

## Equality Impact Analysis Full Tool with Guidance

### Overview

This Tool has been produced to help you analyse the likelihood of impacts on the protected characteristics – including where people are represented in more than one – with regard to your new or proposed policy, strategy, function, project or activity. It has been updated to reflect the new public sector equality duty and should be used for decisions from 5<sup>th</sup> April 2011 onwards. It is designed to help you analyse decisions of high relevance to equality, and/or of high public interest.

### General points

1. 'Due regard' means the regard that is appropriate in all the circumstances. In the case of controversial matters such as service closures or reductions, considerable thought will need to be given the equalities aspects.
2. Wherever appropriate, and in all cases likely to be controversial, the outcome of the EIA needs to be summarised in the Cabinet/Cabinet Member report (section 08 of this tool) and equalities issues dealt with and cross referenced as appropriate within the report.
3. Equalities duties are fertile ground for litigation and a failure to deal with them properly can result in considerable delay, expense and reputational damage.
4. Where dealing with obvious equalities issues e.g. changing services to disabled people/children, take care not to lose sight of other less obvious issues for other protected groups.

### Timing, and sources of help

Case law has established that having due regard means analysing the impact, and using this to inform decisions, thus demonstrating a conscious approach and state of mind ([2008] EWHC 3158 (Admin), [here](#)). It has also established that due regard cannot be demonstrated after the decision has been taken. Your EIA should be considered at the outset and throughout the development of your proposal, through to the recommendation for decision. It should demonstrably inform, and be made available when the decision that is recommended. This tool contains guidance, and you can also access guidance from the EHRC [here](#). If you are analysing the impact of a budgetary decision, you can find EHRC guidance [here](#). Advice and guidance can be accessed from the Opportunities Manager: [PEIA@lbhf.gov.uk](mailto:PEIA@lbhf.gov.uk) or ext 3430.

## Full Equality Impact Analysis Tool

Overall Information	Details of Full Equality Impact Analysis
Financial Year and Quarter	2011/12 Q3
Name and details of policy, strategy, function, project, activity, or programme	<p>Title of EIA: The Review of Resident Involvement and the Levy in LBHF</p> <p><b>The Residents Involvement Review commenced on the September 2011.</b></p> <p>The proposal in the Cabinet report is designed to improve and deliver good practice of the Councils Resident Involvement Strategy. This will include the removal of the Levy and implementation of the five methods of involvement;</p> <ul style="list-style-type: none"> <li>▪ Improving local area</li> <li>▪ Improving customer service</li> <li>▪ Making documents easier to understand</li> <li>▪ Training for residents with difficulties</li> <li>▪ TRA/Hammersmith and Fulham Federation of Tenants and Residents Associations</li> </ul>
Lead Officer	<p>Name: Jo Rowlands            Position: Assistant Director Housing and Regeneration Department            Email: <a href="mailto:jo.rowlands@lbhf.gov.uk">jo.rowlands@lbhf.gov.uk</a>            Telephone No: 0208-753- 1313</p>
Date of completion of final EIA	19 January 2012

Section 02	Scoping of Full EIA
Plan for completion	<p>Timing December 2011 and January 2012            Resources Officer Time            Lead Officer Jo Rowlands</p>

**What is the policy, strategy, function, project, activity, or programme looking to achieve?**

The proposal in the Cabinet report that presents the revised Resident Involvement Strategy will improve the Councils direct liaison and engagement with its residents and with the existing resources negate the need to have a direct levy on rents.

The Residents' Involvement Strategy and its principles will be used as to drive continuous improvement, quality assurance and value for money to ensure our services are effective and efficient. Specifically, the principles are underpinned by five mechanisms, which are analysed here as they are the methods by which the Strategy will be delivered (e.g. when the Council discharges its functions).

