APPENDIX 3

Equality Impact Assessment

Report title	**Access to the Housing Landlord Service (Rent, complaints, housing officer, repairs): Current provision**
Completed by	**Vikki Cherry, Housing Transformation Manager**
Approved by	**Jason King, Assistant Director - Housing**
Date	**1 October 2024. Approved 24 October 2024**

The following statements will help you decide whether an EIA is necessary:	**Tick all that apply**
Does it affect customers, colleagues or the wider community, and therefore potentially have an effect in terms of equality (for example, removing a service, workforce restructure, employment practices)	✓
Could it result in a decision being made that would significantly affect how functions and services are delivered (for example, reducing a service or introducing a charge for a service)	
Does it relate to a service that previous engagement has identified as being important to people	
Does it, or could it in the future, affect different groups of people differently	✓
Does it relate to a policy or service where there is significant potential for reducing inequalities or improving Outcomes	✓
Have there been, or are there likely to be, any public concerns about the policy or proposal	
Does it have an effect on how other organisations operate in terms of equality (i.e. commissioned services)	

Section 2 Equality impacts

Briefly explain what the policy/service/project aims to achieve	The Transparency, Accountability and Influence standard states: *2.1.1 Registered providers must use relevant information and data to:* *a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and* *b) assess whether their housing and landlord services deliver fair and equitable outcomes for tenants.* *2.1.2 Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.* An equality impact assessment has been completed to support an assessment of whether the Housing Landlord Service delivers fair and equitable outcomes for tenants. This assessment considers outcomes of accessing the service and repairs and maintenance. (Equality impact assessments will be produced for polices as they are reviewed). The following documents were used to support research: • Tai Pawb documents (funded by Welsh Government), targeted at social landlords: ○ Evidencing equal outcomes in social lettings https://www.taipawb.org/wp-content/uploads/2017/10/EVIDENCING_EQUAL_OUTCOMES_IN_SOCIAL_LETTINGS_E.pdf ○ Evidencing equal outcomes in customer care https://www.taipawb.org/wp-content/uploads/2017/10/Evidencing-Equal-Outcomes-in-Customer-Care-A-self-assessment-toolkit-for-social-landlords-in-Wales-English.pdf ○ Evidencing equal outcomes in Housing Repairs and Maintenance https://www.taipawb.org/wp-content/uploads/2017/10/3172-Tai-Pawb-Customer-Care-Toolkit-v2.pdf • 2021 National census How life has changed in South Holland: Census 2021 (ons.gov.uk) • Housing Ombudsman Spotlight on Attitudes Rights and Respect. ARRRoE-22012024-FINAL.pdf (housing-ombudsman.org.uk)

Have you undertaken consultation or involved people who are most likely to be affected or interested? Please include: data or community feedback, gaps in data, and how you intend to fill these gaps (where possible)	No consultation undertaken to produce this document, however tenants will be involved in receiving services as we progress the Transformation Programme. This document is based on the existing service offer. Findings will support enhancements to the service, of which we will co-design with tenants. Tenant census data is utilised below, this data was created in 2023 and is formed of responses from 70% of tenants.
Is there any evidence or research that demonstrates why some individuals or groups are, or are not, affected	No.

Characteristics	**Positive and negative impact**
Sex	The tenant census (2023) reported that 56% of residents in our properties are female (compared with 51% in South Holland (national census 2021). **Positive:** None. **Negative:** None. **Any mitigation required:** No.
Age	The tenant census (2023) reported that the median age for tenants is 63 (52 in the national census for South Holland, 2021). The average age profile of residents in our properties is 48 (46 in the national census for South Holland, 2021). **Positive:**

