

## CABINET – 9TH JUNE 2022

### Report of the Head of Landlord Services, Lead Member: Councillor James Poland

#### Part A

#### ITEM 6      HOUSING CUSTOMER ENGAGEMENT STRATEGY 2022-2025

##### Purpose of Report

To seek Cabinet approval for a Housing Customer Engagement Strategy to cover the period 2022-2025.

##### Recommendations

1. That the Housing Customer Engagement Strategy 2022-2025 attached at Appendix 1 be approved.
2. That delegated authority be given to the Head of Landlord Services in consultation with the Lead Member for Public Housing to make minor amendments to the Housing Customer Engagement Strategy 2022-2025.

##### Reasons

1. To update the strategy for the involvement and empowerment of customers in the delivery of housing services.
2. To enable minor changes to be made to support the effective involvement and empowerment of customers in the delivery of housing services.

##### Policy Justification and Previous Decisions

The Housing Customer Engagement Strategy has not previously been considered by Cabinet. The Charter for Social Housing Residents: Social Housing White Paper places a renewed emphasis on stronger resident engagement by landlords. It is therefore appropriate that the updated strategy be brought forward.

Should it be approved by Cabinet, the strategy will support compliance with the statutory requirements of local authority landlords under the *Tenant Involvement and Empowerment Standard* (Regulator of Social Housing 2017).

The strategy will contribute positively towards the Council's Corporate Strategy 2020-24 theme "Healthy Communities". The Strategy states that:

*We are passionate about improving housing in the social [and private] sector and helping those in need of accommodation....*

## Implementation Timetable including Future Decisions and Scrutiny

Subject to call-in and Cabinet approval, it is expected the strategy will be adopted in June 2022.

### Report Implications

The following implications have been identified for this report.

#### *Financial Implications*

None identified.

#### *Risk Management*

The risks associated with the decision Cabinet is asked to make and proposed actions to mitigate those risks are set out in the table below.

| Risk Identified  | Likelihood      | Impact             | Overall Risk | Risk Management Actions Planned  |
|--|-----------------|--------------------|--------------|--|
| Strategy not delivered leading to intervention by the regulator and reputational damage. | 2<br>(unlikely) | 2<br>(significant) | 4<br>(low)   | Delivery of the strategy will be monitored by the Housing Management Advisory Board. |

#### *Equality and Diversity*

Through the strategy (if approved), the Council will meet its responsibilities in relation to equality and diversity. An Equality Impact Assessment has been completed and can be found at Appendix 2.

Key Decision: Yes

Background Papers: None

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## Part B

### 1. Background

- 1.1 In March 2020 the coronavirus pandemic saw the first lockdown take place. All face-to-face meetings such as Charnwood Housing Residents' Forum, the Senior Citizens' Forum, and the Leasehold Forum were discontinued. Annual events such as the September tenant networking event held in the town hall were cancelled. Virtually all planned events and actions could not be undertaken.
- 1.2 During 2021 engagement activities gradually resumed; and we are now in the fortunate position to be able to look forward to Summer 2022 and beyond in terms of re-establishing all customer engagement activities as normal. It is appropriate, therefore, that we implement a new four-year strategy.

### 2. Summary of Strategy

- 2.1 The strategy sets out four objectives and a four-year action plan to deliver on those objectives. The four objectives are:
- making it easier for our customers to engage us in ways and on issues that interest them;
  - being more accountable for the services we deliver by empowering our residents to challenge us;
  - to use customer feedback to improve our housing services and increase value for money; and
  - to embed customer engagement in all our services.
- 2.2 The strategy centres itself around a four-year plan of actions. Those actions are, as far as possible, measurable, achievable, time-defined and focused on tangible, practical outcomes. When completed or put in place, they will enhance and improve the opportunities residents have to influence, shape, and scrutinise our housing services.