Information: Protected characteristics and the Public Sector Equality Duty

The Public Sector Equality Duty (PSED) states that in the exercise of our functions and services, we must have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited under the Act;
- Advance equality of opportunity between people who share a protected characteristic and those who do not; and
- Foster good relations between people who share a protected characteristic and those who do not.

To ensure that we are achieving the above requirements we must;

- Remove or minimise disadvantages suffered by people due to their protected characteristics;
- Take steps to meet the needs of people from protected groups where these are different from the needs of other people; and
- Encourage people from protected groups to participate in public life or in other activities where their participation is disproportionately low

The Act states that meeting different needs involves taking steps to take account of disabled people's disabilities. It describes fostering good relations as tackling prejudice and promoting understanding between people from different groups. It states that compliance with the duty may involve treating some people more favourably than others.

Age	Analysis of impact on age including due regard to PSED (above).  Pre-consultation diversity data shows the following in terms of breakdown for		
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age:

age group	households	percent
16 to 24	441	4%
25 to 34	1,417	11%
35 to 44	2,330	19%
45 to 54	2,785	22%
55 to 64	1,945	16%
65 to 74	1,728	14%
74+	1,726	14%
unknown	115	1%
	12,487	100%

### Removal of the Levy

The removal of the levy will have a positive impact on all ages as the 25p per week charge will not be paid as part of the weekly rent and will not be a small weekly outgoing for employed residents resulting in a positive impact and neutral impact for those on Housing Benefit. The resources provided to implement the strategy and assist residents become involved will not be affected due to the removal of the levy as existing resources will be used.

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### Improving local area and improving customer service

Information: It is evident that younger residents are less likely to be involved in the Council's Resident Involvement agenda. We have 15% of tenants between the age of 16-34 and the strategy will ensure that we target this section of the community. During the consultation sessions it was apparent that this age group was not represented and residents above 34 were well represented. Those that are under the age of 16 years are too young to be legally protected here, and so they are additionally included under Children's Right. There will be proactive action taken to encourage younger residents to become involved and have a voice in how services are delivered.

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		<p><b>Making documents easier to understand</b></p> <p>The strategy provides an opportunity for a wide range of communication and consultation mechanisms that will attract different ages including a readers panel. By targeting younger people, their views on how to communicate with this section of the community will have a positive impact on Resident Involvement. Providing documents in various forms e.g. large print will assist older people and people with visual impairments to participate effectively. These improvements will also assist those of all ages with literacy issues.</p> <p><b>Work with TRAs</b></p> <p>Traditionally residents involved in TRAs are over 34 years; however as already highlighted proactive work will take place to involve younger residents and this in turn will be a positive impact.</p> <p>There is a lack of data on the Protected Characteristics of residents that are currently involved and the proposed strategy will address this by monitoring the diversity of those that become and are currently involved.</p>	H	+
	Disability	<p>Analysis of impact on disability including due regard to PSED (above).</p> <p>The Equality Act 2010 states that meeting different needs involves taking steps to take account of disabled people's disabilities. It describes fostering good relations as tackling prejudice and promoting understanding between people from different groups. It states that compliance with the duty may involve treating some people more favourably than others.</p> <p>The Act also places a statutory duty on public bodies to make reasonable adjustments for disabled people.</p> <ul style="list-style-type: none"> <li>• Demonstrate how you have attempted to address what barriers disabled</li> </ul>		