	<u>Communication</u> Facility in place to produce large print and braille versions of documents upon request. Easy Read documents being provided for tenants with learning disabilities. Ability to request home visit from Housing Officer, when required. Website tool available to read out web content. Third party authority arrangements in place to allow information to be shared with a nominated third party. Upon receiving complaints, we telephone customers to ascertain complaint and check for any reasonable adjustments required as part of investigating and responding to the complaint. Data being uploaded onto NEC on disabilities including support needs. Contact preferences updated for 70% of tenants in 2023, and process for recording this in place for new tenants, Census programmed 4 yearly. Private meeting rooms available at the Council Offices for confidential discussions. Housing Officers have strong relationships with services including Mental Health Team, Adult Services and local charities. Vulnerable Adult Panel provided to overcome barriers for support being provided to residents with complex needs. Information sharing agreements in place with agencies including Police. Duty Housing Officer present at the Council Offices each day, responding to face-to-face queries and telephone enquiries. Manager screens all enforcement cases prior to application to court, of which includes reviewing any protected characteristics and additional steps we have taken to overcome barriers. Lifeline service offered to general needs tenants. <u>Rent payment</u> Variety of mechanisms in place including All Pay, Post Office, Direct Debit, Standing Order, online banking, web payments, Automated Telephone system. No cash accepted by SHDC, although the Post Office and shops accepting All Pay accept cash. <u>Sheltered Housing tenants</u> Sheltered Housing residents have additional opportunities to access to Housing Officers as they receive Meet and Greets on site each month and quarterly visits from Independent Living Officers, along with LHP (testing pull cord kit). Sheltered Housing tenants also have ability to make contact via pull cord system. Sheltered Housing handbook provided to tenants about the service (hard copy). <u>Letting and Allocation of homes</u>

	Additional priority awarded for those in need of moving on health grounds, lettings of adapted accommodation let to households with physical disabilities over those in housing need. Support provided with accessing the Housing Register where tenants are not able to complete the application online, including home visits. Local lettings plans in place. Lettings managed via a Register rather than bidding process. Housing Assessment Panel established with partner landlords to review appeals to the Housing Register. <u>Repairs and Maintenance</u> Recharge policy offers discretion. Data held on properties with adaptations. Disabled Aids and Adaptations service. Triage process for damp and mould cases, placing additional priority to those tenants with health conditions. Fire safety arrangements in place including offering of flashing beacon linked to smoke detection system and risk assessment around ability to evacuate with the Fire Service. **Negative:** <u>Communication</u> PDFs on website including policies are not able to be accessed via Recite tool. No set approach regarding providing documents in different formats. Those digitally excluded may struggle to access up to date information about the service – limited leaflets available (although there is the arrangement for Customer Contact to print and post sections of the website out). <u>Rent payment</u> None. <u>Complaint handling</u> None. <u>Sheltered Housing Tenants</u> None. <u>Letting and Allocation of Homes</u>

<table>
<tr><td></td><td>None.

<u>Repairs and Maintenance</u>
Access to reporting repairs limited for tenants that are hard of hearing and/or have a speech impairment to report repairs (currently only reported by telephone). Lack of recognition of disabilities as part of repairs prioritisation – two timescales for all residents. Multitude of home visits being carried out to deliver Regulatory requirements along with statutory compliance safety checks - no alternative offered to home visits such as video surveys/photos. Lack of information for tenants on how we can provide information in different formats etc.

Any mitigation required: Yes, as detailed below in action plan at the end of this document.</td></tr>
<tr><td>Disability</td><td>The tenant census (2023) reported that 51% of tenants have a limiting disability and 40% of residents have a limiting disability, compared with 41% and 19% for South Holland respectively (national census 2021). Further to this, the tenant census recorded the type of disability:

<table>
<tr><th>Type of disability</th><th>Tenant census (%)</th><th>Number of tenants</th></tr>
<tr><td>Mobility issues</td><td>42</td><td>558</td></tr>
<tr><td>Mental health issues (incl anxiety & depression)</td><td>30</td><td>398</td></tr>
<tr><td>Stamina or breathing or fatigue conditions</td><td>29</td><td>385</td></tr>
<tr><td>Other significant medical condition</td><td>23</td><td>305</td></tr>
<tr><td>Dexterity (e.g. lifting or carrying objects or using a keyboard)</td><td>19</td><td>252</td></tr>
<tr><td>Hearing impairment</td><td>15</td><td>199</td></tr>
<tr><td>Memory issues</td><td>14</td><td>186</td></tr>
<tr><td>Visual impairment</td><td>9</td><td>119</td></tr>
<tr><td>Social or behavioural condition (e.g. ADHD or ASD)</td><td>8</td><td>106</td></tr>
<tr><td>Mobility issues (temporary)</td><td>7</td><td>93</td></tr>
<tr><td>Learning impairment</td><td>6</td><td>80</td></tr>
</table>
</td></tr>
</table>

Speech impairment	3	40

In the Housing Ombudsman report on Attitudes, Rights and Respect, 58% of respondents considered themselves to have a disability, and 68% of those said their landlord had made reasonable adjustments for them, despite being asked. Many respondents referred specifically to the lack of aids and adaptations in their home, reflecting the EHS findings that over half of housing association tenants lack the adaptations they need.

