

## **Colchester Borough Homes**

### **Equality Impact Assessment Form - An Analysis of the Effects on Equality**

#### Section 1: Initial Equality Impact Assessment

##### **Resident Engagement Plan 2020 – 2023.**

1. What is the main purpose of the policy?

To inform and direct the organisations resident engagement priorities for the next 3 years.

2. What main areas or activities does it cover?

- Confirms the commitment to engagement.
- Confirms how CBH Tenants and Leaseholders have been involved in writing this strategy.
- Explains our vision using Insight, Influence and Impact.
- Charting the different ways CBH Customers can become involved.

3. Are there changes to an existing policy being considered in this assessment? If so what are they?

It's a new plan which more closely reflects the CBH strategic plan and delivery plans. The themes for this Plan are: Influence; insight; and impact

4. Who are the main audience, users or customers who will be affected by the policy?

- Colchester Borough Homes Tenants and Leaseholders.
- Stakeholders and staff of Colchester Borough Homes.

5. What outcomes do you want to achieve from the policy?

- Making better use of technology, to deliver customer-focused services.

- Improve communication with our customers to show how they have influenced CBH.
- Using customer insight to share services.
- More opportunities for customers to influence decisions.
- An increase in overall customer satisfaction.
- Staff training to have a customer focus.
- Increase the number and diversity of our involved customers.
- Offering more training opportunities to involved customers.
- To achieve external accreditation.

6. Are other service areas or partner agencies involved in delivery? If so, please give details below:

- All CBH service areas have a role in the delivery of this plan.
- Involved CBH customers.
- CBH Board.
- Applicant to the Community Fund.

7. Are you aware of any relevant information, data, surveys or consultations which help us to assess the likely or actual impact of the policy upon customers or staff?

- The 'Tenant Participation Advisory Service' was commissioned to deliver a summary report for CBH to ensure the view of customers was reflected in this Plan.
- We will use planned surveys and online surveys throughout the lifetime of the Plan to assess impact.

8. The 'general duty' states that we must have "due regard" to the need to:

- (a) eliminate unlawful discrimination, harassment and victimisation
- (b) advance equality of opportunity between people who share a 'protected characteristic'<sup>1</sup> and those who do not<sup>2</sup>

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<sup>1</sup> The Equality Act's 'protected characteristics' include age, disability, gender reassignment, pregnancy and maternity, race, religion or belief and sex and sexual orientation. It also covers marriage and civil partnerships, but not for all aspects of the duty.

<sup>2</sup> This involves having due regard, in particular, to the need to: (a) remove or minimise disadvantages suffered by persons who share a protected characteristic that are connected to that characteristic; (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it, and (c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

(c) foster good relations between people who share a protected characteristic and those who do not<sup>3</sup>  
Not all policies help us to meet the 'general duty', but most do.

*Where applicable, explain how this policy helps us to meet the 'general duty':*

The policy helps us to 'eliminate unlawful discrimination, harassment and victimisation' in the following way(s):

- The Resident Engagement Plan is an inclusive set of commitments that actively seeks to involve all CBH customers in the delivery of services.
- All customer engagement events will be accessible to all.

The policy helps us to 'advance equality of opportunity...' in the following way(s):

- Each CBH customer is encouraged to become more involved. We will be strengthening existing and developing new mediums for customers to become involved, focusing on hard to reach groups.

The policy helps us to 'foster good relations...' in the following way(s):

- Improving the communication between CBH and its customers.
- There is a focus on community development through the Community Fund.

9. This section helps us to identify any disproportionate impacts. Please indicate in the table below whether the policy is likely to particularly benefit or disadvantage any of the 'protected characteristics'.

*Remember to include reference to any relevant consultation, data or information.*

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<sup>3</sup> This involves having due regard, in particular, to the need to (a) tackle prejudice, and (b) promote understanding.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Age	Older people (60+)		Presents a variety of opportunities to share views and suggest changes. Customers will feel and become more involved, will feel heard and will receive an improved service.		None
	Younger people (17-25) and children (0-16)		One of the aims of the Plan is to create a forum for working age customers which includes this group.		None
Disability	Physical		Presents a variety of opportunities to share views and suggest changes. Customers will feel and become more involved, will feel heard and will receive an improved service.		None
	Sensory		As above.		None
	Learning		As above.		None
	Mental health issues		As above.		None
	Other – <i>specify</i>				None
Ethnicity <sup>4</sup>	White		As above.		None
	Black		As above.		None
	Chinese		As above.		None
	Mixed Ethnic Origin		As above.		None
	Gypsies/ Travellers		As above.		None
	Other – <i>please state</i>				None
Language	English not first language		As above.	X	The Plan is in English – See section 10 below.
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks		As above.		None

<sup>4</sup> National Census 2011 categories are: Bangladeshi, Indian, Pakistani, Other Asian (Asian or Asian British), African, Caribbean, Other Black (Black or Black British), White and Black African, White and Asian, White and Black Caribbean (Mixed), British, Irish, Other White (White), Chinese, Other (Other Ethnic Group).

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Religion or Belief	People with a religious belief (or none)		As above.		None
Sex	Men		As above.		None
	Women		As above.		None
Gender Reassignment <sup>5</sup>	Transgender/ Transsexual <sup>6</sup>		As above.		None
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian		As above.		None
Marriage and Civil Partnership	People who are married or in a civil partnership		As above.		None

10. If you have identified any negative impacts (above) how can they be minimised or removed?

#### Language

Staff are encouraged to access various translation and interpreting solutions to increase equality of access for customers who do not have English as a first language

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<sup>5</sup> The protected characteristic of gender reassignment is defined by the Equality Act 2010 as “a person proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex.” This is a personal process that may involve medical interventions such as counselling, psychotherapy, hormone therapy or surgery, but does not have to.

<sup>6</sup> It is generally held that people who are *transgender* disguise their features or clothing to resemble their preferred sex, whereas people who are *transsexual* wish to change their body to completely resemble their preferred sex.

11. Could the policy discriminate<sup>7</sup> against any 'protected characteristic', either directly or indirectly<sup>8</sup>? No  
 (Please read the footnotes below before completing this section.)

### Summary and findings of Initial Equality Impact Assessment

12. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
No negative impacts have been identified <input type="checkbox"/>	Sign off screening and finish.
<b>Negative impacts have been identified but have been minimised or removed X</b>	<b>Sign off screening and finish.</b>
Negative impacts could not be minimised or removed <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
There is insufficient evidence to make a judgement. <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

13. Name and job title of person completing this form:

- Mark Healy – Engagement Officer.

14. Date of completion:

- February 2020

15. Date for update or review of this screening:

- February 2023  
 (or earlier should feedback prompt an earlier review)

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<sup>7</sup> The Council has a general duty to 'eliminate unlawful discrimination, harassment and victimisation'. Direct discrimination occurs when a person is treated less favourably than another in a comparable situation because of their 'protected characteristic' whether on grounds of age, disability, pregnancy and maternity, ethnicity; religion or belief; sex (gender), sexual orientation, or marriage and civil partnership. Indirect discrimination occurs when an apparently neutral provision or practice would nevertheless disadvantage people on the grounds of their 'protected characteristic'.

<sup>8</sup> If you answer 'yes' to question 11 (above) you will need to complete this section *and* go on to complete Section 2 in order to conduct a full Equality Impact Assessment.