

## APPENDIX E Equality Impact Assessments to accompany Housing Policies

### Compensation Policy EIA

#### 1. Introduction

<b>Division:</b>	Crawley Homes
Name of activity:	<b>Compensation Policy</b>
<b>Type of activity:</b>	A new policy or strategy
<b>Completed by:</b>	Georgia Leigh
<b>Date completed:</b>	28/10/24
<b>Date approved by Head of Service</b>	Click or tap to enter a date.

#### 2. About the activity

*Please note the term “activity” is used here to include any new services proposed for introduction, changes to an existing service, withdrawal of an existing service, any new policy or strategy or change to an existing policy or strategy, and any project.*

<b>What is the main purpose of the activity?</b> <i>Please explain in a short paragraph</i>
A framework for when compensation should be considered, what reasonable compensation would be and who has the authority to decide it.
<b>Why is it being introduced / reviewed / changed?</b> <i>This could be, for example because of new government legislation or guidance, changing services user needs, or financial reasons</i>
There is a clear need for some guidance and understanding of authorities in order to make reasonable recompense for service failures but also to protect the Housing Revenue Account from inappropriate compensation awards. Compensation has been a focus for the Housing Ombudsman, who offers guidance on what should be the contents of the policy and to whom we report on our complaints handling, remedies and actions. It has been highlighted by TLAP, our Tenants and Leaseholders Action Group as an issue warranting attention, through their recommendations from their complaints handling subgroup, and by the Overview and Scrutiny Committee (OSC) and cabinet, in response to our complaints handling data.

In order to meet the Transparency and Accountability consumer standard, it is necessary to have clear resident-facing policies.

The Housing Ombudsman's dispute resolution principles are that landlords act fairly, put things right and learn from mistakes. The compensation policy sets out how we will do this when things go wrong.

**Who is the intended audience or target group?**

Internal audience or group: Staff & Councillors

External audience or group: Residents who use a particular service (please specify below)

**If other, please specify below and provide details how the audience or target group will benefit?**

Crawley Homes Residents

**Have you already consulted on / researched the activity?**

*Please provide a brief explanation of the work that has been undertaken and any key findings / data. Are there any gaps that need further investigation?*

Our annual complaints performance and service improvement report 2023-4 looked at the different remedies offered to complainants and found that these varied widely, and also that financial compensation was offered significantly fewer times at stage one than at stage two, often leading to stage two complaints.

We have invited scrutiny of complaints from TLAP and have feedback from TLAP'S complaints subgroup that compensation awards are sometimes excessive and sometimes inadequate and that a framework is needed to offer fairness and transparency. There have also been occasions where financial compensation was not the most appropriate remedy. We have taken this on board in the drafting of this policy.

We have taken on board recommendations from the Housing Ombudsman, based upon their review of evidence in the wider sector.

TLAP, SMT and Portfolio have commented on the final draft.

**3. Assessing potential impact**

When undertaking your assessment, it is important to think about every stage of the process regarding the activity. This includes the design phase, consultation, delivery phase and post completion of the activity. Information about the protected characteristic groups as defined by the Equality Act is available [here](#). You should also use this assessment to consider impacts on other vulnerable groups such as those on low incomes.

<b>Impact on people with a protected characteristic</b>	
Is there a potential positive or negative impact based on the following?	
<b>Age</b> (older / younger people, children)	Positive
<b>Disability</b> (people with physical / sensory impairment or mental disability)	Positive
<b>Gender reassignment</b> (the process of transitioning from one gender to another.)	Positive
<b>Marriage &amp; civil partnership</b> (Marriage is defined as a 'union between a man and a woman'. Civil partnerships are legally recognised for same-sex couples)	Positive
<b>Pregnancy &amp; maternity</b> (Pregnancy is the condition of being pregnant & maternity refers to the period after the birth)	Positive
<b>Race</b> (ethnicity, colour, nationality or national origins & including gypsies, travellers, refugees & asylum seekers)	Positive
<b>Religion &amp; belief</b> (religious faith or other group with a recognised belief system)	Positive
<b>Sex</b> (male / female)	Positive
<b>Sexual orientation</b> (heterosexual, gay, lesbian, or bisexual,)	Positive
Whilst <b>Socio economic</b> disadvantage that people may face is not a protected characteristic; the potential impact on this group should be also considered	Negative