Independent living officers have become aware of issues whereby tenants with disabilities such as visual impairment or hearing impairment are facing barriers when trying to access our services.

Positive:

<u>Communication</u>

Facility in place to produce large print and braille versions of documents upon request. Easy Read documents being provided for tenants with learning disabilities. Ability to request home visit from Housing Officer, when required. Website tool available to read out web content. Third party authority arrangements in place to allow information to be shared with a nominated third party. Data being uploaded onto NEC on disabilities including support needs. Contact preferences updated for 70% of tenants in 2023, and process for recording this in place for new tenants, Census programmed 4 yearly. Private meeting rooms available at the Council Offices for confidential discussions. Housing Officers have strong relationships with services including Mental Health Team, Adult Services and local charities. Vulnerable Adult Panel provided to overcome barriers for support being provided to residents with complex needs. Information sharing agreements in place with agencies including Police. Duty Housing Officer present at the Council Offices each day, responding to face-to-face queries and telephone enquiries. Manager screens all enforcement cases prior to application to court, of which includes reviewing any protected characteristics and additional steps we have taken to overcome barriers. Lifeline service offered to general needs tenants.

<u>Rent payment</u>

Variety of mechanisms in place including All Pay, Post Office, Direct Debit, Standing Order, online

	banking, web payments, Automated Telephone system. No cash accepted by SHDC, although the Post Office and shops accepting All Pay accept cash. Ability to seek benefit payment direct where tenants have disabilities. <u>Complaint handling</u> Upon receiving complaints, we telephone customers to ascertain their complaint and check for any reasonable adjustments required as part of investigating and responding to the complaint. <u>Sheltered Housing tenants</u> Sheltered Housing residents have additional opportunities to access to Housing Officers as they receive Meet and Greets on site each month and quarterly visits from Independent Living Officers, along with LHP (testing pull cord kit). Sheltered Housing tenants also have ability to make contact via pull cord system. Sheltered Housing handbook provided to tenants about the service (hard copy). <u>Letting and Allocation of homes</u> Additional priority awarded for those in need of moving on health grounds, lettings of adapted accommodation let to households with physical disabilities over those in housing need. Support provided with accessing the Housing Register where tenants are not able to complete the application online, including home visits. Local lettings plans in place. Lettings managed via a Register rather than bidding process. Housing Assessment Panel established with partner landlords to review appeals to the Housing Register. <u>Repairs and Maintenance</u> Recharge policy offers discretion. Data held on properties with adaptations. Disabled Aids and Adaptations service. Triage process for damp and mould cases, placing additional priority to those tenants with health conditions. Fire safety arrangements in place including offering of flashing beacon linked to smoke detection system and risk assessment around ability to evacuate with the Fire Service. **Negative:** <u>Communication</u>

	PDFs on website including policies are not able to be accessed via Recite tool. Lack of information for tenants on how we can provide information in different formats etc. <u>Rent Payment</u> None. <u>Complaint handling</u> Lack of reporting on complaints from disabled households – how do we know they are accessing the service, and not being discriminated against? <u>Sheltered Housing Tenants</u> None. <u>Letting and Allocation of Homes</u> Lack of reporting on applications and appeals from disabled households – how do we know they are accessing the service, and not being discriminated against? <u>Repairs and Maintenance</u> Access to reporting repairs limited for tenants that are hard of hearing and/or have a speech impairment to report repairs (currently only reported by telephone). Limited data recorded around disabled aid and adaptation components installed, in some cases resulting in delays to repairs being completed (multiple appointments needed/contractors required). Lack of recognition of disabilities as part of repairs prioritisation – two timescales for all residents. Multitude of home visits being carried out to deliver Regulatory requirements along with statutory compliance safety checks - no alternative offered to home visits such as video surveys. **Any mitigation required:** Yes, as detailed below in action plan at the end of this document.

