

Equality Impact Assessment (EIA)

Stage 2 – Full Assessment

The aim of this stage is to determine the **extent** of the impact of the *Policy on our staff, customers & stakeholders and who the affected individuals or groups are. Only when we understand the impact and who it affects, can we create actions to overcome any negative implications.

Please answer all questions fully and when asked for an explanation, please give one.

Please support **all** of your statements with data / statistics or research. Do not make a statement without the evidence of why you have come to that conclusion (*The EIA will be returned to you*).

Please be aware, the word *Policy is used in reference to the policy, service area, function, procedure, practice, new initiative etc. that you are assessing.

Your Details

Team or Service Area	Customer Involvement
Name of Policy, Service, Function, procedure etc...	Tenant Participation
Lead Officer	Neil Martin
Others Involved	Fiona Graham, Graham Pearce, Vikki Jones, Jacquie Atherton, Gareth Riley, Adam Timothy
Date of Assessment	

STEP 1 – Identifying the purpose or aims

1. What type of *Policy is this? (put an 'X' in the correct box)

Existing	X
New / Proposed	
Changing / Updating	



2. What are the aims of the service area?

GGHT believes tenants should be at the heart of all decision-making and have a fundamental role in shaping services. The Tenant Participation service aims to ensure tenants and residents are effectively informed and consulted and have the opportunity to be involved both on a formal or informal basis, at a level they feel comfortable with. Effective tenant participation is essential to GGHT delivering its aims to work with customers to achieve the highest levels of satisfaction and improve the quality of life for its customers.

3. What outcomes do you want to achieve through having this service area?

To ensure that our tenants have the opportunity to be involved in the management of our service at a level that suits them, including being kept informed, consulted or actively involved.

To improve our customers quality of life by encouraging all sections of society to get involved.

To ensure that there are no barriers to involvement and that by increasing opportunities for involvement/engagement we are delivering a service that improves customer's quality of life and achieves high levels of satisfaction for all of our customers.

To work with tenants from minority groups to ensure that there are no barriers to inclusion anywhere in the service.

To ensure all negative impacts from the service are found and removed.

To consult with diverse groups of tenants, understand any dissatisfaction with our services and ensure they are satisfied with opportunities to take part.

To positively increase all equality and diversity performance within Tenant Participation and ensure that all decisions made will help work towards E&D objectives.

4. Who is this service area aimed at and in what way? (Eg; customers / staff / stakeholders etc.)

The TP service is aimed at all tenants and residents on our estates and also staff, partners/contractors and other stakeholders.



Does Tenant Participation already promote equality of opportunity in any way? If the answer is 'YES' please give examples.

Yes. We are keen to ensure that we have representative structures for involvement and set targets to encourage participation from different sections of the community. The Tenant Participation team ensure that all formal meetings are held in accessible venues; that no tenant is left out of pocket as a result of them being involved; and that communications clearly state that access support will be provided to enable all sections of the community to participate.

We also aim to promote social inclusion and cohesion on our estates through our activities, for example by organising a programme of diversionary and inter-generational activities (in 2009/10 we organised 15 GGH initiative events/activities and 12 youth activity/diversionary events - more details included in Section 7 under age).

Tenant Participation as a service area also provides a commitment to ensuring that all customers are kept informed, up to date and that our information is comprehensive, customer approved and in plain English. Our communications contain accessibility panels so that customers can request copies of documents in other languages, large print, Braille and easy read.

By working closely with Resident Associations on our estates we are also able to encourage them to remove barriers e.g. by providing advice on suitable locations for meetings.

5. Who did you consult with when writing this *Policy?

Name of individual / team / group or Organisation you consulted with	What did they say?	What does this tell you?
TP Monitoring Panel	Agreed the TP objectives for GGH; had input into the content of the Customer Involvement Statement; agreed the Core Standards; decided on grants for Tenant & Resident Associations and the Warrington Federation; agreed amounts of money for out of pocket expenses.	The TP service is customer focussed and based on the input of those tenants who are currently involved.
Customer Consultation Panel Evaluation January 2011	100% satisfied that meetings met their expectations; 100% agreed that the content	Tenants currently involved are satisfied with the opportunities made available to them.



	was discussed at the right level; 94% felt that they definitely or possibly influenced decisions and GGHT services.	
Tenant Inspectors – Not Involved Customer Survey	Tenant Inspectors carried out a survey to find out why other GGHT tenants were not involved in housing. The survey only received 7 returns with a range of responses including: too busy; no time; not interested. One tenant suggested that they did not attend because they were a wheelchair user and an action was developed to re-emphasise that all meeting venues are accessible.	A wider survey of tenants is required to understand satisfaction with opportunities to get involved and to identify suggestions to remove barriers and increase involvement for all sections of the community.
Stakeholders	Suggested that we target specific diverse groups to assess any potential barriers.	
Other Housing Associations	Feedback from Aspire Housing that majority of their involved customers are also White British and aged over 60.	Traditional methods for involving tenants have not always been effective at achieving representative structures.