<b>What evidence has been used to assess the likely impacts?</b>
<i>(e.g. demographic profiles, research reports, academic research, benchmarking reports, consultation activities, staff surveys, customer surveys, public surveys, complaints, grievances, disciplinary cases, employment tribunal cases, ombudsman cases, media reports)</i>
Ombudsman research and spotlights, complaints data at stage one and stage two, ombudsman cases. These demonstrate the need for an approach which takes into account the personal impact on the person who has experiences service failure and the level that this impacts them. Taking this personalised approach will lead to a positive impact on those sharing the above protected characteristics as their unique experience will be taken into account.
<b>What resource implications are there to deliver actions from this EIA?</b>

*(Quantify: people, time, budget, etc.)*

Training on this policy – all staff will need an understanding of their own authorities and limitations in order to deliver this policy correctly and improve customer experience.

Budget The Housing Ombudsman expects us to consider compensation as part of complaint handling and may even make its own orders for compensation if a complaint escalates that far. For example in 23/24 we received one order from the Housing Ombudsman requiring the Council to pay £1,425. There are existing compensation budgets within Crawley Homes. It is likely that budgetary implications will be neutral as compensation awards stabilise and are fairly applied; however, this will need to be monitored.

#### 4. Outcome following initial assessment

<b>Does the activity have a <u>positive</u> impact on any of the protected groups, or contribute to promoting equality, equal opportunities and improving relations within target groups?</b>	Yes
The policy offers additional ways for service failures to be rectified other than having to raise a formal complaint – a process which some customers might be deterred from using due to language, access to resources or time constraints.	
It brings some level of transparency and accountability in order to be able apply compensation fairly and monitor access to redress.	
<b>Does the activity have a <u>negative</u> impact on any of the protected groups, i.e. disadvantage them in any way?</b>	Yes
The policy potentially has a negative impact for residents who do not have recourse to home contents insurance or due to low income or disadvantage cannot access this or believe that they cannot.	
This is not a change to the existing position but may lead to a more rigid enforcement of the expectation to claim on insurance.	

#### 5. Decision following the initial assessment

Continue with existing activity or introduce new / planned activity	<b>Yes</b>
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Amend activity based on identified actions	<b>No</b>
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**Has the EIA identified any positive or negative impact on any of the protected groups which requires action?**  
*e.g., adjustments to the approach or documents, changes to terminology, broadening parameters of policy, etc. If so, record any actions to be undertaken and monitored*

<b>Impact identified</b>	<b>Action required</b>	<b>Lead Officer</b>	<b>Deadline</b>
Access to other remedy for loss or damage/insurance	Ensure that low cost, specialist insurance for tenants of social housing is promoted at all opportunities and that tenants are periodically reminded.	Clare Prosser	Ongoing

## 6. Monitoring & Review

**How do you propose to monitor and review the impact of your proposal?**  
*Please outline how you will monitor the impact of your proposal, once implemented, on protected characteristic groups, and what the mechanisms for review are.*

This policy will be reviewed every three years or sooner if there are changes to legislation or regulation.  
  
 Complaints data, including compensation awards will be reviewed each three months.

<b>Date of last review or Impact Assessment:</b>	11/11/24
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<b>Date of next 12-month review:</b>	11/11/25
<b>Date of next 3-year Impact Assessment (from the date of this EIA):</b>	11/11/27
<b>Date Sent to HR and Organisational Development Team:</b>	Click or tap to enter a date.

## Short-term alternative accommodation EIA

### 1. Introduction

<b>Division:</b>	Crawley Homes
<b>Name of activity:</b>	<b>Short-term alternative accommodation</b>
<b>Type of activity:</b>	A new policy or strategy
<b>Completed by:</b>	Georgia Leigh
<b>Date completed:</b>	13/11/24
<b>Date approved by Head of Service</b>	Click or tap to enter a date.

