### Enfield Council – Retrospective Equality Impact Assessment / Analysis

<table>
<thead>
<tr>
<th>Department:</th>
<th>Regeneration and Environment</th>
<th>Service:</th>
<th>Housing Development and Renewal Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author:</td>
<td>Sarah Carter</td>
<td>Date completed:</td>
<td>May 2016</td>
</tr>
<tr>
<td>Contact name:</td>
<td></td>
<td>Contact phone number:</td>
<td></td>
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</tbody>
</table>

### About the service

1. **Brief description of the service covered by this assessment.**

The Housing Development and Renewal Team delivers affordable housing across the borough. The team provides new accommodation to residents in housing need including vulnerable households who homes need to be specifically adapted to meet their disability. To ensure we provide good quality accessible supported living options we have developed a number of local housing design guides to steer our partner house builders and Registered Providers to develop homes that retain independence.

Our housing design guides:
- enable people with physical disabilities, complex and challenging support and care needs to be cared for within independent living environments that facilitate privacy, choice and control;
- enable people with complex and challenging support and care needs to be cared for closer to home, maintaining family and friendship networks.

2. **Please list the main partners, council departments, organisations and service user or target groups for this service.**

Registered Providers (RP's), house builders, architects, all Councils departments, resident and non-resident leaseholders, Council tenants, tenants and residents association, resident panel, independent tenant and leaseholder advisors, Councillors, Greater London Authority (GLA).

3. **If the service is provided by another organisation or agency please give their names and how you ensure they comply with the Council’s Equal Opportunities and Valuing Diversity policy**

Registered Providers (RP's) provide affordable housing in the borough as well as the Council recently starting to build their own Affordable Housing on council owned land and Estate renewal schemes. All registered RP’s have to comply with GLA regulations. Please see attached list of RSLs.
4. Please list any performance objectives / targets relating to equality that your service has / uses.
   If as a result of this assessment you are going to introduce new targets, please detail these in your action plan at the end of this form

The Mayor sets out in the London Plan the average annual minimum housing supply targets for each borough until 2025. These targets are informed by the need for housing as evidenced by the GLA's 2013 Strategic Housing Market Assessment (SHMA). For Enfield the target is 798 p.a. until 2015 although this figure will be reviewed.

**Equality data collection and monitoring**

5. Does your service collect data from service users / applicants for equalities monitoring purposes? YES
6. If YES please detail below how and when this data is collected and where it is stored e.g. equalities data is collected at application stage and entered into the SAP database.

- Choice Based Letting Scheme application form. This information is used to inform Northgate.
- Customer satisfaction forms, on completion of decant process. This information is used for any service improvements.
- Housing Assessment Form. To identify housing need.
- Health and Well Being Form. Completed if there are any health concerns.

7. Does your service carry out equalities monitoring to review the take up / accessibility of your service? YES
   If YES please detail which aspects of your service are monitored and how frequently, then proceed to Q8. If NO please complete Q7.

   Yes as above. The information enables the Decant Team to know which tenants are actively engaged in the process.
   We employ a Turkish interpreter / translator and independent tenant and leaseholder advisers who have regular contact with existing tenants and leaseholders.

8. If your service does NOT monitor equalities, please detail how you comply with the Council's Equal Opportunities and Valuing Diversity policy and how you achieve the council's aim of 'Fairness for all' - serving the whole borough fairly and tackle inequality.
9. Monitoring information: Decanting of Estate Renewal Programmes

Indicate YES, NO or NA (Not Applicable) for each characteristic:

<table>
<thead>
<tr>
<th>Characteristics</th>
<th>Y</th>
<th>Y</th>
<th>Y</th>
<th>Y</th>
<th>Y</th>
<th>Y</th>
<th>Y</th>
<th>Y</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does monitoring enable you to profile service users / applicants by the following characteristics?*</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Does monitoring enable you to profile the satisfaction of service users by the following characteristics?*</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Does a comparison against baseline demographic data show that service users are representative of the local population in relation to the following characteristics?</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Does monitoring show that there are any under-represented groups within the following characteristics?</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
</tbody>
</table>

IF YES PLEASE LIST THE ACTIONS YOU ARE TAKING/WILL TAKE TO ADDRESS UNDER-REPRESENTATION OF PROTECTED GROUPS IN THE ACTION PLAN AT THE END OF THIS ASSESSMENT.

