### About the service

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

   Housing Operations provides housing, tenancy and communal services to the tenant customer group, a comprehensive leasehold and home ownership service for the leasehold customer group, a property management service for those customers in temporary accommodation and a specialist sheltered housing service for customers requiring this housing option. The service also manages the voids process for all empty homes, including the viewings and sign-ups. The service consists of:

   - Neighbourhood Management – including management of tenancies, leasehold, low level ASB and monitoring the external environment
   - Communal Services – including caretaking, cleaning, removal of fly tipping
   - Rehousing and Temporary Accommodation – including the voids process, viewings, sign-ups of new tenants, management of PSL and Gateway temporary housing solutions
   - Sheltered housing – including daily and less frequent visits, housing management offer for older customers requiring support to maintain independence
   - Home Ownership – including RTB, re-sales, re-mortgage applications, leasehold service charges, major works charges, and collection of charges
   - Garages, Community Halls and Projects – management and improvement of the estate parking provision, including refurbishment of garages sites, creation of estate parking controlled zones, management of all community halls including bookings, income collection, health and safety

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

   **Internal:** Social services [Adults and Children’s Services]; Public Realm; Planning; Repairs and Maintenance; Major Works; Estate Renewal and Development; Income Services, Community Mental Health; Housing Benefit; Council Tax; Fraud; Refuse; Grounds Maintenance; Leisure; Resident Engagement; Finance; Customer Gateway, Community Services Unit.

   **External:** Police, CAB, Welfare Support Agencies, debt advice, resident associations, community groups, MPs, Councillors, GPs, schools/colleges, private
sector landlords, housing association partners and landlords.

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

All related services within housing operations are carried out by the teams outlined in section 1, with the exception of Income Management [Rent] which is managed by the Income Hub, within the Finance Directorate, however does have some alignment with the management and enforcement of tenancies.

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

Collection of information:
- ASB case management

We will be reviewing the KPI framework for the Housing Operations Teams as part of the 16/17 Delivery Plan to support a better understanding of our customer base and service needs. The target date for completion in December 2016.

**Equalities data collection and monitoring**

5. Does your service collect data from service users /applicants for equalities monitoring purposes?   YES
   
   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.*

Equalities data is collected on:
- The offer stage for allocation
- Tenancy sign-up
- Getting to know you visit
- Case management of ASB
- Tenancy terminations
- Tenancy audits
- Leaseholder data collected every 3 years for profiling purposes
6. 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**.

The monitoring of new tenants is carried out by the Allocations and Assessment Teams, who collect the data to ensure fair allocation of properties and compliance with both housing and equalities legislation.

At the sign-up of the new tenants we undertake another review of equality information, to ensure we are providing the appropriate level of service, support or resources that are required to sustain a tenancy and mitigate the risk of tenancy loss. The support/resources are either within the council service provision or through third parties.

The implementation of the Civica CX Housing Management system in 2017 will further enhance equality and diversity recording, monitoring and supporting service delivery.

7. 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

N/A

8. **Monitoring information:**  
Indicate **YES**, **NO** or **NA** (Not Applicable) for each characteristic

<table>
<thead>
<tr>
<th></th>
<th>Disability</th>
<th>Gender</th>
<th>Age</th>
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<th>Gender reassignment</th>
<th>Pregnancy &amp; Maternity</th>
<th>Marriage &amp; Civil Partnerships</th>
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<tr>
<td>Does monitoring enable you to <strong>profile</strong> service users / applicants by the following characteristics?*</td>
<td>Y</td>
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<td>Does monitoring enable you to profile the <strong>satisfaction</strong> of service users by the following characteristics?*</td>
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<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>
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<td>Does monitoring show that there are any under-represented groups within the following characteristics?</td>
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**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:

Housing Operations will be working with the Data and Management Information Hub to develop a better understanding of service user profiling per patch, to help resource an improved service offer and outcomes for customers.