What are the [Key findings](#) of your consultation and feedback

Elements of the Tenant Participation service (e.g. grants and expenses payments) are reviewed annually by the CCP and the service was also reviewed as part of the development of the Customer Involvement Strategy. The tenants and resident groups consulted with view the service very positively in terms of strengthening opportunities for participation at a variety of levels. Those attending events and training courses are also very satisfied with the service being provided.

The TP service aims to remove barriers and actively promote opportunities for involvement amongst different equality groups. Examples of changes that have been made to remove barriers include:

- Using accessible venues for all meetings



- Avoiding meeting times that clash with parents/carers dropping children off or picking them up from school
- Paying out of pocket expenses to tenants attending meetings.

However, it is evident that more needs to be done to involve some sections of the community who are currently under-represented across formal structures.

Were there gaps any in your consultation?

The profile of the groups with which we consulted may not accurately reflect the customer base when measured against all equality groups. By focussing our consultation on formal meetings we may have missed the opportunity to gather the views of customers who do not want this level of involvement

More details on how representative the formal meetings which were used to consult with on the service can be found in later sections; however, it is evident that there are certain sections of the community which are either under-represented in comparison to the GGHT tenant profile and/or Warrington demographic (e.g. BME tenants) or for whom we are unable to measure their involvement (e.g. sexuality or religion).

In order to address some of these gaps attempts have been made to specifically target engagement with some historically under-represented groups, including younger and BME tenants. The attempts made to date in targeting BME tenants have not been effective and therefore remains a gap in our consultation, which will be addressed with future actions to improve this.

6. What are the impacts on the following diverse groups?

Please use the evidence you have found to support your answers in the form of data, statistics or research. (For this you could use census data / GGHT performance information / status survey stats / research / satisfaction results etc...)

For each group, answer these questions in your answer:

- Does this *Policy impact differently towards these groups than any other group?
- Is the impact negative? If yes, why? If no, why? *(back up your statement with data)*
- Is the impact positive? If yes, why? If no, why? *(back up your statement with data)*



People of different age groups

The age profile of our involved customers is skewed towards the older age group in comparison to Warrington demographics, although GGHT's customer profile and the profile of involved tenants are very similar. All of our evaluations include monitoring information on age, including training, fun day and conference evaluations.

Age Group	Involved Customers*	GGHT Customer Profile ¹	Warrington Demographics ²
16-24	5.1%	5.2%	11.0%
25-54	36.7%	34.4%	41.0%
55+	58.2%	61.3%	28.0%

*Data based on profile of 79 customers in 2010 who were involved in a formal structure or who attended a training course we run.

¹Data taken from GGHT's Diversity Profile Data Q4 Jan-March 2011 (GGHT website).

²Data taken from GGHT's Diversity Profile Data Q4 Jan-March 2011 (GGHT website).

A recent evaluation undertaken at a CCP meeting in January 2011 showed the profile to be further skewed towards older tenants, with 41% of those involved aged 55-64 and a further 41% aged 65+.

As can be seen from the satisfaction data below (latest STATUS survey - 2008), tenants aged 55 and over were significantly more likely to be satisfied that their views are being taken into account and are kept informed. This is consistent with results for other HA's as evidenced from our involvement in benchmarking exercises and would suggest that current methods for formal tenant involvement have been more likely to appeal to older/retired people who have more free time.

- ❖ 67% of tenants under the age of 25 are satisfied that their views are being taken into account; 55% aged 25-55 and 75% aged over 55.
- ❖ 67% of tenants under the age of 25 are satisfied that they are kept informed; 71% aged 25-55 and 87% aged over 55.

It is possible that barriers to participating in formal structures exist for younger tenants as meetings are predominantly held during the day. We have in the past offered the option of holding evening meetings and no one (of any age) said they would like to have them. Examples include holding an evening event in Winwick a couple of years ago on the request of local tenants, with not one person turning up.