* if you do not include all protected characteristics in your equalities monitoring please explain why below:

10. Protected characteristics equalities impact:

Please indicate YES, NO or NA (Not Applicable) for each characteristic

<table>
<thead>
<tr>
<th>Characteristics</th>
<th>Y</th>
<th>N</th>
<th>N</th>
<th>N</th>
<th>N</th>
<th>N</th>
<th>N</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do satisfaction levels identify any concerns arising from vulnerable groups within the following characteristics?</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>Does your evidence show an adverse impact on any group/s within the following characteristics?</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
</tbody>
</table>
Are there known or potential barriers to participation for any group/s within the following characteristics?

|   | N | N | N | N | N | N | N | N | N |

IF YES PLEASE LIST THE ACTIONS YOU ARE TAKING/WILL TAKE TO MITIGATE ADVERSE IMPACTS / BARRIERS / CONCERNS IN THE ACTION PLAN AT THE END OF THIS ASSESSMENT.

Re adverse impact – by being aware of tenant and leaseholder's disability, age (particularly the elderly) and pregnancy – we are able to ensure their needs are met. This could include adaptions, house type and housing need.

11. Could the service or policy discriminate, directly or indirectly, according to the accompanying definitions? NO
   If YES, please set out how it is justifiable under legislation in the box below.

12. Could the service or policy have an adverse impact on relations between different groups / community cohesion? YES
   If YES, describe below and add any actions to mitigate this impact in your action plan.

By being aware of the different groups and any community cohesion issues we are able to address these as part of the estate renewal programme. The Local Lettings Plan (LLP) where possible enables tenants to remain neighbours with accommodation to meet their housing needs.

13. Have you received any complaints about your service in respect of equality issues? YES
   If YES, please give a brief description and what action has been taken as a result.

The Decant Team were approached to say that the Somali community were not aware of the estate renewal process. This was not the case. However, we arranged to have a Somali interpreter and translator at our consultation events. All Somali families gathered together and shared this information and became fully engaged in the housing design process. This engagement has followed through to Somali residents attending the Housing Office on a regular basis.
14. How does the service contribute to eliminating discrimination, advancing equality of opportunity and fostering good relations between different groups in the community?

Various funding support for tenants and leaseholders, Local housing design guides, consultation process – offer DDA compliant buildings, different language interpreters / translators, play workers to support families with children, displays / paperwork in a variety of languages and fonts and other formats, variations in time and day of events. Weekly use of a Turkish interpreter / translator, BSL interpreters, all paperwork translated into a variety of languages, targeted engagement including young people and the Turkish residents, support for vulnerable tenants and leaseholders, multi-agency working, on site office – with flexible hours include weekends and home visits, access to PCs, use of independent tenant and leaseholder advisors (ITLA) offering home appointments and surgery sessions, quarterly Information Updates, notice boards, development of resident aspirations document, establishment of Resident Panel, Social Regeneration Team (SoRT) with resident and tenant association, development of Community Improvement Plan within 3 themes – Community Cohesion, Health and Well Being and Employment, Economy and Education including volunteer, partnership working in localities, developer agreement – apprenticeship opportunities and other community initiatives.

15. Please give specific examples of success / best practice your service can evidence in terms of ‘narrowing’ the gap through improved outcomes / reduced inequality for service users

The above best practice supports residents and leaseholder and contributes to reducing inequality for service users. With the physical build residents have had their say on the housing design and the master planning process. The provision of mixed tenure housing developments creates a more sustainable community. Improved living conditions, reduced overcrowding and renewed local amenities. High quality new homes, reduction in energy costs and service charges. The team work with residents to ensure that all their housing needs are met. Production of a re-housing and leaseholder booklet. To address the social economic aspect of the housing development the team work closely with an established resident panel; and tenant and resident association to establish a Social Regeneration Team (SoRT). SoRT produces a Community Improvement Plan for the estate renewal scheme with an action plan. Working in partnership to support residents’ needs, wants and aspirations within 3 themes - Community Cohesion, Health and Well Being and Employment, Economy and Education including volunteer. Examples of successful initiatives to date include apprenticeship take up of local young people, construction event, community events, schools competitions, hoarding arts projects, community film project. There will be many more opportunities for local people as developer agreement monies become available to support the betterment of local residents and the local community.

16. Does your service or policy provide financial support for the protected groups? YES

If YES, please list below and the value of the financial support.

Tenants and leaseholder affected by the estate renewal receive Home Loss and Disturbance Allowance payments. Provide support and access to welfare benefits. Allocation of food bank vouchers.

With funding from the GLA and the Council we offered Leaseholders over 50 affected by Estate Regeneration up to £60k to buy a new home off the estate.
We also have additional funding from the GLA to contribute to the build of 4 x wheelchair adapted properties on two of our small sites for people with physical disabilities and learning difficulties.