### Equalities impact

**9. Protected characteristics equalities impact:**

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

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**Do satisfaction levels identify any concerns arising from vulnerable groups within the following characteristics?**

- N

**Does your evidence show an adverse impact on any group/s within the following characteristics?**

- N

**Are there known or potential barriers to participation for any group/s within the following characteristics?**

- 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.**

**10. 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.

We have clear policies and procedures in place that set out the service that is provided. We will also adapt where we can if a customer presents to LB Enfield issues that could make it more difficult to access or receive our services, e.g. home visits, assistance with referrals to services/third parties.
11. **Could the service or policy have an adverse impact on relations between different groups / community cohesion?**
   If YES, describe below and add any actions to mitigate this impact in your action plan.

   NO; this will form part of how we future proof the service through the new Neighbourhood Services, and the Civica CX housing management system.

12. **Have you received any complaints about your service in respect of equality issues? NO**
    If YES, please give a brief description and what action has been taken as a result.

   This forms part of ongoing monitoring of our complaints and lessons learned. Any complaints that impact on equality will result in a review of the process/policy.

13. **How does the service contribute to eliminating discrimination, advancing equality of opportunity and fostering good relations between different groups in the community?**

   We have a programme of visits and inspections with customers, and take a proactive approach to resident engagement and recognising the services we need to deliver. Processes are in place to ensure we investigate discrimination through enforcement of tenancies and leases.

14. **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**

   Data collected showed a higher number of residents from a particular background were reporting issues of ASB. In order to deal with this and support the residents we worked with the local community church to run a confidential reporting session so we could obtain clearer issues of ASB and how to support residents and deal with perpetrators.

   Allocation and Assessment diversity information provides management data on who are our new/transferring tenants to ensure the lettings policy in operated in a fair and non-discriminatory way, and to minimise negative impact of our working practices.

15. **Does your service or policy provide financial support for the protected groups? NO**
   If YES, please list below and the value of the financial support.
We can refer to relevant third party support organisations who will be able to provide advice and support.

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

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<tr>
<th>Communities living in deprived wards/areas</th>
<th>People not in employment, education or training</th>
<th>People with low academic qualifications</th>
<th>People living in social housing</th>
<th>Lone parents</th>
<th>People on low incomes</th>
<th>People in poor health</th>
<th>Any other socio-economic factor</th>
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Does the service or policy specifically impact on people / communities disadvantaged through the following socio-economic factors?

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

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<tr>
<th>Communities living in deprived wards/areas</th>
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<th>People with low academic qualifications</th>
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17. If YES answered above – please describe the impact (including any positive impact on social economic inequality) and any mitigation if applicable

We have very clear policies, procedures and protocols for our service area and we work to sustain tenancies through the Neighbourhood Services Team. If we are aware of any issues which require specialist intervention, we will refer the appropriate third party for example CAB, domestic abuse charities. We will monitor the outcomes to ensure we maximise tenancy sustainment.

**Consultation and engagement**

18. 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)

The last consultation we carried out was statutory consultation for Section 20 major works. There is no discretion on this, as a statutory/prescribed process. There has been a financial impact on leaseholders where high major works invoices have been issued, to mitigate any financial hardship we have a range of payment options, which will be reviewed again in November 2016.

By the end of 2016/17 a full STAR survey will be carried out to understand satisfaction levels within our customer base.
### Staff training and development

**19. 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:
- Induction for new staff
- 121/PAR targets
- Team Meeting – standard agenda items

Outcomes from such training:
- Clear understanding of impacts on communities
- Excellent customer services
- Mainstream Equality into how we deliver services

### Review and publicity

**20. 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)

June 2017
Enfield Council – Retrospective Equality Impact Assessment / Analysis

Action plan template for existing services

Name of service/policy: ...............................................................................................................................................................................

Team: ............................................................................................................. Department: ........................................................................................

Service manager: ..........................................................................................

<table>
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<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>
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<td>Publicity of this assessment and when it will be reviewed</td>
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Please insert additional rows if needed

Date to be reviewed: ..................................

APPROVAL BY THE RELEVANT ASSISTANT DIRECTOR - NAME: Madeleine Forster ..... SIGNATURE: .............................................

Approved by email