Race	The tenant census (2023) reported that 8% of tenants are from BAME ethnic group consisting of 6.4% Other White (2.5% Polish, 1.4% Lithuanian, 1% Portuguese and Latvian). The 2021 census reported 9% BAME for South Holland, with 6.7% (4% Poland, 2.6% Lithuania and 1.5% Romania). In 2021, 0.6% of South Holland residents identified their ethnic group within the "Other" category ("Arab" or "Any other ethnic group"), up from 0.1% in 2011. **Positive:** <u>Communication</u> Facility in place to produce translations of documents upon request. Language line service offered for telephone translations. Website tool available to change the language of web content. Contact preferences updated for 70% of tenants in 2023, and process for recording this in place for new tenants, Census programmed 4 yearly. Manager screens all enforcement cases prior to application to court, of which includes reviewing any protected characteristics and additional steps we have taken to overcome barriers. <u>Rent payment</u> Variety of mechanisms in place including All Pay, Post Office, Direct Debit, Standing Order, online banking, web payments, Automated Telephone system. <u>Complaint handling</u> Upon receiving complaints, we telephone customers to ascertain their complaint and check for any translations required as part of investigating and responding to the complaint. <u>Sheltered Housing tenants</u> None. <u>Letting and Allocation of homes</u> Support provided with accessing the Housing Register where tenants are not able to complete the application online. Housing Assessment Panel established with partner landlords to review appeals to the Housing Register.

	Repairs and Maintenance **Negative:** Communication PDFs on website including policies are not able to be accessed via Recite tool. Lack of information for tenants on how we can provide information in different formats etc. NEC portal does not translate into other languages. Complaint handling Lack of reporting on complaints regarding household's nationality/ethnicity – how do we know they are accessing the service, and not being discriminated against? Sheltered Housing Tenants None. Letting and Allocation of Homes Lack of reporting on allocations and appeals regarding household's nationality/ethnicity – how do we know they are accessing the service, and not being discriminated against? Repairs and Maintenance Access to reporting repairs limited as the service is currently only possible via telephone, Customer Contact does not provide a translation service. **Any mitigation required:** Yes, as detailed below in action plan at the end of this document.
Religion or belief	We do not record data around religion or belief, however the National census reported 33% of South Holland residents reporting to have 'no religion; followed by 58.9% as Christian.

	Positive: No implications. **Negative:** No implications. **Any mitigation required:** No.
Sexual orientation	The tenant census (2023) reported that 1.7% of tenants who identify as LGBTQ+ sexual orientation, compared with 2.8% in South Holland (National Census 2021). **Positive:** No implications. **Negative:** No implications. **Any mitigation required:** No.
Gender reassignment	We do not collate data regarding gender reassignment. **Positive:** No implications. **Negative:** No implications. **Any mitigation required:** None.
Pregnancy, maternity and paternity	We do not collate data regarding pregnancy, maternity and paternity. **Positive:** No implications. **Negative:** No implications. **Any mitigation required:** No.

Marriage and civil partnership	The South Holland census recorded 49.2% of residents married or in a civil partnership. *Note this is a protected characteristic in employment only.* **Positive:** No implications. **Negative:** No implications. **Any mitigation required:** No.
Rural isolation	South Holland is a rural area spanning 74,238 hectares, with limited access to public transport. **Positive:** No requirement to travel to see us. Home visits completed upon request, no routine appointments held at the Council Offices, unless requested by the tenant. Ability to provide evidence to support a change in circumstances via WhatsApp/email/post. Rent payment via a multitude of options, not necessary to travel to pay rent. Transport offered for consultation events and focus groups. **Negative:** No implications**.** **Any mitigation required:** No.
Socio-economic factors	The overall income deprivation score for South Holland is 10.3%**.** Exploring local income deprivation (ons.gov.uk) Of the 316 local authorities in England (excluding the Isles of Scilly), South Holland is ranked 174th most income deprived**.** Sutton Bridge is among the 20% of most income-deprived neighbourhoods in England. **Positive:** Home visits completed upon request, no routine appointments held at the Council Offices, unless requested by the tenant. Ability to provide evidence to support a change in circumstances via WhatsApp/email/post. Sheltered Housing community centres accessible 24/7 by tenants with broadband included. Tenant hardship fund available to support those in financial hardship. Cost of living