		<p>people might face, and how the policy could help remove them.</p> <p><b>Tenants and Disability</b>  Census 2011 data gives 14.66% as the percentage of residents who consider themselves to have a Limiting Long-Term Illness. For further context, 4.93% of the borough identified themselves as permanently sick/disabled (2001 Census). However, this does not directly correspond to a disability as is defined by the Equality Act 2010, as the question in the census did not ask respondents if they were registered disabled. The review will encourage residents with disabilities to engage in focus groups and other forms of involvement mechanisms, which will have their views taken into consideration.</p> <p><b>Removal of Levy</b></p> <p>The removal of the levy will have a positive impact on residents with disabilities as the 25p per week charge will not be paid as part of the weekly rent and will not be a small weekly outgoing for employed residents resulting in a positive impact and neutral impact for those on Housing Benefit. The resources provided to implement the strategy and assist residents become involved will not be affected due to the removal of the levy as existing resources will be used.</p> <p><b>Improving Local area</b></p> <p>The coordination and planning of meetings takes into consideration venue accessibility issues. Regeneration programmes will actively seek the views of disabled residents to ensure that their voices are heard and have an impact in the overall delivery of the programme. This is evident in the development of the Tudor Rose Community centre where accessibility is at the forefront of the newly built facility. The strategy has identified working with Sheltered Housing Schemes where disabilities are more common due to the age of the residents and will proactively take forward any agreed actions that they perceive as a concern. The strategy demonstrates that the council will take steps to take account of disabled people's disabilities.</p> <p><b>Improving Customer Service</b></p>		
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	<p>With the introduction of the Repairs Working Group and the Local Residents Panel residents' views, ideas for improvements and general concerns will allow dialogue to take place with this group. By liaising with the Equalities Champions Group, where disabled people are also represented this will assist in providing expertise and first hand knowledge of how to improve services for this section of the community.</p> <p>There are also plans to hold focus groups and workshops to support the understanding of residents and specific characteristics will be approached to take on board their concerns and use them to improve service delivery. Overall the proposal is designed to meet the needs and improve the quality of life for all residents that receive a service from Housing and Regeneration and Department.</p>	H	+
	<p><b>Making documents easier to understand</b></p> <p>Documents will be produced with additional improvements provided by the readers' panel and through other mechanisms. Currently information is produced in plain English, and Braille, easy read format and large print are provided on request. The strategy will provide additional methods of communication that will address any gaps that are identified through the proposed involvement mechanisms and is of high relevance and will have a positive impact on disabled people.</p>	H	+
	<p><b>Training for Residents with difficulties</b></p> <p>The strategy will have a positive impact on this group. Through the Local Residents' Panel with representation on this forum of disabled residents and through additional mechanisms lessons learnt will feed into this structure. By monitoring the complaints and how they are resolved will provide the council with learning techniques that will assist in improving the complaints process acknowledge the issues disabled residents experience and improve the services provided.</p>	H	+
	<p><b>Work with TRAs</b></p>		

		With the proposal of an administrative resource to support TRAs and the strategy it will assist TRAs comply with legal requirements and regulations, keep up to date with good practice, legal requirements and regulations relating to disability and other protected characteristics.	H	+
	Gender reassignment	<p>Analysis of impact on gender reassignment including due regard to PSED .</p> <p>Research relating to LGBT (lesbian, gay, bisexual, transgender) population estimates notes that:</p> <p><i>In 2005, the Department for Trade and Industry published a figure of 6% as the percentage of LGBT people in the general population as part of its research in relation to new equalities legislation. The number of LGBT people in London is thought to be anywhere between 6% and 10% of the total population, increased by disproportionate levels of migration. This equates to an urban population of between 450,000 and 750,000 people.</i></p> <p>[Kairos in Soho: p27, 2007]</p> <p>This estimate does include LGB as well as trans, and so it is not precise. There are no official statistics as data on this group is not routinely collected (e.g. through the Census). None of the proposed mechanisms has, so far, emerged as a particular relevance to, or as having a particular impact on, this protected characteristic. However, we are consulting on the Residents' Involvement Strategy and welcome views</p> <p><b>Removal of Levy</b></p> <p>The removal of the levy will have a positive impact on all residents as the 25p per week charge will not be paid as part of the weekly rent and will not be a small weekly outgoing for employed residents resulting in a positive impact and neutral impact for those on Housing Benefit. The resources provided to implement the strategy and assist residents become involved will not be affected due to the removal of the levy as existing resources will be used.</p>	L	/
				L