### 3. Strategy Development

- 3.1 The proposed strategy was discussed at the Charnwood Housing Residents Forum on 2 March 2022. Various comments, observations and recommendations were made, some of which resulted in amendments being made to the strategy, for example, the inclusion of a glossary of terms and acronyms.
- 3.2 On 23<sup>rd</sup> March 2022 the Housing Management Advisory Board recommended adoption of the propose strategy.

### Appendices

- Appendix 1 - Housing Customer Engagement Strategy 2022-2025  
Appendix 2 - Equality Impact Assessment

# **Customer Engagement Strategy 2022 – 2025**

## **Charnwood Borough Council: Landlord Services**

**June 2022**

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### 1. Our vision

Landlord Services will engage all of its tenant and leaseholder customers offering them a wide range of opportunities to work with us to scrutinise, improve and deliver excellent services.

### 2. Our priorities

2.1 Our customer engagement priorities are linked to two of the key themes in Charnwood Borough Council's corporate plan for 2020- 2024:

- Healthy communities.
- Your council.

2.2 Landlord Services is working in partnership with all other council services to fulfil all themes although our particular focus is on the above two themes as they apply to the council's tenants and leaseholders. These are reflected in the following four priorities we set for delivering our existing customer engagement strategy:

- **To make it easier for our customers to engage in ways and on matters that interest them.** We will offer a range of options and both traditional and technology-based channels of communication.
- **To be more accountable for the services we deliver** by empowering our residents to challenge us and to get involved in setting priorities.
- **To use customer feedback to improve our housing services and increase value for money.** We will systematically gather feedback from our customers and keep them informed about how their contributions have been used to drive continuous improvement.
- **To embed customer engagement in all our services.** We will ensure that our officers and contractors understand this is a shared responsibility.

### 3. Scope of our strategy

3.1 Our customer engagement strategy will ensure we meet our regulatory requirements by providing a range of opportunities for customers to influence and be involved in:

- decision-making about our housing related services, including setting of service standards and agreeing local offers for service delivery.
- developing housing-related policies and strategic priorities.
- scrutinising our performance and recommending how performance might be improved.

3.2 Customer engagement is about how we:

- ensure that our tenants and leaseholders are able to challenge and give their views on the housing services we deliver.
- inform and consult customers about changes to our housing services.
- get feedback from customers about our housing services.

3.3 This strategy is relevant to:

- our tenants and leaseholders.
- elected members.
- landlord services officers and contractors.
- housing applicants.

3.4 This strategy has been developed from feedback received from our STAR survey. Tenants on our Charnwood Housing Residents' Forum have been involved in producing this strategy and will receive regular update reports on the delivery of the strategy and its action plan.

### 4. Customer engagement team achievements

The pandemic has been a challenging time for the customer engagement team to undertake many of its activities. There is one customer engagement officer who is managed by the principal officer for customer engagement and older persons' services within the landlord services team. Despite the restrictions during 2021 the customer engagement team achieved the following:

- Obtained computer equipment for involved tenants to enable them to engage in online meetings.

- Appointed new members to Housing Management Advisory Board (HMAB).
- Held online meetings with members of Charnwood Housing Residents' Forum (CHRF).
- Resumed meetings of the editorial panel.
- Held the annual garden competition.
- Reviewed and recommenced the tenant bid process and completed works suspended as a result of to the pandemic.
- Supported projects and events through the community initiative fund and EEM community donations fund.
- Worked closely with the council's communications team to provide updates and information through social media.
- Supported the council's response to the pandemic in providing assistance to residents and our local community.

## 5. Priorities for 2022-2025

- 5.1 The priorities that were set for the existing customer engagement strategy will not change in this new strategy; there will, however, be different actions to deliver on the objectives set under these priorities They will be revisited and updated as necessary during the life of this strategy.

### **Priority 1**

#### **To make it easier for our customers to engage us in ways and on issues that interest them**

We will:

- review and expand upon the structures of engagement and the menu of opportunities for tenants and leaseholders to engage in and develop ways for customers to get involved for short periods and more informally rather than having to make a long-term, formal commitment.
- provide ways for customers to ask questions, give us feedback and access information using their phones, tablets or computers. That will include developing our website and we will explore with our customers how they would like to use digital routes such as SMS text messaging, Facebook, Twitter, WhatsApp and/or other applications.