	support team to assist with debt advice and applying for benefits, supported by contract with CA for debt advice. Rent payment through a multitude of options including option to seek benefit payment direct to sustain tenancy. **Negative:** All day appointment slots for Repairs offered. Multitude of home visits being carried out to deliver Regulatory requirements along with statutory compliance safety check. Both of these examples could be putting working tenants into financial hardship, especially where they are on zero-hour contracts. **Any mitigation required:** Yes, as detailed below in action plan at the end of this document.
Additional category: **Carers**	We do not hold data around tenants with caring responsibilities. The national census reported that 4.25% of South Holland residents (aged 5 years and older) provided up to 19 hours unpaid care each week (2021). In 2021, just under 1 in 50 people (1.9%) reported providing between 20 and 49 hours of unpaid care each week. Census 2021 was undertaken during the coronavirus (COVID-19) pandemic. This may have influenced how people perceived and managed their provision of unpaid care, and therefore may have affected how people chose to respond. **Positive:** <u>Communication</u> Ability to request home visit from Housing Officer, when required. Third party authority arrangements in place to allow information to be shared with a nominated third party including changing correspondence address. Housing Officers have strong relationships with services including Mental Health Team, Adult Services and local charities. Vulnerable Adult Panel provided to overcome barriers for support being provided to residents with complex needs. Information sharing agreements in place with agencies including Police. Duty Housing Officer present at the Council Offices each day, responding to face-to-face queries and telephone enquiries. Lifeline service offered to general needs tenants. <u>Rent payment</u> Variety of mechanisms in place including All Pay, Post Office, Direct Debit, Standing Order, online

	banking, web payments, Automated Telephone system. No cash accepted by SHDC, although the Post Office and shops accepting All Pay accept cash. Ability to seek benefit payment direct where tenants have disabilities. <u>Complaint handling</u> Ability to record complaints from advocate on behalf of tenant. <u>Sheltered Housing tenants</u> Sheltered Housing residents have additional opportunities to access to Housing Officers as they receive Meet and Greets on site each month and quarterly visits from Independent Living Officers, along with LHP (testing pull cord kit). Sheltered Housing tenants also have ability to make contact via pull cord system. Sheltered Housing handbook provided to tenants about the service (hard copy). <u>Letting and Allocation of homes</u> Additional priority awarded for those in need of moving on health grounds, lettings of adapted accommodation let to households with physical disabilities over those in housing need. Housing Assessment Panel established with partner landlords to review appeals to the Housing Register. Discretion to waive rent in advance payment. <u>Repairs and Maintenance</u> Recharge policy offers discretion. Data held on properties with adaptations. Disabled Aids and Adaptations service. Triage process for damp and mould cases, placing additional priority to those tenants with health conditions. Fire safety arrangements in place including offering of flashing beacon linked to smoke detection system and risk assessment around ability to evacuate with the Fire Service. **Negative:** <u>Communication</u> Lack of information for tenants on how we can provide information in different formats etc. <u>Rent payment</u>

	None. <u>Complaint handling</u> None. <u>Sheltered Housing Tenants</u> None. <u>Letting and Allocation of Homes</u> None. <u>Repairs and Maintenance</u> Lack of recognition of disabilities as part of repairs prioritisation – two timescales for all residents. Multitude of home visits being carried out to deliver Regulatory requirements along with statutory compliance safety checks - no alternative offered to home visits such as video surveys. **Any mitigation required:** Yes, as detailed below in action plan at the end of this document.
Additional category: **Domestic abuse and ASB victims**	Our Tenant Satisfaction Measure figures reported 111 anti-social behaviour cases during 23/24, with 2 relating to hate crime. 50% of residents surveyed reported being satisfied with our approach to handling complaints of ASB. The Crime Survey for England and Wales estimated that 2.1 million people aged 16 years and over (1.4 million women and 751,000 men) experienced domestic abuse in the year ending March 2023. During 2023/24, 17 households were housed in social housing following fleeing domestic abuse. **Positive:** <u>Communication</u> Ability to meet tenants in alternative locations including out in the community (but not at home). Third party authority arrangements in place to allow information to be shared with a nominated third party