### 2. About the activity

*Please note the term “activity” is used here to include any new services proposed for introduction, changes to an existing service, withdrawal of an existing service, any new policy or strategy or change to an existing policy or strategy, and any project.*

<b>What is the main purpose of the activity?</b> <i>Please explain in a short paragraph</i>
To clarify the circumstances and arrangements when a resident needs to be moved into short term alternative accommodation during works or emergencies affecting their home.
<b>Why is it being introduced / reviewed / changed?</b> <i>This could be, for example because of new government legalisation or guidance, changing services user needs, or financial reasons</i>
There is no previous policy and there is a need to ensure that all staff are operating within the law and regulatory requirements. .  There is a clear need for some guidance to all parties about minimising the need for the disruption, expense and distress that can arise from moving people out of their homes on a short-term basis to undertake work on their home. The Housing Ombudsman has made this a focus, with there being high profile maladministration findings in relation to the handling of complaints about this process. Complaints made to Crawley Homes include service failures and miscommunications in this area and the annual complaints review highlighted the need for a clear policy as an action. TLAP, our Tenants and Leaseholders Action Group have also highlighted concerns and contributed to the development of this policy. Additionally, the Transparency and Accountability consumer standard, requires clear resident-facing information, of which this policy is a part.

<b>Who is the intended audience or target group?</b>	
Internal audience or group:	Staff & Councillors
External audience or group:	Residents who use a particular service (please specify below)
<b>If other, please specify below and provide details how the audience or target group will benefit?</b>	
Crawley Homes Residents	
<b>Have you already consulted on / researched the activity?</b>	
<i>Please provide a brief explanation of the work that has been undertaken and any key findings / data. Are there any gaps that need further investigation?</i>	
<p>We have taken on board recommendations from the Housing Ombudsman, based upon their review of evidence in the wider sector.</p> <p>TLAP scrutinised the policy and made some recommendations. TLAP, SMT and Cabinet have commented on the final draft.</p> <p>Some language, clarity and process issues have been identified and addressed as a result of these recommendations.</p>	

### 3. Assessing potential impact

When undertaking your assessment, it is important to think about every stage of the process regarding the activity. This includes the design phase, consultation, delivery phase and post completion of the activity. Information about the protected characteristic groups as defined by the Equality Act is available [here](#). You should also use this assessment to consider impacts on other vulnerable groups such as those on low incomes.

<b>Impact on people with a protected characteristic</b>	
Is there a potential positive or negative impact based on the following?	
<b>Age</b> (older / younger people, children)	Positive
<b>Disability</b> (people with physical / sensory impairment or mental disability)	Positive



<b>Gender reassignment</b> (the process of transitioning from one gender to another.)	Neutral
<b>Marriage &amp; civil partnership</b> (Marriage is defined as a 'union between a man and a woman'. Civil partnerships are legally recognised for same-sex couples)	Neutral
<b>Pregnancy &amp; maternity</b> (Pregnancy is the condition of being pregnant & maternity refers to the period after the birth)	Neutral
<b>Race</b> (ethnicity, colour, nationality or national origins & including gypsies, travellers, refugees & asylum seekers)	Positive
<b>Religion &amp; belief</b> (religious faith or other group with a recognised belief system)	Positive
<b>Sex</b> (male / female)	Positive
<b>Sexual orientation</b> (heterosexual, gay, lesbian, or bisexual,)	Positive
Whilst <b>Socio economic</b> disadvantage that people may face is not a protected characteristic; the potential impact on this group should be also considered	Neutral

<p><b>What evidence has been used to assess the likely impacts?</b>  <i>(e.g. demographic profiles, research reports, academic research, benchmarking reports, consultation activities, staff surveys, customer surveys, public surveys, complaints, grievances, disciplinary cases, employment tribunal cases, ombudsman cases, media reports)</i></p>
<p>Ombudsman research and spotlights, complaints data at stage one and stage two, ombudsman cases. These demonstrate the need for a person-centered approach that addresses the ways that residents could be disadvantaged by this process and to identify and prevent this. Without this approach, those with a protected characteristic could be disproportionately affected by moving from their home. Negative impacts could include being removed from the locality of places of worship, caring responsibilities or homes that have been adapted to meet specific disability needs. These are addressed in the policy and the planning process it introduces.</p>
<p><b>What resource implications are there to deliver actions from this EIA?</b>  <i>(Quantify: people, time, budget, etc.)</i></p>

Training on this policy – Teams will need an understanding of their roles in delivering this policy correctly and working together to improve the customer experience when a short-term move becomes necessary. In particular, they will need to understand their responsibilities under the Equality Act 2010, housing legislation and the incoming Awaab’s law.