## **Priority 2**

### **To be more accountable for the services we deliver**

We will:

- consult our customers on the kind of information they want from us, how often and how they would like it presented. We will continue to involve customers in designing the content and format of the information we provide.
- empower customers to hold us to account by providing appropriate information, training, support, and feedback.
- develop and support a resident-led scrutiny process that will challenge our housing services and make recommendations for improvement.
- commit to providing feedback and a response to our customers following their feedback and enquiries.

## **Priority 3**

### **To use customer feedback to improve our housing services and increase value for money**

We will:

- systematically gather feedback from our customers, using it to understand service weaknesses, identify good practice and provide transparency over value for money of our services.
- develop a range of ways to gather feedback, including surveys, mystery shopping and formal and informal consultations.
- produce a regular “You said, we did,” article for *Your Homes Matter* highlighting where customer feedback has made a difference to how we deliver our services.

## **Priority 4**

### **To embed customer engagement in all our services**

We will:

- arrange for our customer engagement officers to attend team meetings regularly to facilitate cross-team working across all landlord services and support teams to promote engagement in all our services.
- maximise the use of the tenant bids budget and other funds to deliver improvements requested by tenants.



5.2 The detailed action plan to deliver on these priorities can be found in appendix B.

## 6. Delivering the strategy

We will deliver this strategy through implementing our customer engagement model and will measure and report on our performance. The action plan to deliver this strategy is attached as appendix B.

## 7. Monitoring delivery of the strategy

Reports in progress in implementing the strategy and in accordance with time scales set out in the action plan will be given to the Housing Management Advisory Board for monitoring purposes.

## 8. Customer engagement model

Our customer engagement model to support delivery of this strategy is illustrated in the diagram on page 6 as appendix A.

## 9. Key performance indicators

9.1 We will report on our performance against a set of indicators agreed with our customers. Regular reports will be made to HMAB and CHRF and to all customers in our annual report.

9.2 The current indicators are:

- The number of tenants and the number of leaseholders who are actively and regularly engaged with us;
- The number of engaged customers who are members of minority and hard to reach groups;
- The number of informal contacts made with customers in which some form of feedback is gathered;
- The number of changes made as a result of customer engagement;
- Any savings identified as a result of customer engagement.

## Appendix A: The customer engagement model

### Shaping (HMAB)

- Designing service improvement
- Holding to account – systematic monitoring of performance information
- Can ask CHRF to scrutinise area of concern

### Challenging (CHRF)

- Challenging the service to improve
- Developing customer involvement
- Sub-groups with different functions: to include scrutiny task and finish; Tenant Bids

### Influencing (variety of routes)

Senior  
Citizens'  
Forum

Community  
representatives

Leasehold  
surgeries

Customer  
insight and  
complaints

Estate walks

## Appendix B

### Customer engagement strategy 2022-25 action plan

| Ref no. | Priority one: To make it easier for our customers to engage us in ways and on issues that interest them   |                |   |  |  |               |             |
|---------|---|----------------|---|--|--|---------------|-------------|
|         | Objective   | Priority L/M/H | Milestones/How success will be measured   | Progress   | Lead   | Target date   | Status      |
| 1.1     | Recommence the sheltered courts' tenant meetings and Senior Citizens' Forum   | H              | <ul style="list-style-type: none"> <li>Date of meetings set</li> <li>Representation from every court</li> </ul> | All meetings now scheduled in for the year and under way | Principal officer/Customer engagement officers | March 2022    | Complete    |
| 1.2     | Work with our communications team to ensure we use all methods of communication to reach a wider audience   | H              | Monitor hits on website and response to social media announcements  | Initial groundwork started with comms team               | Customer engagement officers                   | July 2022     | In progress |
| 1.3     | Continue to hold the annual tenant garden competition   | H              | Measure number of entries   |  | Customer engagement officers                   | July 2022     | Open        |
| 1.4     | Develop our website to include online applications for funding opportunities and a live calendar of engagement activities                             | H              | Evidence of online forms completed  |  | Customer engagement officers                   | December 2022 | Open        |
| 1.5     | Introduce more informal engagement activities to engage with our customers in their communities, such as estate action days and short-term activities | H              | Estate walks scheduled for 2022   |  | Principal officer/Customer engagement officers | April 2023    | Open        |