	including changing correspondence address. Housing Officers have strong relationships with services including police and local charities including domestic abuse services. Vulnerable Adult Panel, MARAC and ASBRAC to overcome barriers for support being provided to residents. Information sharing agreements in place with agencies including Police. Duty Housing Officer present at the Council Offices each day, responding to face-to-face queries and telephone enquiries. WhatsApp and email service offered in addition to telephone. Lifeline service offered to victims. In house Domestic Abuse and ASB Officer (corporate services). Warning system placed on NEC to alert they are a victim and ensure information is not divulged, particularly in the case of domestic abuse and joint tenancies. Close working relationship with Housing Options Team including out of hours service to victims fleeing domestic abuse. Tenant hardship fund. <u>Rent payment</u> Variety of mechanisms in place including All Pay, Post Office, Direct Debit, Standing Order, online banking, web payments, Automated Telephone system. No cash accepted by SHDC, although the Post Office and shops accepting All Pay accept cash. Ability to seek benefit payment direct where tenants have disabilities. Tenant Hardship fund and Discretionary Hardship fund. <u>Complaint handling</u> None. <u>Sheltered Housing tenants</u> Sheltered Housing residents have additional opportunities to access to Housing Officers as they receive Meet and Greets on site each month and quarterly visits from Independent Living Officers, along with LHP (testing pull cord kit). Sheltered Housing tenants also have ability to make contact via pull cord system. <u>Letting and Allocation of homes</u> Additional priority awarded for those in need of fleeing domestic abuse/anti-social behaviour grounds. Housing Assessment Panel established with partner landlords to review appeals to the Housing Register. Local Lettings Plans. Discretion in allocations policy to disregard housing related debt to aid a move.

	Discretion to waive rent in advance payment. Repairs and Maintenance Recharge policy offers discretion for victims. Data held on properties with adaptations. Disabled Aids and Adaptations service. Sanctuary scheme. Changing locks considered an emergency repair. **Negative:** Communication Handover process between Options and Estate Management is limited, resulting in the tenant having to tell their story again. Rent payment. None. Complaint handling None. Sheltered Housing Tenants None. Letting and Allocation of Homes None. Repairs and Maintenance Lack of consideration around access issues due to vulnerabilities as a result of DA/ASB. No recognition of victims and risk in repairs timescales. **Any mitigation required:** Yes, as detailed below in action plan at the end of this document.

Overall, if there is a potential adverse impact after the mitigation, please state why and whether this is justifiable.	This EIA is based on existing arrangements. Action required for age, disability, race and caring protected characteristics is vast, however these actions cross over multiple characteristics. The actions will be completed over the course of the next 12 months as part of the Transformation Programme. **Urgent action is required to address access to the service for those hard of hearing and/or with speech impairments, particularly how they report repairs. Workarounds are likely to be at present emailing info@sholland.gov.uk , and/or raising with Housing Officer via WhatsApp/email (where they have their individual contact details). This is not as much of a concern for Sheltered residents due to the regular presence of Officers on site, however it is a concern for general needs tenants.**
How will you monitor this to ensure there is no adverse effect in the future?	This EIA is based on existing arrangements. The actions will be completed over the course of the next 12 months as part of the Transformation Programme. Urgent actions will be considered within 3 months.
Outcome of EIA:	The action plan below has been established.

ACTIONS							
No.	**Action**	**Age**	**Disability**	**Race**	**Carer**	**ASB/DA**	**So/Ec**
Urgent actions							
EQ1	Consideration around how tenants that are hard of hearing/have a speech impairment report repairs now (and in the future if they are not digitally enabled) e.g. TypeTalk and/or proactive contact.	X	X		X		
EQ2	Ensure tenants are aware of the support we can provide them e.g. disabled aids and adaptations, documents in other formats and translations.	X	X		X		
Non-urgent actions							
EQ3	Ensure that communication needs of tenants are being shared with contractors, including contact details for third parties, where we have them recorded.	X	X	X	X	X	
EQ4	Review of web accessibility standards with Communications Team regarding WCAG 2.1.	X	X	X	X		
EQ5	Consideration around approach to engagement and consultations, ensuring those with diverse needs can be involved. (Hold all meetings in accessible	X	X		X		