Financial implications - associated costs are already considered and paid but this policy formalises the approach and creates certainty for the resident. As a result we do not expect that costs will increase with any significance. There are also management controls in place to oversee, challenge and verify officer decisions for temporary moves to help limit demand and ensure that temporary moves are only agreed in exceptional circumstances.

The policy may increase the expectations and range of tasks on the Housing Management Team when short term accommodation is to be found. However, it is envisaged that these instances will be rare and that planning early for any disruption will reduce issues later.

#### 4. Outcome following initial assessment

<b>Does the activity have a <u>positive</u> impact on any of the protected groups, or contribute to promoting equality, equal opportunities and improving relations within target groups?</b>	Yes
The policy ensures that specific requirements relating to protected characteristics are addressed.	
<b>Does the activity have a <u>negative</u> impact on any of the protected groups, i.e. disadvantage them in any way?</b>	No
Negative impacts could include being removed from the locality of places of worship. caring responsibilities or homes that have been adapted to meet specific disability needs. However, these are addressed and mitigated by this policy.	

#### 5. Decision following the initial assessment

Continue with existing activity or introduce new / planned activity	<b>Yes</b>
Amend activity based on identified actions	<b>No</b>

**Has the EIA identified any positive or negative impact on any of the protected groups which requires action?**

*e.g., adjustments to the approach or documents, changes to terminology, broadening parameters of policy, etc. If so, record any actions to be undertaken and monitored*

Impact identified	Action required	Lead Officer	Deadline
Training required to ensure impacts are correctly understood and addressed.	Equalities training covering reasonable adjustments, the potential experience of those who share protected characteristics and responsibilities under the law to be completed by all staff included in this process. Many staff will already have had this training, so training needs will be identified where this is not the case.	Georgia Leigh	November 2025

**6. Monitoring & Review**

**How do you propose to monitor and review the impact of your proposal?**

*Please outline how you will monitor the impact of your proposal, once implemented, on protected characteristic groups, and what the mechanisms for review are.*

This policy will be reviewed every three years or sooner if there are changes to legislation or regulation.  
We will monitor complaints about this process to assess the impact of this policy in addressing issues.

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<b>Date of last review or Impact Assessment:</b>	11/11/24
<b>Date of next 12-month review:</b>	11/11/25
<b>Date of next 3-year Impact Assessment (from the date of this EIA):</b>	11/11/27
<b>Date Sent to HR and Organisational Development Team:</b>	Click or tap to enter a date.

## Stock Condition Policy EIA

### 1. Introduction

<b>Division:</b>	Crawley Homes
<b>Name of activity:</b>	<b>Stock Condition Policy EIA</b>
<b>Type of activity:</b>	A new policy or strategy
<b>Completed by:</b>	Robyn Comolli
<b>Date completed:</b>	12/11/24
<b>Date approved by Head of Service</b>	Click or tap to enter a date.