Research with other HA's has found that they also have a tendency to have a majority of their involved customers aged 60 plus. Aspire Housing for example only had 4% of their involved customers aged under 25, compared to 28% aged 60 plus in 2010.

We have also held a series of events aimed at the under 30s and aim to actively target engagement with younger people on our estates over the next 12 months. This will be achieved by working in partnership with young people and organisations including Warrington Wolves, Partnership Through Sport and Stronger together in Warrington, as well as trialling the set up of a youth forum. The organisations focus on job clubs and other activities to support tenants into work is also viewed as an opportunity to engage more with younger tenants.



We have specifically targeted engagement with younger age groups through funding and delivering a range of events and a programme of diversionary activities. These have been very effective at involving younger people (550 in 2010/11, 495 in 2009/10) and have been used to gather their feedback on what directions they would like us to go in, what services they would like us to provide and how we can improve their quality of life. We aim to involve all young people across Warrington, however we have particularly focussed on areas where there is a history of youth issues or where access to other structured groups is more limited or unavailable.

Some examples of how we have engaged with young people are included below:

- ❖ Increased membership of 'The Hit' – The Housing Ideas Team to 40. This group was aimed at under 16 year olds to get them involved and give their views on housing while getting priority access to diversionary activities such as trips and sporting events.
- ❖ Carried out a door to door survey on 'Getting Involved in Housing' in the Alder Lane area, aimed at younger tenants (under 30) – low interest.
- ❖ Led on Warrington's Got Talent event – 72 acts entered (children aged 5-19)
- ❖ Involved 175 young people in a variety of activities including Community Basketball Projects, Fit Kidz Activities, Warrington Community Street League and the GGH Football Cup.
- ❖ Targeted young people under the age of 25 with a pizza hut lunch event attracting young people from Longford, Orford and Latchford.
- ❖ Sponsoring the Warrington Summer Sports Festival, Sports Leaders Training and after school clubs.
- ❖ Recruiting 10 junior reporters for News & Views magazine.

Some photos from these events are included below:



Getting involved – Under 35's Event



Inter-generation Bowls competition

People who have different ethnicities (African, British, Asian etc)

Our profiling data for involved customers shows that BME customers are under-represented in comparison to both the GGHT customer profile and Warrington demographics.

Ethnic Group	Involved Customers	GGHT Customer Profile	Warrington Demographics
Non-BME	98.7%	95.1%	94.2%
BME	1.3%	4.9%	4.9%

A recent evaluation undertaken at a CCP meeting in January 2011 showed 94% of those involved being White British and 6% White Other (European). 22% of those attending the 'Painting and Decorating' session in August 2010 were White Other (Russian and Polish), suggesting that vocational courses may be more effective at targeting BME customers.

The TP team have worked to remove any barriers to involvement for people from different ethnic backgrounds, this has included providing translation strap-lines and document titles into the top 6 community languages. However, we do not receive significant numbers of requests for translations or for interpretation services at meetings/events.

Attempts we have made in the past to involve people from different ethnicities have included paying for a translation of a welcome letter from Longford RA for new Polish tenants in their defined area.

As can be seen from the satisfaction data below (latest STATUS survey), BME tenants are less likely to be satisfied that their views are being taken into account than non-BME tenants; however, they are more satisfied that they are kept informed:

- ❖ 61% of BME tenants are satisfied that their views are being taken into account compared to 74% non-BME.
- ❖ 84% of BME tenants are satisfied that they are kept informed compared to 80% non-BME.

As part of the action plan that was developed in response to the results from the STATUS survey the TP team contacted all the BME STATUS survey respondents to explain how tenants views influence GGHT's services and to encourage their involvement; responses from this exercise suggested that those contacted were happy with the way they were kept informed and didn't want to be more formally involved. It is recommended that we revisit this in the next 12 months taking advice from the Working Together Group.

We are currently in the process of developing a programme of events for the next 12 months and are looking to consult with the Working Together Group on how best to develop specific events that are more likely to appeal to tenants and residents from minority ethnic groups.

Male or Female

Our monitoring information suggests that no structures exclude anyone on the basis of gender and we are not aware of any barriers to involvement for tenants and residents of different genders.