	Marriage and Civil Partnership	<p>Analysis of impact on marriage and civil partnership including due regard to PSED.</p> <p>The principles and mechanisms, and the removal of the levy are not services that are being provided to people with this protected characteristic on particular grounds and so marriage and civil partnership is not relevant or applicable in this case.</p>	N/A	N/A																																																					
	Pregnancy and maternity	<p>Analysis of impact on pregnancy and maternity including due regard to PSED (above).</p> <p>Data is not collected on this group in Housing. However, ONS data for 2010, detailing live births by usual area of residence, gives the following data (numbers and percentages):</p> <table border="1"> <thead> <tr> <th colspan="9">Age of mother at birth</th> </tr> <tr> <th>All ages</th> <th>Under 18</th> <th>Under 20</th> <th>20-24</th> <th>25-29</th> <th>30-34</th> <th>35-39</th> <th>40-44</th> <th>45+</th> </tr> </thead> <tbody> <tr> <td>2,773</td> <td>18</td> <td>69</td> <td>300</td> <td>521</td> <td>964</td> <td>740</td> <td>165</td> <td>14</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="9">Age of mother at birth</th> </tr> <tr> <th>All Ages</th> <th>Under 18</th> <th>Under 20</th> <th>20-24</th> <th>25-29</th> <th>30-34</th> <th>35-39</th> <th>40-44</th> <th>45+</th> </tr> </thead> <tbody> <tr> <td>63.6</td> <td>8.6</td> <td>19.9</td> <td>40.2</td> <td>51.1</td> <td>107.3</td> <td>100.6</td> <td>27.0</td> <td>2.7</td> </tr> </tbody> </table> <p><b>Removal of the Levy</b>  The removal of the levy will have a positive impact on women with this protected characteristic as the 25p per week charge will not be paid as part of the weekly rent and will not be a small weekly outgoing for employed residents resulting in a positive impact and neutral impact for those on Housing Benefit. The resources provided to implement the strategy and assist residents become involved will not be affected due to the removal of the levy as existing resources will be used.</p>	Age of mother at birth									All ages	Under 18	Under 20	20-24	25-29	30-34	35-39	40-44	45+	2,773	18	69	300	521	964	740	165	14	Age of mother at birth									All Ages	Under 18	Under 20	20-24	25-29	30-34	35-39	40-44	45+	63.6	8.6	19.9	40.2	51.1	107.3	100.6	27.0	2.7	L
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	<p><b>Improving local area and improving customer service</b> The coordination and planning of meetings takes into consideration venue accessibility issues, and these include baby changing facilities and times of day when people are able to attend, which might need to be after school has started for those mothers with small babies and other children. Regeneration programmes will actively seek the views of all residents and ask women their views on issues pertinent to them in order that pregnant and breastfeeding women's needs are taken into account</p> <p><b>Making documents easier to understand</b> This will not necessarily be of high relevance to women with this protected characteristic, albeit any improvements to make our communications easier to understand will benefit all residents.</p> <p><b>Training for residents with difficulties</b> This is not relevant to this protected characteristic.</p> <p><b>Work with TRAs</b> This will not necessarily be of high relevance women with this protected characteristic but they will benefit from the general improvements in the service.</p>	H	+																											
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Indian	84	1%
any other Asian	306	2%
Chinese	24	0%
White & black Caribbean	249	2%
White & black African	131	1%
White & Asian	65	1%
any other mixed background	73	1%
Other	734	6%
Prefer not to say	41	0%
Unknown	1,714	14%
	12,487	100%

The proposals will have a positive impact on BME households as the Resident Involvement strategy will proactively take steps by using various methods to engage with this group. Approximately 40% of combined ethnicity BME categories above shows a disproportionately higher number of residents in these tenancies as compared to the Borough Profile, where total White is 77.83% (meaning that BME is 22.17% for the Borough). This is a difference 17.83 percentage points. Aiming to increase participation from BME residents will have a positive effect on this group, and residents of all races will be encouraged to participate in order to promote good relations.