### 2. About the activity

*Please note the term “activity” is used here to include any new services proposed for introduction, changes to an existing service, withdrawal of an existing service, any new policy or strategy or change to an existing policy or strategy, and any project.*

<b>What is the main purpose of the activity?</b>	
<i>Please explain in a short paragraph</i>	
Click or tap here to enter text. The stock condition survey programme policy aims to establish a framework for assessing the condition of our housing stock, ensuring the well-being and safety of our residents while optimising the efficiency of our maintenance investment strategies.	
<b>Why is it being introduced / reviewed / changed?</b>	
<i>This could be, for example because of new government legislation or guidance, changing services user needs, or financial reasons</i>	
The Social Housing Act 2023 introduced consumer standards which require registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants. This is good asset management practice to ensure the Council protects and invests in its assets.	
<b>Who is the intended audience or target group?</b>	
Internal audience or group:	Staff & Councillors
External audience or group:	Residents who use a particular service (please specify below)
<b>If other, please specify below and provide details how the audience or target group will benefit?</b>	

Crawley Homes Residents
<b>Have you already consulted on / researched the activity?</b> <i>Please provide a brief explanation of the work that has been undertaken and any key findings / data. Are there any gaps that need further investigation?</i>
A stock condition survey working group was created with the key stakeholders across the Landlord Service (Crawley Homes). This group included the Head of Service, Planned Maintenance Manager, Decarbonisation Manager, Area Surveyors, I.T Project Administrator, and the Disabled Adaptations Manager to use their experience and shape the policy.  A Repairs, Maintenance and Stock Condition Workshop with over 20 residents and members of TLAP was held to discuss and decide on key factors of the policy.  SMT and the Portfolio to comment on the final draft.

### 3. Assessing potential impact

When undertaking your assessment, it is important to think about every stage of the process regarding the activity. This includes the design phase, consultation, delivery phase and post completion of the activity. Information about the protected characteristic groups as defined by the Equality Act is available [here](#). You should also use this assessment to consider impacts on other vulnerable groups such as those on low incomes.

<b>Impact on people with a protected characteristic</b>	
Is there a potential positive or negative impact based on the following?	
<b>Age</b> (older / younger people, children)	Negative
<b>Disability</b> (people with physical / sensory impairment or mental disability)	Positive
<b>Gender reassignment</b> (the process of transitioning from one gender to another.)	Neutral
<b>Marriage &amp; civil partnership</b> (Marriage is defined as a 'union between a man and a woman'. Civil partnerships are legally recognised for same-sex couples)	Neutral
<b>Pregnancy &amp; maternity</b> (Pregnancy is the condition of being pregnant & maternity refers to the period after the birth)	Neutral

<b>Race</b> (ethnicity, colour, nationality or national origins & including gypsies, travellers, refugees & asylum seekers)	Negative
<b>Religion &amp; belief</b> (religious faith or other group with a recognised belief system)	Neutral
<b>Sex</b> (male / female)	Neutral
<b>Sexual orientation</b> (heterosexual, gay, lesbian, or bisexual,)	Neutral
Whilst <b>Socio economic</b> disadvantage that people may face is not a protected characteristic; the potential impact on this group should be also considered	Positive

<b>What evidence has been used to assess the likely impacts?</b> <i>(e.g. demographic profiles, research reports, academic research, benchmarking reports, consultation activities, staff surveys, customer surveys, public surveys, complaints, grievances, disciplinary cases, employment tribunal cases, ombudsman cases, media reports)</i>	
Benchmarking with similar projects such as SDHF and the Disabled adaptations EIA. Ombudsman cases - complaint outcomes.	
<b>What resource implications are there to deliver actions from this EIA?</b> <i>(Quantify: people, time, budget, etc.)</i>	
<b>Staffing</b> This forms part of the Crawley Homes Planned Works Growth Bid. Three surveyors to be appointed.	
<b>Financial</b> The cost of stock condition surveyors are already accounted for in budgets following a growth item in 2023/24 in line with report CH/203. However, in the process of developing our understanding of stock condition, capital investment may be required over the longer term to meet requirements of the Consumer Standards and decent homes standards (a revision to the latter is expected).	

#### 4. Outcome following initial assessment

<b>Does the activity have a <u>positive</u> impact on any of the protected groups, or contribute to promoting equality, equal opportunities and improving relations within target groups?</b>	Yes
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Socio-Economic – No evidence per se, but anecdotal.  
 Disabilities – persons with disabilities or health needs will be prioritised.

**Does the activity have a negative impact on any of the protected groups, i.e. disadvantage them in any way?**

Yes

There are legal implications arising from any non-access for stock condition surveys. It is vital that information is communicated in accordance with customer preferences and takes into account language or disability-related communication issues. See mitigation below.