|      |   |   |   |  |  |             |      |
|------|---|---|---|--|--|-------------|------|
| 1.6  | Improve relationships with customers and communities by promoting our community funding opportunities, such as tenant bids, community initiatives fund and EEM community donations. | M | <ul style="list-style-type: none"> <li>Magazine articles in each addition of YHM, including "You said, we did" article.</li> <li>Report to CHRF &amp; HMAB on funding for the year</li> </ul> |  | Customer engagement officers                   | April 2023  | Open |
| 1.7  | Introduce a series of informal roadshows throughout the borough   | M | Programme of road shows   |  | Customer engagement officers                   | June 2023   | Open |
| 1.8  | Recommence the annual tenant network event  | M | Attendance numbers at event   |  | Customer engagement officers                   | August 2023 | Open |
| 1.9  | Explore with our customers how they can provide feedback and access information using digital routes through their tablets, phones, or computers                                    | M | Customer survey to identify preferred methods of contact and availability of devices and internet   |  | Customer engagement officers                   | April 2024  | Open |
| 1.10 | Review our "Have Your Say" leaflet to include all opportunities including an indication of time commitments and expected outcomes   | H | Production of new leaflet   |  | Principal officer/Customer engagement officers | May 2024    | Open |
|      |   |   |   |  |  |             |      |

| Ref no. | Priority two: To be more accountable for the services we deliver  |                |  |          |  |                                   |        |
|---------|---|----------------|--|----------|--|-----------------------------------|--------|
|         | Objective   | Priority L/M/H | Milestones/How success will be measured  | Progress | Lead   | Target date                       | Status |
| 2.1     | Promote the outcomes of customer engagement activity to all stakeholders emphasising the difference it has made | H              | Report generated from TP Tracker for annual report   |          | Principal officer/Customer engagement officers | October 2022                      | Open   |
| 2.2     | Provide regular reports on complaints received and lessons learned  | M              | Article in YHM   |          | LSM  | October 2022                      | Open   |
| 2.3     | Work with our editorial panel to improve the design, content, and format of our literature                      | M              | Copies of new materials produced   |          | Customer engagement officers                   | March 2023                        | Open   |
| 2.4     | Promote the outcomes of any grant funded activities   | H              | Articles in <i>Your Homes Matter</i>   |          | Customer engagement officers                   | April 2023                        | Open   |
| 2.5     | Develop a training programme for tenants to empower them to hold us to account                                  | M              | Record of number of tenants attending training   |          | Principal officer/Customer engagement officers | December 2023                     | Open   |
| 2.6     | Develop and support a tenant-led scrutiny process to challenge our services and recommend improvements          | M              | <ul style="list-style-type: none"> <li>Recruitment of scrutiny panel members</li> <li>Training of scrutiny panel members</li> <li>Scrutiny report and suggested actions</li> </ul> |          | Customer engagement officers                   | June 2024                         | Open   |
| 2.7     | Take an annual report to the Charnwood Housing Residents Forum and the Housing                                  |                | Reports taken to the CHRF / HMAB   |          | Principal officer                              | July 2023 and annually thereafter | Open   |