Gender	Involved Customers	GGHT Customer Profile	Warrington Demographics
Male	48%	40%	49%
Female	52%	60%	51%
Transgender	Not available	0.1%	Not available



Lesbian, gay, bisexual people

Our monitoring information suggests that 2% of our involved customers are gay, lesbian or bi-sexual, which is roughly consistent with the customer profile data we hold. As an organisation we have promoted LGB week with our staff and also kept our tenants informed about our activities in this area.

Sexuality	Involved Customers	GGHT Customer Profile	Warrington Demographics
Heterosexual	91%	82%	91%
Gay	1%	0.6%	<1%
Lesbian	<1%	0.5%	<1%
Bi-Sexual	<1%	0.4%	<1%
Prefer not to say	7%	17%	8%

We are not aware of any barriers to involvement for these or other tenants and residents on the basis of their sexuality; however, moving forward we plan to monitor the sexuality of customers attending our informal events.

To enable us to identify what additional actions we can take to ensure that there are no barriers for this group we undertook research into best practice examples from other Housing Associations. Salix HA for example have partnered with Salford University and had a stand at the Manchester Pride Festival. After speaking with people at the Festival they got 30-40 people to complete a survey and now have about a dozen of these people who participate in a LGBT focus group. The people in the group are tenants and residents of the Salford area (not all in the Salix catchment) and discuss policies, service delivery and community activities.

At the moment they feel it is a bit of trial and error but they are trying to get people from this focus group to get involved in other ways but it is early days yet. Salix are also going to hold the focus groups at LGBT community group premises rather than just their own head office.

It is recommended that TP work with the WTG to identify opportunities in the next 12 months to attend any similar events in the Warrington area to speak to local tenants and residents and promote Tenant Participation.

Transgender or Transsexual people

We do not currently monitor whether there are any Transgender or Transsexual people involved in formal structures or attending other events/training. It is likely that there are barriers to inclusion for this group and we have therefore used this opportunity to carry out some research into what these might be so that we can take steps to address these.

Initial research with other Housing Associations and Local Authorities has brought back the following findings:

- ❖ Aspire Housing have chosen to work with the local LGBT network and host their meetings with a degree of success.
- ❖ Manchester City Council have hosted a series of events such as 'walk against homophobia', which produces positive publicity and consultation events with the LGBT community. They also meet with leaders from the LGBT community and have delivered training with staff to support transgender people.



Source: Institute for conflict research - Equality mainstreaming report: policy and practice for transgender people.

- ❖ Report found biggest barrier to inclusion was bullying and harassment from other people, caused by a lack of awareness, knowledge and understanding of transgender issues.
- ❖ Fear of 'outing' themselves by attending or completing surveys.
- ❖ Rudeness and impoliteness from staff when accessing leisure facilities.
- ❖ Fear of being ignored by staff and other attendees when accessing public facilities.

Source: Equalities report: Experiences of and barriers to participation in public for LGBT people

- ❖ Lack of social network to be a barrier to knowing events are taking place.
- ❖ Anxieties about being 'outed' and other people perceptions.
- ❖ Lack of high profile LGBT role models in the media who challenge stereotypes.
- ❖ The report found one barrier to be a lack of interest in the choice of events provided.
- ❖ The judgement that targeted engagement towards the LGBT group just be 'tokenism'.
- ❖ The judgement that events are geared towards other groups.
- ❖ The report found that the main motivations for transgender people getting involved was to make a difference and represent the transgender community.
- ❖ When transgender people did participate and have a positive experience then they were willing to seek out other participation events.
- ❖ Barrier was the effect on family and friends when being outed.

Some potential solutions which we will look at implementing over the next 12 months include:

- ❖ Training for staff and involved tenants
- ❖ Publicising positive experiences of participation to increase the likelihood transgender people becoming involved
- ❖ Publicising transgender support groups, celebration of transgender status and the Warrington transgender community ie numbers and profile.

People with different religions or beliefs

Our monitoring information shows that over half of respondents did not disclose their religion, making it difficult to identify how representative our structures are in terms of tenants religions or beliefs.

Religion/Belief	Involved Customers	GGHT Customer Profile	Warrington Demographics
Baha'i	-	-	-
Buddhist	-	0.2%	1%
Christian (Includes Church of England, Roman Catholic and Christian Orthodox)	39.2%	76%	82%
Hindu	-	0.1%	<1
Jewish	-	0.1%	<1
Muslim	-	0.8%	<1
Rastafarian	-	0.04%	<1
Sikh	-	0.04%	<1



No religion or belief	-	20%	13%
Other religion or belief	3.8%	3%	1%
Prefer Not to say/unknown	53.2%	-	3%
Hindu	-	0.1%	<1

In delivering our current formal structures we do not automatically consider avoiding prayer times when meetings are held or periods of festivals, which may create a barrier to inclusion for some customers.