For various reasons, customers may have preferences for who is able to visit their home and at what time, for example if a religious practise prevents access at particular times of day, or a customer has experienced domestic abuse and prefers a particular member of staff to be present. This is reflected in the policy and in the no access arrangements.

### 5. Decision following the initial assessment

Continue with existing activity or introduce new / planned activity	<b>Yes</b>
Amend activity based on identified actions	<b>No</b>

**Has the EIA identified any positive or negative impact on any of the protected groups which requires action?**

*e.g., adjustments to the approach or documents, changes to terminology, broadening parameters of policy, etc. If so, record any actions to be undertaken and monitored*

<b>Impact identified</b>	<b>Action required</b>	<b>Lead Officer</b>	<b>Deadline</b>
Letter type front being too small	Provide the information letter in a font size that is legible to the resident.	Robyn Comolli	



Visually impaired resident not able to read letter	Ensure that the existing mechanisms (such as braille) that have been identified in effective communication with resident are established.	Robyn Comolli	
English not as a first language - letter	Ensure the first language is identified and the letter translated effectively.	Robyn Comolli	
Resident not understanding the letter detailing the works	Ensure that the existing mechanisms (such as key worker) that have been identified in effective communication with resident are established.	Robyn Comolli	

## 6. Monitoring & Review

<p><b>How do you propose to monitor and review the impact of your proposal?</b></p> <p><i>Please outline how you will monitor the impact of your proposal, once implemented, on protected characteristic groups, and what the mechanisms for review are.</i></p> <p>This policy will be reviewed annually.</p>
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<b>Date of last review or Impact Assessment:</b>	12/11/24
<b>Date of next 12-month review:</b>	12/11/25
<b>Date of next 3-year Impact Assessment (from the date of this EIA):</b>	Click or tap to enter a date.
<b>Date Sent to HR and Organisational Development Team:</b>	Click or tap to enter a date.

## CCTV Policy EIA

### 1. Introduction

<b>Division:</b>	Crawley Homes
<b>Name of activity:</b>	CCTV
<b>Type of activity:</b>	A new policy or strategy
<b>Completed by:</b>	Georgia Leigh
<b>Date completed:</b>	28/10/24
<b>Date approved by Head of Service</b>	Click or tap to enter a date.

### 2. About the activity

*Please note the term “activity” is used here to include any new services proposed for introduction, changes to an existing service, withdrawal of an existing service, any new policy or strategy or change to an existing policy or strategy, and any project.*

<b>What is the main purpose of the activity?</b>
<i>Please explain in a short paragraph</i>
To clarify the use and operation of CCTV at premises managed by Crawley Homes
<b>Why is it being introduced / reviewed / changed?</b>
<i>This could be, for example because of new government legislation or guidance, changing services user needs, or financial reasons</i>
There is no previous policy and there is a need to ensure that all staff are operating within the law and GDPR.
There has been an increase in demand for and access to personal surveillance equipment, most notably smart doorbells and private CCTV systems.
<b>Who is the intended audience or target group?</b>

Internal audience or group:	Staff & Councillors
External audience or group:	Residents who use a particular service (please specify below)
<b>If other, please specify below and provide details how the audience or target group will benefit?</b>	
Crawley Homes Residents . The wider general public.	
<b>Have you already consulted on / researched the activity?</b> <i>Please provide a brief explanation of the work that has been undertaken and any key findings / data. Are there any gaps that need further investigation?</i>	
<p>This policy is based upon the guidance of the Information Commissioner’s Office (ICO) and Sussex Police. It incorporates the necessary codes of practise and privacy stipulations.</p> <p>The policy went out to online consultation in March 2024. Over 100 responses were made, and a feedback summary created from these. Feedback has been incorporated into the policy, and feedback not incorporated has been noted.</p> <p>Staff were also invited to feed back their views. Representatives of teams affected were consulted during March and April 2024.</p> <p>TLAP have scrutinised the policy and made recommendations. TLAP, SMT and Cabinet have commented on the final draft.</p>	

### 3. Assessing potential impact

When undertaking your assessment, it is important to think about every stage of the process regarding the activity. This includes the design phase, consultation, delivery phase and post completion of the activity. Information about the protected characteristic groups as defined by the Equality Act is available [here](#). You should also use this assessment to consider impacts on other vulnerable groups such as those on low incomes.