**Improving Local area**

It is essential that all groups have a voice and the approach to Minor Estates Improvements as outlined in the strategy will encourage residents of all race groups to participate in the improvement of their local area. This will have a positive impact on this group. By encouraging access to all community groups, this will assist in widening the diversity and involvement of wider residents. With the design of Local Offers, and with the involvement of wider representation of residents in developing these, this will assist the department in learning about the expectations of this group and what the department can actually offer as an inclusive service to all residents.

**Improving Customer Services**

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	<p>With the introduction of the Repairs Working Group and the Local Residents Panel residents' views, ideas for improvements and general concerns will allow dialogue to take place with this group. By liaising with the Equalities Champions Group and other forums where people of all races are also represented will assist in providing expertise and first hand knowledge of how to improve services for all section of the community.</p> <p>There are also plans to hold focus groups and workshops as required to support residents to take on board their concerns and use them to improve service delivery. It has not emerged during consultation, that this has a specific relationship to any race group. Overall the proposal is designed to meet the needs and improve the quality of life for all residents that receive a service from the Housing and Regeneration Department.</p>	H	+
	<p><b>Training for Residents with difficulties</b></p> <p>Through the Local Residents Panel and with positive engagement with this section of the community it will provide a more diverse representation and in turn the strategy will have a positive impact on all race groups.</p> <p>By monitoring complaints and how they are resolved will provide the council with learning techniques that will assist in improving the complaints process and improve the services provided.</p>	H	+
	<p><b>Work with TRAs</b></p> <p>With the proposal of an administrative resource to support TRAs and the strategy it will assist TRAs comply with legal requirements and regulations, keep up to date with good practice, legal requirements and regulations relating to disability and other protected characteristics. The strategy has also proposed that by monitoring the diversity of those that become and are currently involved will be a core activity and identify areas that need to be addressed that may be of relevance to one or more race groups.</p>	H	+
	<p><b>Removal of Levy</b></p> <p>The removal of the levy will have a positive impact on all race groups with this protected characteristic as the 25p per week charge will not be paid as part of</p>		