We plan to consult with the Working Together Group in the future on how we could best remove this barrier, however we may not be able to avoid prayer times and religious festivals for all groups as to achieve the objectives of the service/business we have to hold a certain number of events/meetings etc.

We have consulted with tenants in the past on meeting times but the most popular response has been to avoid school times e.g. pick ups etc. We have also spoken to Muslim involved tenants, who advised us that they would prefer to work round GGHT e.g. they would attend a meeting during Ramadan but would not partake in the lunch.

People with dependants (*children*) or with caring responsibilities

Carers allowance is payable to any tenant or resident wishing to get involved although we do not provide any crèche facilities to enable parents or carers to attend meetings. This may result in some people with dependants or caring responsibilities being excluded and act as a barrier to involvement. Despite promoting additional allowances for carers the take up is also not large. In 2010 for example only one tenant claimed the allowance (claiming c£200 in total).

Although we do not provide crèche facilities at meetings or training events, carers are allowed to bring along dependents if they choose and feel it will be appropriate; several times panel members have used this option and brought along dependent children to meetings, training courses and of course seminars, conferences and fun days.

We aim to hold meetings at times which would allow people with dependants or caring responsibilities to drop off or collect children from schools although we do not collect figures for how many tenants have children or caring responsibilities.

People who are visually impaired or blind

All of our communications contain an accessibility panel advising that information can be made available in Braille or large print on request. We also pro-actively provide documents in large print and on different coloured paper where we are aware customers have a visual impairment. For example, we currently provide News & Views in large print to 29 tenants using data from our Contact Manager database. We also offer to provide meeting materials in Large Print on request and this has been done at several meetings although we have not kept any records.

Some positive practice we have employed include:

- ❖ Providing a board member papers in large print on yellow paper
- ❖ Providing electronic information to customers so they can use IT and speech facilities
- ❖ Going through meeting papers with tenants providing all information and answering questions



- ❖ Providing physical support to blind people during meetings, help with seating, explaining things where necessary
- ❖ Assisting blind customers to attend with their support person.

Presently we don't have specific statistics on visual disabilities but this will be included in further profiling exercises.

- ❖ 75% of tenants who considered themselves disabled according to DDA definition are satisfied that their views are being taken into account compared to 72% who did not.
- ❖ 82% of tenants who considered themselves disabled according to DDA definition are satisfied that they are kept informed compared to 79% who did not.

People who are deaf or have a hearing impairment

Hearing loops are available at most venues where meetings are held and we also have a mobile hearing loop that people can request to use. 13% of tenants attending the Christmas Arts and Crafts event in November 2010 had a hearing impairment but suggested that there was nothing else we could do to remove any barriers to their participation.

Presently we don't have specific statistics on customers who are deaf or have a hearing impairment but this will be included in further profiling exercises.

People who have mobility issues or who use a wheelchair

A recent evaluation exercise undertaken at the CCP meeting in January 2011 showed that 24% of tenants had mobility issues, with one using a wheelchair. 26% of tenants attending the Christmas Arts and Crafts event in November 2010 had a mobility impairment.

We use a small number of regular venues for our meetings and ensure that we provide accessible/DDA compliant venues at all times and promote this on our website and our information leaflets.

People who have mental ill health issues

Presently we don't have specific statistics on mental health disabilities but this will be included in further profiling exercises. However, we do attend Support For All events to promote TP and speak to people with such disabilities individually to encourage them to get involved. Similarly, Tenant Participation Officers sensitively encourage involvement from all people including those with mental health disabilities, catering to individual needs and requirements and providing a tailor made service if necessary. For example, recently, a tenant with very complex needs has been participating via phone calls and correspondence; with the offer of further personal meetings (perhaps with other support workers if preferred) if the tenant wishes further involvement beyond this remote format.

People who have hidden illnesses *(including Cancer, HIV, Aids etc)*

We do not collect information on people who have hidden illnesses however we have a large number of involved tenants who have continued to get involved during illness – cancer, strokes etc. We offer these tenants the opportunity to have remote involvement if required e.g. taking stuff to their home, keeping them informed when they cannot attend meetings, information etc. This is not recorded at present as it is seen as being part of us offering good caring customer service.