<b>Impact on people with a protected characteristic</b>	
Is there a potential positive or negative impact based on the following?	
<b>Age</b> (older / younger people, children)	Neutral
<b>Disability</b> (people with physical / sensory impairment or mental disability)	Positive
<b>Gender reassignment</b> (the process of transitioning from one gender to another.)	Positive
<b>Marriage &amp; civil partnership</b> (Marriage is defined as a 'union between a man and a woman'. Civil partnerships are legally recognised for same-sex couples)	Neutral
<b>Pregnancy &amp; maternity</b> (Pregnancy is the condition of being pregnant & maternity refers to the period after the birth)	Neutral
<b>Race</b> (ethnicity, colour, nationality or national origins & including gypsies, travellers, refugees & asylum seekers)	Positive
<b>Religion &amp; belief</b> (religious faith or other group with a recognised belief system)	Positive
<b>Sex</b> (male / female)	Positive
<b>Sexual orientation</b> (heterosexual, gay, lesbian, or bisexual,)	Positive
Whilst <b>Socio economic</b> disadvantage that people may face is not a protected characteristic; the potential impact on this group should be also considered	Neutral

**What evidence has been used to assess the likely impacts?**

*(e.g. demographic profiles, research reports, academic research, benchmarking reports, consultation activities, staff surveys, customer surveys, public surveys, complaints, grievances, disciplinary cases, employment tribunal cases, ombudsman cases, media reports)*

Staff and customer feedback. Analysis of complaints where CCTV has been unavailable or not provided in accordance with the ICO code. Analysis of ASB issues and case review when a hate incident has been alleged or reported.

**What resource implications are there to deliver actions from this EIA?**

*(Quantify: people, time, budget, etc.)*

Training on this policy – all staff will need an understanding of their own authorities and limitations in order to deliver this policy correctly and improve customer experience, paying due regard to equalities issues.

There may be an uplift in requests for permission for personal monitoring equipment, which could temporarily increase time spent by surveyors to address.

No additional costs are anticipated as a direct result of this policy but over time we may make further investment in CCTV if there is a proven need for additional security measures at a particular scheme and/or designs for new build properties incorporate CCTV provision which as a result would bring more schemes within the remit of this policy

**4. Outcome following initial assessment**

<b>Does the activity have a <u>positive</u> impact on any of the protected groups, or contribute to promoting equality, equal opportunities and improving relations within target groups?</b>	Yes
The Policy enables a robust approach to the provision of CCTV evidence in the event of hate incidents.	
<b>Does the activity have a <u>negative</u> impact on any of the protected groups, i.e. disadvantage them in any way?</b>	No

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**5. Decision following the initial assessment**

Continue with existing activity or introduce new / planned activity	<b>Yes</b>
Amend activity based on identified actions	<b>No</b>

<b>Has the EIA identified any positive or negative impact on any of the protected groups which requires action?</b> <i>e.g., adjustments to the approach or documents, changes to terminology, broadening parameters of policy, etc. If so, record any actions to be undertaken and monitored</i>			
<b>Impact identified</b>	<b>Action required</b>	<b>Lead Officer</b>	<b>Deadline</b>
None			

**6. Monitoring & Review**

**How do you propose to monitor and review the impact of your proposal?**

*Please outline how you will monitor the impact of your proposal, once implemented, on protected characteristic groups, and what the mechanisms for review are.*

This policy will be reviewed every three years or sooner if there are changes to legislation or regulation.

<b>Date of last review or Impact Assessment:</b>	11/11/24
<b>Date of next 12-month review:</b>	11/11/25
<b>Date of next 3-year Impact Assessment (from the date of this EIA):</b>	11/11/27
<b>Date Sent to HR and Organisational Development Team:</b>	Click or tap to enter a date.