17. Socio-economic equalities impact:
Indicate YES, NO or NA (Not Applicable) for each characteristic

| Does the service or policy specifically impact on people / communities disadvantaged through the following socio-economic factors? |
|---|---|---|---|---|---|---|---|---|---|
| Community Cohesion | People in low income | People on low benefits | People in poor health | People in poor housing | People in poor health | Any other socio-economic factor |
| Y | Y | Y | Y | Y | Y | Y |

Does the service / policy contribute to promoting equality of opportunity for the following groups?

| Does the service / policy contribute to promoting equality of opportunity for the following groups? |
|---|---|---|---|---|---|---|---|---|---|
| Community Cohesion | People in low income | People on low benefits | People in poor health | People in poor housing | People in poor health | Any other socio-economic factor |
| Y | Y | Y | Y | Y | Y | Y |

18. If YES answered above – please describe the impact (including any positive impact on social economic inequality) and any mitigation if applicable

Please see 14 & 15 above. Any other socio-economic factor – Community Cohesion including reduced anti-social behaviour and environmental crime. Estate renewal provides an opportunity to bring communities closer together. This benefits individuals, families and the community as a whole. Residents have a greater sense of place and raised aspirations.

Consultation and engagement

19. Please list any recent consultation activity on your service, any specific equalities groups that were targeted, how the results have been publicised and what action has been taken in response to the results. (Please state the source of data)

(If more information is needed to understand the views of disadvantaged groups please add this to your action plan)

A variety of consultation events regarding the New Avenue development and small sites rolling programme with residents, Members and the wider community. Meeting with allocated residents (tenants and leaseholders) for the new Dujardin Mews housing development. Meeting with the Cabinet Member for Housing & Housing Regeneration, Ward Members and the Turkish community with the established Turkish interpreter and ITLA.
Staff training and development

20. Please set out below the staff training undertaken on equalities. If there is a need for additional staff training please detail this in your action plan.

Evidence of staff training:
Care Act, safeguarding, drug and alcohol awareness, loan shark training and corporate equalities training.

Outcomes from such training:
Better staff understanding of the impact on the residents we engage with. Ability to signpost / work with the appropriate agency/ agencies.
Understanding differing religious and cultural backgrounds

Review and publicity

21. Please set out in your action plan when you will review this assessment and how it will be publicised
(Note: all EQIAs sent to the Performance Management Team are published on the Council's website)

See below
### Action plan template for existing services

**Name of service/policy:** Council Housing

**Team:** Housing Development and Renewal  
**Department:** Regeneration and Environment

**Service manager:** Paul Davey  
**Team Manager:** Sarah Carter

<table>
<thead>
<tr>
<th>Identified Issue</th>
<th>Action Required</th>
<th>Lead Officer</th>
<th>Timescale/By When</th>
<th>Costs</th>
<th>Review Date/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue to complete EQIA for all future schemes.</td>
<td>Completion of EQIA</td>
<td>Project Manager / Community Engagement Co-ordinator</td>
<td>As and when</td>
<td>N/A</td>
<td>To be monitored quarterly</td>
</tr>
<tr>
<td>Current EQIAs</td>
<td>To be reviewed</td>
<td>Project Manager / Community Engagement Co-ordinator</td>
<td>Annually</td>
<td>N/A</td>
<td>To be monitored annually</td>
</tr>
<tr>
<td>Where the Council contracts for professional project services, and the duty to promote equality applies to these functions, appropriate arrangements need to be in place</td>
<td>Ensure key consultants are obliged and committed to avoiding direct / indirect discrimination.</td>
<td>Project Manager</td>
<td>As procured</td>
<td>N/A</td>
<td>Upon appointment and on-going throughout the project.</td>
</tr>
<tr>
<td>Public consultation to be inclusive, accessible and identify any potential discrimination issues.</td>
<td>Incorporate equalities issues into the engagement aspect of the Project Plan</td>
<td>Project Manager / Project Support Officer / Community Engagement Co-ordinator</td>
<td>In preparation for new schemes</td>
<td>N/A</td>
<td>On going</td>
</tr>
<tr>
<td>Provide socio economic opportunities for residents affect by the estate renewal schemes.</td>
<td>Produce a Community Action Plan in line with the Developer Agreement. Establish partnership opportunities.</td>
<td>Project Manager / Community Engagement Co-ordinator</td>
<td>In preparation for new schemes</td>
<td>N/A</td>
<td>On going</td>
</tr>
<tr>
<td>Monitor and review of this Action Plan</td>
<td>Project management</td>
<td>Housing development and Renewal Team</td>
<td>Quarterly and aligned with highlight reporting</td>
<td>N/A</td>
<td>To be monitored and reviewed quarterly</td>
</tr>
</tbody>
</table>
Please insert additional rows if needed

APPROVAL BY THE RELEVANT ASSISTANT DIRECTOR - NAME: Paul Davey  SIGNATURE: 

Date to be reviewed: May 2016