People who have learning disabilities *(including dyslexia, autism / aspergers, developmental)*

As discussed above under mental ill health issues we do not have any statistics on the number of involved customers with learning disabilities. However, every effort is made, where known, to encourage involvement from all tenants and meet any needs identified; and it is planned to gather further statistical information on these factors in our profiling exercises. Recent examples of good practice include:

- ❖ Providing personal support as appropriate to encourage tenants to be involved in a way that suits them
- ❖ Attending Support for All meetings and events to explain and encourage involvement and to gather the views on services
- ❖ Recently helping 2 tenants with learning disabilities to make Scrutiny Panel applications, by providing one to one support with interpreting the questions and helping with the wording and typing up of the applications.
- ❖ Meeting tenants with learning disabilities to explain how GGHT works with customers, to explain many of GGHT services and how they can be involved at a level that suits them

The structure of formal meetings often requires participants to be able to read company literature and statistics in advance of meetings, which may not be possible for all tenants; although, in such circumstances GGHT staff would provide support and assistance to enable tenants to participate.

Service leaflets, customer newsletters and other information are made available in Easy-Read format to make them accessible to all tenants. Feedback on the usefulness of documents and accessibility has not been collected.

Other socially excluded communities or groups such as: financially excluded, Poor Health, Drug Addiction, Ex-Offenders, Refugees

Financial exclusion – Comprehensive expenses policy should negate any exclusion. GGHT believe no customer should be out of pocket by being involved

Poor health – As discussed above in several sections the excellent customer care provided by the TP staff enables many tenants in poor health to take-up or remain involved at a level that suits them

Drug Addiction – Working with our partners in Support for All and ARCH Initiatives (Substance abuse support charity) GGHT has actively encouraged and successfully participated with drug addicted tenants

Ex-Offenders

Refugees

STEP 2 – Statistical data, Performance information and Research?



7. What data do you have to draw upon to support this assessment?

Please summarise the main data / research and performance management information in the box below. Your EIA will be returned to you if you do not support your claims with evidence.

Information or Research used *(use this space to show the statistics / research or data you have used to support this document.)*

In supporting this assessment we have used data from a profiling exercise undertaken with 79 customers involved in our formal structures or on training courses in 2010.

We have also used findings from the last STATUS survey, carried out in 2008. This showed:

- ❖ 69% of tenants are satisfied with opportunities for getting involved.
- ❖ 74% of tenants feel their views are taken into account.
- ❖ 81% of tenants satisfied about being kept informed.

We do not routinely record the levels of participation amongst tenants or correlate participation across the diversity strands. We are currently evaluating software solutions that would support us in delivering this.

Tenant Participation have effectively delivered a range of fun and information days aimed at increasing participation and engaging with different sections of the community. Events held at Bewsey, Orford and Westy in 2010 attracted over 400 adults and 230 children. Of those attendees who completed evaluation forms:

- ❖ 94% felt that the events met their expectations
- ❖ 90% would be interested in future events
- ❖ 56% would like to get involved with us in developing and monitoring services.
- ❖ 32% were aged under 16; 16% were aged 25-34; 23% were aged 35-54; 24% were aged 55+.
- ❖ 72% were female and 28% male
- ❖ 94% were White British; 5% White Other; 1% BME
- ❖ 10% classed themselves as having a disability.

Some photos from the fun and information days are included below, showing the range of backgrounds of tenants involved:





August Fun Day 2010



Chand Raat Event



Fun Day 2010

Those tenants who have attended training sessions are very satisfied with these courses – 100% of those attending in 2010 were satisfied that they met their expectations. However, recent courses have primarily appealed to White British females aged over 55. For example, 100% of those attending the 'Get Creative with Flowers' course in September 2010 were female, 93% were aged 55+ and 94% were White British.

While we do not have evidence of attendance from all training courses the photos below from previous courses, show the range of backgrounds of tenants involved:



Learn to Earn Event May 2010

What did this data tell you? (use this space for the written analysis of the above data used)

Tenants who are currently involved in our formal structures are satisfied with the opportunities they have to give their views and influence services. However, we do not have data on the involvement of all sections of the community e.g. sexuality and there are some groups that we have been less effective at attracting to our formal structures, including BME tenants. The data we rely on to measure satisfaction amongst all tenants with opportunities to get involved and for being kept informed is also several years old and needs to be updated.