|   |   |                       |  |                 |                              |                    |               |
|---|---|-----------------------|--|-----------------|------------------------------|--------------------|---------------|
|   | Management Board to state the progress made on delivering the strategy.                               |                       |  |                 |                              |                    |               |
| <b>Priority three: To be use customer feedback to improve our housing services and increase value for money</b> |   |                       |  |                 |                              |                    |               |
| <b>Ref no.</b>  | <b>Objective</b>  | <b>Priority L/M/H</b> | <b>Milestones/asures of success</b>  | <b>Progress</b> | <b>Lead</b>                  | <b>Target date</b> | <b>Status</b> |
| 3.1   | Recruit and train communal cleaning inspectors  | H                     | <ul style="list-style-type: none"> <li>Article in <i>YHM</i> spring edition 2022</li> <li>Recruitment and training of a minimum of twelve tenant inspectors</li> </ul>                       |                 | Customer engagement officers | December 2022      | Open          |
| 3.2   | Deliver the action plan <sup>1</sup> produced based on resident feedback from our STAR survey.        | H                     | <ul style="list-style-type: none"> <li>All SMT to provide input in to 'You said, we did' article for <i>YHM</i> on changes to their service areas</li> <li>Action plan delivered.</li> </ul> |                 | SMT                          | April 2023         | Open          |
| 3.3   | Complete the impact assessment stage of the grant funded processes for tenant bids, EEM donations and | M                     | Impact assessments to be completed following each grant or bid completed   |                 | Customer engagement officers | April 2023         | Open          |

<sup>1</sup> [HMAB - 23 March 22 - Item 5 - STAR Survey Report.pdf \(moderngov.co.uk\)](#)

|         |  |                       |   |                 |  |                     |               |
|---------|--|-----------------------|---|-----------------|--|---------------------|---------------|
|         | community initiative funds to ensure they deliver value for money  |                       |   |                 |  |                     |               |
| 3.4     | Use our TP Tracker software to produce reports on the cost and outcomes of customer engagement to ensure we are providing value for money  | M                     | Feedback report to be included in annual report   |                 | Customer engagement officers                   | October 2023        | Open          |
| 3.5     | Introduce a mystery shopping process to gather feedback and make recommendations for areas for improvement.  | M                     | <ul style="list-style-type: none"> <li>Recruitment of mystery shopper</li> <li>Training of mystery shoppers</li> <li>Mystery shopping feedback report and suggested improvements</li> </ul> |                 | Customer engagement officers                   | September 2024      | Open          |
| Ref no. | <b>Priority four: To embed customer engagement in all our services</b>   |                       |   |                 |  |                     |               |
|         | <b>Objective</b>   | <b>Priority L/M/H</b> | <b>Milestones/measurements of success</b>   | <b>Progress</b> | <b>Lead</b>                                    | <b>Target date</b>  | <b>Status</b> |
| 4.1     | Use the tenant bids budget effectively and in accordance with the new revised procedures   | H                     | Report to HMAB & CHRF, including impact assessments   |                 | Principal officer/Customer engagement officers | Each financial year | Open          |
| 4.2     | Use EEMs' community donation fund in accordance with the new revised procedures  | H                     | Report to HMAB & CHRF, including impact assessments   |                 | Principal officer/Customer engagement officers | Each financial year | Open          |
| 4.3     | Customer engagement officers to attend team meetings regularly to facilitate cross-team working across all landlord services and support teams to promote engagement in all our services | M                     | Evidence of attendance at team meetings; reports to landlord services' senior management team.  |                 | Principal officer/Customer engagement officers | January 2023        | Open          |

## **Glossary**

- CHRF - Charnwood Housing Residents' Forum
- EEM - a framework organisation used by the council to procure contracts
- HMAB - Housing Management Advisory Board
- SMT - Senior management team (managers from all areas of Landlord Services)
- STAR survey - a nationally recognised survey to gather customer satisfaction feedback from tenants



## Appendix 2 - Equality Impact Assessment

### Charnwood Borough Council

#### Equality impact assessment 'Knowing the needs of your customers and employees'

##### Background

An equality impact assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

##### Legislation- equality duty

As a local authority that provides services to the public Charnwood Borough Council has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to:

- Eliminate discrimination, harassment, and victimisation
- Advance equality of opportunity
- Foster good relations

For the following protected characteristics:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion or belief
8. Sex
9. Sexual orientation

What is prohibited?