		the weekly rent and will not be a small weekly outgoing for employed residents resulting in a positive impact and neutral impact for those on Housing Benefit. The resources provided to implement the strategy and assist residents become involved will not be affected due to the removal of the levy as existing resources will be used.	L	+																																				
	Religion/belief (including non-belief)	<p>Analysis of impact on religion including due regard to PSED (above).</p> <p>The information on religion and tenants is as follows:</p> <table border="1"> <thead> <tr> <th>Faith</th> <th>households</th> <th>percent</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>427</td> <td>3%</td> </tr> <tr> <td>Muslim</td> <td>206</td> <td>2%</td> </tr> <tr> <td>Jewish</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Hindu</td> <td>2</td> <td>0%</td> </tr> <tr> <td>Buddhist</td> <td>2</td> <td>0%</td> </tr> <tr> <td>Sikh</td> <td>1</td> <td>0%</td> </tr> <tr> <td>not say</td> <td>33</td> <td>0%</td> </tr> <tr> <td>other</td> <td>22</td> <td>0%</td> </tr> <tr> <td>no religion</td> <td>106</td> <td>1%</td> </tr> <tr> <td>unknown</td> <td>11,687</td> <td>94%</td> </tr> <tr> <td></td> <td>12,487</td> <td>100%</td> </tr> </tbody> </table> <p><b>Improving Local area</b> It is essential that all groups have a voice and the approach to Minor Estates Improvements as outlined in the strategy will encourage residents of all race groups to participate in the improvement of their local area. This will have a positive impact on this group. Encouraging access to all religious groups will assist in widening the diversity and involvement of wider residents.</p> <p><b>Improving Customer Services</b> The introduction of the Repairs Working Group and the Local Residents Panel will encourage views on improving services which may be relevant to religious groups. The Equalities Champions Group will assist in providing expertise and suggestions for improving services for all section of the community. There are</p>	Faith	households	percent	Christian	427	3%	Muslim	206	2%	Jewish	1	0%	Hindu	2	0%	Buddhist	2	0%	Sikh	1	0%	not say	33	0%	other	22	0%	no religion	106	1%	unknown	11,687	94%		12,487	100%		
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	<p>also plans to hold focus groups and workshops to support the understanding of residents to take on board their concerns and use them to improve service delivery. Overall the proposal is designed to meet the needs and improve the quality of life for all residents that receive a service from the Housing and Regeneration Department.</p> <p><b>Training for Residents with difficulties</b> Through the Local Residents Panel and with positive engagement with this section of the community it will provide a more diverse representation and in turn the strategy will have a positive impact on all religious groups. By monitoring complaints, the Council will have live information on issues that may be of relevance to religious groups, and will be able to address them.</p> <p><b>Work with TRAs</b> With the proposal of an administrative resource to support TRAs and the strategy it will assist TRAs comply with legal requirements and regulations, keep up to date with good practice, legal requirements and regulations relating to disability and other protected characteristics. The strategy has also proposed that by monitoring the diversity of those that become and are currently involved will be a core activity and identify areas that need to be addressed that may be of relevance to one or more race groups.</p> <p><b>Removal of Levy</b> The removal of the levy will have a positive impact on all religious groups with this protected characteristic as the 25p per week charge will not be paid as part of the weekly rent and will not be a small weekly outgoing for employed residents resulting in a positive impact and neutral impact for those on Housing Benefit. The resources provided to implement the strategy and assist residents become involved will not be affected due to the removal of the levy as existing resources will be used</p>	L	+
	<p>Sex</p> <p>Analysis of impact on sex including due regard to PSED (above)</p> <p>In H&amp;F there are 165,242 adults, of whom 78,993 (48%) are male and 86,249 (52%) are female. The household data is as follows</p>	H	+
		L	+

gender	households	percent
female	7,641	61%
male	4,845	39%
unknown	1	0%
	12,487	100%

Through the consultation process and the series of meetings and workshops held both men and women were equally represented. Given that women are disproportionately represented in the household data (by 9 percentage points), this means that there is a possibility we may not have proportionately captured their views. This has also been demonstrated in the make up of tenants that have submitted applications to be members of the Residents Panels.

Where a gap in representation is identified the strategy will assist in addressing this gap, which will be positive.

**Improving local area and improving customer service**

During consultation, it did not emerge that any improvements under this method of involvement was of any particular relevance to men or to women, although the improvements will benefit both sexes.

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**Making documents easier to understand**

This will not be of high relevance to men and women, but it will have a small positive benefit in terms of making our information easier for all residents. .

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**Work with TRAs**

During consultation, it did not emerge that any improvements under this method of involvement was of any particular relevance to men or to women, although the improvements will benefit both sexes.

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**Removal of Levy**

The removal of the levy will have a positive impact on all men and women

		(women proportionately more so than men) as the 25p per week charge will not be paid as part of the weekly rent and will not be a small weekly outgoing for employed residents resulting in a positive impact and neutral impact for those on Housing Benefit. The resources provided to implement the strategy and assist residents become involved will not be affected due to the removal of the levy as existing resources will be used.	M	+
	Sexual Orientation	<p>Analysis of impact on sexual orientation including due regard to PSED (above)</p> <p>Research relating to LBGT (lesbian, gay, bisexual, transgender) population estimates notes that:</p> <p><i>In 2005, the Department for Trade and Industry published a figure of 6% as the percentage of LGBT people in the general population as part of its research in relation to new equalities legislation. The number of LGBT people in London is thought to be anywhere between 6% and 10% of the total population, increased by disproportionate levels of migration. This equates to an urban population of between 450,000 and 750,000 people.</i></p> <p>[Kairos in Soho: p27, 2007]</p> <p>This estimate does include trans as well as LGB, and so it is not precise. There are no official statistics as data on this group is not routinely collected (e.g. through the Census). None of the proposed mechanisms has, so far, emerged as a particular relevance to, or as having a particular impact on, this protected characteristic.</p> <p><b>Removal of Levy</b></p> <p>The removal of the levy will have a positive impact on all residents as the 25p per week charge will not be paid as part of the weekly rent and will not be a small weekly outgoing for employed residents resulting in a positive impact and neutral impact for those on Housing Benefit. The resources provided to implement the strategy and assist residents become involved will not be affected due to the removal of the levy as existing resources will be used.</p>	L	/
			L	+