Tenant Participation have effectively delivered a range of fun and information days aimed at increasing participation and engaging with different sections of the community. Satisfaction with the events has been high and has attracted a good mix of tenants of different ages, gender and ethnicities.

Tenant Participation have also been very effective at using diversionary and inter-generation activities to work with young people to change their lives and those around them.

Those tenants who have attended training sessions are very satisfied with these courses. However, they have primarily appealed to White British females aged over 55 and a review of the courses offered is required.

8. Does or could this *Policy impact on relationships between diverse groups or communities? Please explain your answer

Tenant Participation has a positive impact on communities by bringing them together and encouraging social cohesion. Inter-generational activities currently being delivered for example, can have a positive impact on relationships between residents of different age groups while future events we are in the process of planning in conjunction with the local Islamic Society for example can help to forge closer relationships with other communities.

Tenant Participation have been very effective at using diversionary and inter-generation activities to work with young people to change their lives and those around them. One such story is Stewart, 18 years old, from Dallam. Through his involvement in the Rugby sessions organised by GGHT and



Participation Through Sport, Stewart has become involved in coaching children from deprived areas in a number of sports and hopes to make a career of helping children and young people through sport. Comments received at events from young people include:

- ❖ “If we weren’t here today we would be bored, probably sat in the bus shelter”.
- ❖ “It was a great event and it keeps us out of trouble”.
- ❖ “Great fun; breaks up the half term”.

11. What actions will you take to mitigate any negative impact that this *Policy may cause?

Evaluate systems for monitoring tenant participation across equality strands.

Work with WTG to develop strategies to target under-represented groups and get them involved in our formal structures and on the Board.

Redirect resources towards supporting less experienced local residents in a way that may broaden participation by focussing on issues affecting local communities rather than housing services/processes.

Increase monitoring data to cover more detail on religion, sexuality and physical/mental impairments.

Carry out a survey with all tenants to collect up to date information on levels of satisfaction with opportunities to get involved.

STEP 3- ACTION PLANNING

Where you have identified negative impacts, consider actions that could be taken to mitigate these and where you have identified positive impacts, consider actions you could take to ensure these are realised.

What is the Negative Impact?	What Action are you going to take?	How will you measure the effectiveness of you action?	Responsibility	Agreed
Tenant Board members are not representative of customer base.	Attract tenants from a wider range of backgrounds when recruiting for new tenant Board members.	The range of applicants we receive.	JA/AF	
We do not have any information on sexuality amongst involved customers.	Develop a survey of involved customers to capture profiling information and support the setting up of a Warrington LGBT Residents Association.	Survey in place and LGBT RA established and well attended.	GP	



What is the Negative Impact?	What Action are you going to take?	How will you measure the effectiveness of you action?	Responsibility	Agreed
We are unable to monitor involvement across all our activities.	Evaluate systems to enable us to monitor participation across equality strands.	System in place allowing us to monitor levels of involvement overall and across equality strands.	NM	Y
We do not have current data on levels of satisfaction with opportunities to get involved.	Carry out a general tenants survey and monitor differences in satisfaction with opportunities to get involved across equality strands.	Survey delivered, results compared across equality strands and action plans developed to address any issues identified.	NM/GR	Y
Some sections of the community are currently under-represented.	Redirect resources towards supporting less experienced local residents.	Profile of tenants attending training programme more representative of customer profile.	VJ	Y
High likelihood that barriers to inclusion exist for Transgender people.	Work with E&D officer to deliver training on Transgender awareness to involved tenants and publicise support groups and celebration of Transgender status.	Training and publicity delivered in conjunction with the Warrington Transgender community.	VJ/JA	Y
Some sections of the community are currently under-represented.	Set targets for involving currently under-represented groups.			Y
GGHT don't know tenants satisfaction or dissatisfaction data.	Carry out an annual customer survey to measure tenant satisfaction by diversity strand	The results and survey returns	NM	Y
Outcomes need to be monitored otherwise they may not be completed	Develop a suite of KPI's for TP objectives	Outcomes achieved	NM	Y
E&D performance is low	Ensure all involvement activities throughout the year link in with trying to improve E&D performance	E&D performance will increase	NM	Y



Step 4 –

Signed off by:

Fiona Graham – Business Manager Quality & Performance



Cam Kinsella – Equality & Diversity Officer



Date Signed Off:

15th July 2011