1. Direct discrimination
2. Indirect discrimination
3. Harassment
4. Victimisation
5. Discrimination by association
6. Discrimination by perception
7. Pregnancy and maternity discrimination
8. Discrimination arising from disability
9. Failing to make reasonable adjustments

**Note: Complete the action plan as you go through the questions**

##### Step 1 – Introductory information

|  |                                      |
|--|--------------------------------------|
| <b>Title of the document being assessed</b>                        | Customer Engagement Strategy 2022-25 |
| <b>Name of lead officer and others undertaking this assessment</b> | Sally Ramalho, Helen Kennedy         |
| <b>Date EIA started</b>  | 29 April 2022                        |
| <b>Date EIA completed</b>  | 3 May 2022                           |

## Step 2 – Overview of document being assessed:

|   |
|---|
| Outline: What is the purpose of this document? (Specify aims and objectives)  |
| <p>The customer engagement strategy will ensure we meet our regulatory requirements by providing a range of opportunities for customers to influence and be involved in:</p> <ul style="list-style-type: none"> <li>• decision-making about our housing related services, including setting of service standards and agreeing local offers for service delivery.</li> <li>• developing housing-related policies and strategic priorities.</li> <li>• scrutinising our performance and recommending how performance might be improved.</li> </ul> <p>The strategy and its action plan detail how we intend to do this.</p> |
| What specific group/s is the policy designed to affect and what is the intended change or outcome for them?   |
| <p>This strategy is designed to improve the services provided to tenants and leaseholders living in council properties.</p>   |
| Which groups have been consulted as part of the creation or review of the policy?   |
| <p>Feedback received from our STAR survey has been used in developing this strategy. The strategy has been approved by the Charnwood Housing Residents Forum (CHRF) who are a group of tenants involved on a formal level to consider improvements to the services delivered to all tenants.</p>  |

## Step 3 – What we already know and where there are gaps

|   |
|---|
| <p>List any existing information/data do you have/monitor about different diverse groups in relation to this policy? Such as in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy &amp; maternity, race, religion or belief, sex, sexual orientation etc.</p> <p>Data/information such as:</p> <ul style="list-style-type: none"> <li>▪ Consultation</li> <li>▪ Previous equality impact assessments</li> <li>▪ Demographic information</li> <li>▪ Anecdotal and other evidence</li> </ul>  |
| <p>A range of diversity information is available from our records and held in QL (our housing management system) for all those customers receiving housing management services. This includes information on age, gender, ethnicity, sexual orientation, and disability. The range of information is limited in relation to certain characteristics (e.g., sexual orientation)</p> <p>We are also aware from data kept regarding past involvement activities that tenants and leaseholders in our younger age groups are less likely to engage and be involved in our activities.</p> |
| What does this information / data tell you about diverse group? If you do not hold or have access to any data/information on diverse groups, what do you need to begin collating / monitoring? (Please list)  |
| <p>This information enables us to consider different methods of involvement to try to engage as many of our tenants and leaseholders as possible.</p>   |

## Step 4 – Do we need to seek the views of others? If so, who?

In light of the answers, you have given in step 2, do you need to consult specific groups to identify needs / issues? If not please explain why.