	locations, with level access, disabled toilets and good public transport links. Offer papers in other formats).						
EQ6	Training on checking NEC prior to visiting tenant to understand additional needs.	X	X	X	X	X	X
EQ7	Monitoring and reporting on translation and alternative format usage.	X	X	X			
EQ8	Review accessibility to community centres, ensuring they are accessible to elderly and disabled tenants.	X	X				
EQ9	Consider reporting data on nationality/ethnicity as part of letting statistics – reports about the person to identify barriers in accessing the service and any areas of potential discrimination.			X			
EQ10	Consider reporting data on nationality/ethnicity as part of complaint statistics – reports about the person to identify barriers in accessing the service and any areas of potential discrimination.			X			
EQ11	Handover process between Housing Options, Allocations and Estate Management to be reviewed for domestic abuse and ASB victims					X	
EQ12	Planned implementation of online repairs reporting system. Ensure it meets accessibility requirements plus translation options.	X	X	X	X		
EQ13	Procedure to be drafted for major programmed works and how we adapt the process/support elderly and disabled tenants.	X	X		X		X
EQ14	Explore alternatives to home visits such as video surveys/photos.	x	x	X	X	X	X
EQ15	Procedure to be drafted around smoke detection systems for those that are hard of hearing, and publicising this with tenants, including on website.	X	X		X		
EQ16	Set appointment slots for repairs to allow tenants to have someone else attend, along with consideration of evening appointments.	X	X		X	X	X
EQ17	Seek appointment slots to be included in tender specification when awarding contracts for maintenance and programmed works	X	X		X	X	X
EQ18	More information to be added to the website around planned maintenance programmes (to negate telephone calls).	X	X	X	X		

EQ19	Review no access procedure for repairs and ensure additional support is offered to overcome access issues where tenants are elderly, disabled, socio-economic or victims of DA/ASB.	X	X		X	X	X
EQ20	Review approach to emergency repairs, including prioritising older people and those with reduced mobility for heating repairs during the year, rather than just winter.	X	X		X		
EQ21	Review approach to emergency repairs, including prioritising victims of ASB and DA in certain scenarios.					X	
EQ22	Engage with disabled and elderly residents to understand that their needs are being met with mechanism to access the service.		X				
EQ23	Detailed record keeping of disabled aids and adaptations installed (down to model number) to assist with repairs and avoid unnecessary delays in fixing.	X	X		X		
EQ24	Review approach to repairs for disabled aids and adaptations, and how we prioritise them.	X	X		X		

Revisions made 10/12/2024 in red following corporate working group on EDI being established.

ACTION PLAN				
No.	**Action**	**Timescale**	**Action owner**	**Comment**
EQ1	Consideration around how tenants that are hard of hearing/have a speech impairment report repairs now (and in the future if they are not digitally enabled) e.g. TypeTalk and/or proactive contact.	30/01/2025	AD - Corporate	Explore options other Councils are delivering. Corporate action. Text Relay going live in Q4 24/25
EQ2	Ensure tenants are aware of the support we can provide them e.g. disabled aids and adaptations, documents in other formats and translations.	30/06/2025	Housing Transformation Manager	Strapline added to key letters/envelopes printed with strapline. Strapline added to all policies. 'Supporting you' page on website.
EQ3	Ensure that communication needs of tenants are being shared with contractors, including contact	31/06/2025	Property Services Manager supported by	KIM strategy action. Dependent on Census data being uploaded into NEC. Linked to EQ6.

	details for third parties, where we have them recorded.		Business Support Manager.	Contractors portal available through NEC – long term solution, no dates set to go live. Scheduled reports can be run through Business Intelligence reports to be considered pending this/ contracts having access to NEC (locked down).
EQ4	Review of web accessibility standards with Communications Team regarding WCAG 2.1.	31/3/2025	AD - Corporate	Also to consider statement about accessibility support in addition to website – best practice. Corporate action. PSPS awarded contract to review entire website during 2025.
EQ5	Consideration around approach to engagement and consultations, ensuring those with diverse needs can be involved. (Hold all meetings in accessible locations, with level access, disabled toilets and good public transport links. Offer papers in other formats).	31/3/2025	Housing Transformation Officer (AG)	Engagement check list to be produced.
EQ6	Training on checking NEC prior to visiting tenant to understand additional needs.	30/6/2025	Business Support Manager	To deliver training to staff on how to access census information (once uploaded). KIM Strategy action - Embed a culture whereby we review data about tenants' vulnerabilities and communication preferences before interacting with them, adjusting our service based on this information.
EQ7	Monitoring and reporting on translation and alternative format requests.	31/3/2025	Housing Services Manager.	Information to be reported to Housing Landlord Board and/or Housing Governance Clinic on a frequent basis (TBD).
EQ8	Review accessibility to community centres, ensuring they are accessible to elderly and disabled tenants. To consider dementia friendly assessments also.	30/6/2025	Housing Services Manager (supported by Independent Living Team).	Approach to be determined by Manager. Evidence to be uploaded onto Website.

