for a wider group of residents. An example is the accredited training programme for residents organised through our Adult Learning partner, High Trees. Of the 74 participants in past 12 months, 70% were unemployed. 18 have then gone onto paid work and 10 into volunteering.</p>												
Language	<p>Positive</p> <p>A more flexible approach to engagement should enable residents who's first language is not English to get involved in ways convenient and suitable to their situation. We currently use the Big Word for our translation service although this service is currently being re-procured corporately. In the last 12 months there have been 72 telephone translations and 2 face to face sessions (signing). The list of languages used are listed below</p> <p>Table 8. data source- Big Word</p> <table border="1"> <tr> <td>Amharic</td> <td>1</td> <td>1%</td> </tr> <tr> <td>Arabic</td> <td>2</td> <td>3%</td> </tr> <tr> <td>Bengali</td> <td>3</td> <td>4%</td> </tr> </table>	Amharic	1	1%	Arabic	2	3%	Bengali	3	4%			
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	French	3	4%
	Italian	3	4%
	Lingala	1	1%
	Mandarin	3	4%
	Oromo	1	1%
	Polish	3	4%
	Portugese	18	25%
	Somali	10	14%
	Spanish	15	21%
	Tigrinya	2	3%
	Vietnamese	7	10%
		72	
Health	<p>Positive</p> <p>About 6% of Lambeth residents have their day-to-day activities limited a lot by a long-term health problem or disability, and another 6.6% are limited a little. The disability and vulnerability indicators on Northgate indicate 8% of Council tenants have a disability or vulnerability (see above). As mentioned earlier this is likely to be an under recording and is likely to be relatively higher than the Borough as a whole. The more flexible engagement being proposed should allow either residents confined to their home or too ill to attend meetings to be able to participate through online forums.</p> <p>It is accepted that tenants are far more likely not to have the internet at home (2016 Star survey stated 58% can access compared to the Borough norm of 80+%). To mitigate this digital hubs have been set up in 11 estate community hubs allowing free access to the internet for residents. Free computer classes have been provided on 3 estates (Berridge Road, Tulse Hill and Renton Close) for the past 12 months whilst others provide drop in access.</p>		

<p>2.2 Gaps in evidence base <i>What gaps in information have you identified from your analysis? In your response please identify areas where more information is required and how you intend to fill in the gaps. If you are unable to fill in the gaps please state this clearly with justification.</i></p>	<p>Some of the more flexible ways of getting involved are very much in their infancy so difficult to measure outcomes yet. It is hoped areas of specific equality groups such as house bound residents and those with young children should be able to illustrate any progress.</p> <p>There remain large gaps in diversity data because some of the indicators only started following the 2010 Equalities Act introduction. Only new tenants are filling in all diversity indicators routinely. There will continue to be problems accessing diversity information on leaseholders as this information is not routinely captured with any lease assignment and not a regulatory or statutory requirement by the assignee to provide. We will capture leaseholder diversity when they join the Lambeth 500+. Currently there are 100 homeowners out of a total of 794 Lambeth 500+ members. This will increase with the introduction of the new engagement structures.</p>
<p>3.0 Consultation, Involvement and Coproduction</p>	
<p>3.1 Coproduction, involvement and consultation <i>Who are your key stakeholders and how have you consulted, coproduced or involved them? What difference did this make?</i></p>	<p>There have been two Borough wide surveys of all 26,000 residents (2015 & 2016). The first received 1722 response and the second 1259. The proposals were workshopped at a Tenants Conference 25 October 2015 and a Homeowners conference 5 December 2015 attended by 135 residents. There has also been formal consultations with the current reps through Tenants Council and Leasehold Council.</p> <p>The original residents survey shaped the proposed new structures (more effective scrutiny) & the Conference workshops raised issue of having independent chairs for the new Area Boards which has been taken on board.</p>
<p>3.2 Gaps in coproduction, consultation and involvement <i>What gaps in consultation and involvement and coproduction have you identified (set out any gaps as they relate to specific equality groups)? Please describe where more consultation, involvement and/or coproduction is required and set out how you intend to undertake it. If you</i></p>	<p>There is ongoing work with the Travellers community at Lonesome Road Depot in Streatham as well as the Somalian community on estates such as Sackville in Streatham and the Portuguese community on Mursell Estate, Stockwell. These are limited so far but there will be specific work to involve these communities through the Lambeth 500+.</p>

do not intend to undertake it, please set out your justification.	
4.0 Conclusions, justification and action	
4.1 Conclusions and justification <i>What are the main conclusions of this EIA? What, if any, disproportionate negative or positive equality impacts did you identify at 2.1? On what grounds do you justify them and how will they be mitigated?</i>	<p>The main conclusion is that a more flexible approach to resident engagement has given the opportunity for a more diverse range of residents to get involved particularly those from the BME community and younger residents. A more flexible approach through the online engagement will help residents with disabilities or those with young children being able to participate instead of only option to attend meetings. This is shown in the diversity stats for the new engagement initiative (Lambeth 500+) where membership currently reflects the general diversity of tenure. However, it will be important to maintain this so monitoring will be essentially to show whether this happening.</p>
4.2 Equality Action plan <i>Please list the equality issue/s identified through the evidence and the mitigating action to be taken. Please also detail the date when the action will be taken and the name and job title of the responsible officer.</i>	
Equality Issue	Mitigating actions
Under represented equality groups	<p>Annual monitoring of involvement will illustrate whether a more diverse range of residents getting involved as well as trends. Specifically it will target groups traditionally who don't get involved such as parents with young children or housebound residents. April annually. Mark Howarth, GREM</p>
Increasing diversity data	<p>This will continue to be publicised to help capture resident diversity data. This includes:</p> <ul style="list-style-type: none"> i) using the Lambeth 500+ programme; ii) sending out requests through annual statements; iii) enabling residents to complete online in phase 2 of My Lambeth, the residents self service portal for tracking repairs and accessing rent and service charge statements. <p>April annually. Mark Howarth, GREM</p>
Language barriers	<p>We will signpost residents to 3rd sector organisations we commission training from such as High Trees to ensure access to ESOL classes. April annually. Mark Howarth, GREM</p>

Outcomes of engagement	We will continue to measure outcomes of the new engagement process including Area Boards undertaking self assessments and partner organisations providing outcomes of commissioning such as the residents training programme. These will continue to focus on well being outcomes such as employment which disproportionately affect BME, female and low paid residents.
5.0 Publishing your results	
The results of your EIA must be published. Once the business activity has been implemented the EIA must be periodically reviewed to ensure your decision/change had the anticipated impact and the actions set out at 4.2 are still appropriate.	
EIA publishing date	
EIA review date	
Assessment sign off (name/job title):	

All completed and signed-off EIAs must be submitted to equalities@lambeth.gov.uk for publication on Lambeth's website. Where possible, please anonymise your EIAs prior to submission (i.e. please remove any references to an officers' name, email and phone number).