

Equality and Safety Impact Assessment

The **public sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with section 17 of the Crime and Disorder Act and will enable the council to better understand the potential impact of the budget proposals and consider mitigating action.

<p>Name or Brief Description of Proposal</p>	<p>HOU 34 - To withdraw the printed version of Tenants’ Link quarterly magazine for Council tenants and leaseholders.</p> <p>To replace with an annual summer edition combining the annual report and other highlights.</p> <p>To develop an online magazine for tenants and more regular news bulletins through “Stay Connected”.</p>
<p>Brief Service Profile (including number of customers)</p>	<p>Tenants’ Link is currently delivered quarterly to all 17,000 Council tenants and 1,800 leaseholders across the city. It contains items of local area/estate news, and information about the Housing service and service developments, tenant involvement opportunities, programmed work to our properties, estate regeneration, and the Supported Housing service. It also gives financial and welfare benefit advice, and some health promotion advice.</p>
<p>Summary of Impact and Issues</p>	<p>Tenant focus groups and surveys have informed the Council that the magazine is popular and well read. The Council will continue to make similar information available through developing an online magazine, and making better use of “Stay Connected” – the council’s free email alert service. However the proposal is likely to have an impact on those customers who do not currently have online access.</p> <p>To mitigate against this, the proposal is to continue to produce an annual paper version of the magazine. Housing Services already has a focus on digital inclusion, and has a number of initiatives in place, including tenant digital champions, and IT drop ins. The intention is, following analysis of our 2015 survey of tenant digital inclusion to develop a programme of events and</p>

	initiatives to encourage tenants to get online.
Potential Positive Impacts	<p>The popularity of Tenants' Link will act as a lever to help us encourage our tenants to get online in order that they can still access the information.</p> <p>Making greater use of "Stay Connected" alerts and bulletins will enable us to make sure that information out to our customers is current, rather than contacting them only once a quarter. It will allow greater flexibility with our communications.</p>
Responsible Service Manager	Jane Samuels
Date	23 October 2015

Approved by Senior Manager	Nick Cross
Date	05 November 2015

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	Older people are less frequent users of online services.	Further developing the IT drop ins that already take place in supported housing complexes across the city, as well as developing a programme of initiatives and training for tenants generally to support them to get online.
Disability	No identified negative impacts.	N/A
Gender Reassignment	No identified negative impacts.	N/A
Marriage and Civil Partnership	No identified negative impacts.	N/A
Pregnancy and Maternity	No identified negative impacts.	N/A
Race	No identified negative impacts.	N/A
Religion or	No identified negative impacts.	N/A

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Belief		
Sex	No identified negative impacts.	N/A
Sexual Orientation	No identified negative impacts.	N/A
Community Safety	No identified negative impacts.	N/A
Poverty	Home computer ownership is known to be less amongst the social housing population due to poverty.	Stay Connected alerts can be received on mobile phone. Our training initiatives to support customers to get online will focus on areas of greatest need as identified in our tenants online survey and will cover housing tenants in the most deprived areas of the city.
Other Significant Impacts		