<p><b>Human Rights and Children's Rights</b>  Will it affect Human Rights, as defined by the Human Rights Act 1998?  No</p> <p>Will it affect Children's Rights, as defined by the UNCRC (1992)?  No</p>				

<b>Section 03</b>	<b>Analysis of relevant data and/or undertake research</b>
<b>Documents and data reviewed</b>	Data provided through I –World system collected from tenants' information of the head of household and enhanced over the years from the Status Survey and Diversity surveys. Kairos in Soho, <i>London's LGBT Voluntary Sector Infrastructure Project</i> , 2007 Census 2001 Live Births by Usual Area of Residence, 2010 (From table 2a: <a href="http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcm%3A77-222793">http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcm%3A77-222793</a> )
<b>New research</b>	No New Research

<b>Section 04</b>	<b>Undertake and analyse consultation</b>
<b>Consultation</b>	Consultation commenced with residents on the 6 <sup>th</sup> of January and concludes on the 27 <sup>th</sup> of January. Details of consultation findings are outlined in the Resident Involvement Strategy and forms part of the Cabinet Report  Consultation on the Removal of the Tenants Levy is included in the consultation period outlined above..
<b>Analysis</b>	What did you learn from your consultation about your proposed or existing policy relation to the protected characteristics and/or human and children's rights?  The development of the strategy has included and highlighted the views and concerns residents have raised

	<p>during the consultation process. This has been defined under the five mechanisms;</p> <ul style="list-style-type: none"> <li>▪ Improving Local Area</li> <li>▪ Improving Customer Service</li> <li>▪ Making documents easier to understand</li> <li>▪ Training for residents with difficulties</li> <li>▪ Work with Tenants and Residents Associations</li> </ul> <p>The assessment has outlined the impact the proposals will have on each protected characteristic and the degree of relevance applied.</p>
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<b>Section 05</b>	<b>Analysis of impact and outcomes</b>
<b>Analysis</b>	<p>What has your consultation and analysis of data shown?</p> <ul style="list-style-type: none"> <li>▪ The independent review of Resident Involvement found that the current arrangements for Resident Involvement, including the Tenants Levy, 'Fall short of Best Practice'</li> <li>▪ The Council must improve its direct engagement with its residents and can do this with existing resources negating the need to have a direct Levy on rents.</li> </ul> <p>There is no evidence of lawful or unlawful discrimination.</p>

<b>Section 06</b>	<b>Reducing any adverse impacts</b>
<b>Outcome of Analysis</b>	There are no adverse impacts

<b>Section 07</b>	<b>Action Plan</b>
<b>Action Plan</b>	An action plan to the Resident Involvement Strategy will be developed.

<b>Section 08</b>	<b>Agreement, publication and monitoring</b>
<b>Chief Officer sign-off</b>	Name: Position: Email: Telephone No:
<b>Key Decision Report</b>	Date of report to Cabinet/Cabinet Member: 5 March 2012 Confirmation that key equalities issues found here have been included: Yes
<b>Opportunities Manager for advice and guidance only</b>	Name: Carly Fry Position: Opportunities Manager Date advice / guidance given: 19 January 2012 Email: <a href="mailto:PEIA@lbhf.gov.uk">PEIA@lbhf.gov.uk</a> Telephone No: 020 8753 3430