				Discussion to be had with AD-Corporate – they would like to include all SHDC public buildings. (DDA assessment).
EQ9	Consider reporting data on nationality/ethnicity and disability as part of letting statistics – reports about the person to identify barriers in accessing the service and any areas of potential discrimination.	31/3/2026	Housing Services Manager	CORE return includes ethnicity and nationality.
EQ10	Consider reporting data on nationality/ethnicity and disability as part of complaint statistics – reports about the person to identify barriers in accessing the service and any areas of potential discrimination.	31/3/2025	Business Support Manager	Complaints to be cross checked against tenant data on NEC and recorded and/or discussion with tenant as part of verifying complaint. To be reported at Governance Clinic/Annual Complaints Report (summary). Include stats re complaints that Officers are recording and why tenant has not accessed the service – to overcome barriers.
EQ11	Handover process between Housing Options, Allocations and Estate Management to be reviewed for domestic abuse and ASB victims	31/06/2025	Housing Services Manager (supported by Housing Options Manager)	Handover process to be reviewed
EQ12	Planned implementation of online repairs reporting system. Ensure it meets accessibility requirements plus translation options.	30/06/2025	Business Support Manager in conjunction with Corey Gooch	System built and being tested. Go live date being confirmed with Customer Contact.
EQ13	Procedure to be drafted for major programmed works and how we adapt the process/support elderly and disabled tenants.	31/12/2025	Transformation Team	To be included in Property Services review and explored with contractors as part of awarding contracts.
EQ14	Explore alternatives to home visits such as video surveys/photos.	31/12/2025	Transformation Team	To be included in Property Services review and explored with contractors as part of awarding contracts.

EQ15	Procedure to be drafted around smoke detection systems for those that are hard of hearing, and publicising this with tenants, including on website.	31/3/2025	Property Services Manager and Housing Services Manager (ILOs and Allocations)	302 tenants from census. CM - 200 approx. – to be contacted (General Needs) offering the service. CAUTION THOSE WHO HAVE VISIUAL IMPAIRMENT TOO (58). 110 – ILOs working through this list to confirm if they need additional kit. SF - Sign – up process to be amended, and included in ILO processes.
EQ16	Set appointment slots for repairs to allow tenants to have someone else attend, along with consideration of evening appointments.	31/3/2026	Transformation Team	Programmed in for Housing Repairs project. (All day appointment slots are dated and do not meet the needs of residents, potentially also impacting those deprived residents on zero-hour contracts).
EQ17	Appointment slots to be included in tender specification when awarding contracts for maintenance and programmed works.	30/06/2025	Transformation Team with support from Property Services Manager	To be included in Property Services review and explored with contractors as part of awarding contracts.
EQ18	More information to be added to the website around planned maintenance programmes (to negate telephone calls).	31/06/2025	Transformation Team	Adopt best practice with information provided.
EQ19	Review no access procedure for repairs and ensure additional support is offered to overcome access issues where tenants are elderly, disabled, socio-economic or victims of DA/ASB.	31/12/2025	Housing Services Manager with Property Surveyors.	KIM Strategy action. Included in Property Services project.
EQ20	Review approach to emergency repairs, including prioritising older people and those with reduced mobility for heating repairs during the year, rather than just winter.	31/12/2025	Transformation Team	To be included in Repairs project.

EQ21	Review approach to emergency repairs, including prioritising victims of ASB and DA in certain scenarios.	31/12/2025	Transformation Team	To be included in Repairs project.
EQ22	Engage with disabled and elderly residents to understand that their needs are being met with mechanisms to access the service.	31/12/2025	Transformation Team	To be included in Repairs project.
EQ23	Detailed record keeping of disabled aids and adaptations installed (down to model number) to assist with repairs and avoid unnecessary delays in fixing.	31/3/2025	Housing Transformation Officer (LH) supported by Housing Property Services Manager	To be included in Disabled aids and adaptations project. Record against property elements on NEC.
EQ24	Review approach to repairs for disabled aids and adaptations, and how we prioritise them.	31/12/2025	Transformation Team	To be included in Repairs project.

ends