Staff in the customer engagement team have been consulted.  
Tenants have been consulted at the Charnwood Housing Residents' Forum and Housing Management Advisory Board

### Step 5 – Assessing the impact

In light of any data/consultation/information and your own knowledge and awareness, please identify whether the policy has a positive or negative impact on the individuals or community groups (including what barriers these individuals or groups may face) who identify with any 'protected characteristics' and provide an explanation for your decision (please refer to the general duties on the front page).

|   | Comments  |
|---|---|
| <b>Age</b>  | No adverse effect: the strategy identifies numerous ways to engage and in different media to try to meet the needs and preferences of all age groups. There is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination  |
| <b>Disability<br/>(Physical, visual, hearing, learning disabilities, mental health)</b>   | No adverse effect: positive action is in place where support is offered to tenants wanting to engage regardless of their disability, whether that be by providing transport, consideration for meeting venues or providing support workers. There is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination  |
| <b>Gender reassignment<br/>(Transgender)</b>  | No adverse effect: there is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination   |
| <b>Race</b>   | No adverse effect: there is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination. Positive action will include the ability to engage interpreting services such as Language Line or local translation services.  |
| <b>Religion or belief<br/>(Includes no belief)</b>  | No adverse effect: consideration is given as to the venues used for activities to ensure they do not prove to be exclusive to any religious group. There is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination. Positive action will include careful consideration of the timing of engagement activities to ensure, as reasonably as is practicable, that people's religious observances and beliefs are not compromised. |
| <b>Sex</b>  | No adverse effect: there is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination   |
| <b>Sexual orientation</b>   | No adverse effect: there is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination   |
| <b>Other protected groups (pregnancy &amp; maternity, marriage &amp; civil partnership)</b>   | No adverse effect: there is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination   |
| <b>Other socially excluded groups (carers, low literacy, priority neighbourhoods, health inequalities, rural isolation, asylum seeker and refugee communities etc.)</b> | No adverse effect: travel, carer and childcare expenses are available to those who need support to be able to participate. Transport is provided for those who require it to attend activities. There is a code of conduct for all engagement activity to ensure that all participants can fully engage and express their views without fear of discrimination  |

Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.

Please note:

- a) If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately.
- b) Additionally, if you have identified adverse impact that is justifiable or legitimate, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

There is no adverse impact or discrimination identified in this assessment since any potential impact can be mitigated by the positive action we can take.

Summarise your findings and give an overview as to whether the policy will meet Charnwood Borough Council's responsibilities in relation to equality and diversity (please refer to the general duties on the front page).

Delivery of the council's general equalities duties is supported by the strategy.

### Step 6- Monitoring, evaluation, and review

Are there processes in place to review the findings of this assessment and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact?

Performance of the customer engagement team and its activities will be monitored by the Charnwood Housing Residents' Forum and the Housing Management Advisory Board.

How will the recommendations of this assessment be built into wider planning and review processes?  
e.g. policy reviews, annual plans and use of performance management systems.

No recommendations have been identified in this assessment.

### Step 7- Action plan

Please include any identified concerns/actions/problems in this action plan:


**The problems etc identified should inform your service plan and, if appropriate, your consultation plan**

| Reference number | Action   | Responsible officer | Target date |
|------------------|--|---------------------|-------------|
|                  | No actions have been identified in this assessment |                     |             |

### Step 8- Who needs to know about the outcomes of this assessment and how will they be informed?

|  | Who needs to know<br>(Please tick) | How they will be informed<br>(we have a legal duty to publish EIA's)       |
|--|------------------------------------|--|
| Employees  | ✓                                  | Team meetings  |
| Tenants  | ✓                                  | Publication on the council's website                                       |
| Partners and stakeholders  | ✓                                  | Publication on the council's website                                       |
| Others   | ✓                                  | Future and potential tenants through publication on the council's website. |
| To ensure ease of access, what other communication needs/concerns are there? |                                    | None identified.   |

■ **Step 9- Conclusion (to be completed and signed by the service head)**

|  |
|--|
| <b>Please delete as appropriate</b>  |
| <b>I agree with this assessment.</b>   |
| <b>If disagree, state action/s required, reasons and details of who is to carry them out with timescales:</b><br><br>N/A |
| <b>Signed (service head):</b><br><br>   |
| <b>Peter Oliver - Head of Landlord Services</b>  |
| <b>Date: 09.05.22</b>  |

**Please send completed & signed assessment to Vicki Brackenbury for publishing.**