

# Equalities Impact Assessment: Full Assessment

Before completing this form, you should have completed an Equalities Screening Tool and had sign off from your Head of Service and the Fairness and Equality Team.

This Equality Impact Assessment should be completed where the Screening Tool identifies a potentially negative impact on one or more specific groups, but it can also be used to highlight positive impacts.

## Summary of proposal

Name of proposal	Fair, Inclusive and Accessible Services Commitment
Reference number (if applicable)	
Service Area	Homes and Neighbourhoods
Date assessment completed	19.04.2024

Before completing the EQIA please read the guidance and FAQs. For further help and advice please contact [equalities@islington.gov.uk](mailto:equalities@islington.gov.uk).

1. Please provide a summary of the proposal.

Please provide:

- Context on how the service currently operates (if relevant) and the scope of suggested changes
- The intended beneficiaries and outcomes of the proposal
- Reference to any savings or income generation

### 1. Policy aim

a) To provide fair, inclusive and accessible services for the resident and their household, based on their individual needs and personal circumstances.

### 2. Policy objectives

a) To focus on achieving equal outcomes for residents through recognising residents as individuals who have different experiences, circumstances and changing needs, and providing services that meets those needs. This includes tenants, leaseholders, resident's households, leaseholders, refugees, migrants and residents seeking asylum, prospective tenants.

b) For residents to receive services that are fair and easy to access no matter what their circumstance, that take into consideration the individuals and household views about their wishes and what support they feel they need and for this to be provided at the right time and by the right team.

c) The policy is in line with the commitments in the council's Fairer Together, 2030 commitment, Islington Welcomes and Borough of Sanctuary.

d) We will work with relevant services and partner agencies to meet the needs of the resident, making referrals to statutory and support agencies where appropriate, making safeguarding our top priority.

e) We aim to ensure that residents are satisfied:

- We have understood their query and are dealing with it appropriately.
- We have made ourselves aware of their circumstances and context of situations they are facing.
- We hold the most relevant information on them to provide a fair and accessible service, using opportunities when they contact us to confirm the information we hold is accurate and up to date.
- We know their contact preferences and translation needs.

## 2. What impact will this change have on different groups of people?

Please consider:

- Whether the impact will predominantly be external or internal, or both?
- Who will be impacted – residents, service users, local communities, staff, or others?
- Broadly what will the impact be – reduced access to facilities or disruptions to journeys for example?

The aim of the policy is to provide, wherever possible, taking into account the resources available to the council, an equitable service to our residents. Therefore, the policy should have a beneficial impact on resident who experience challenges accessing services in the usual way or who are vulnerable permanently or temporarily.

Businesses, visitors to Islington, and trade unions are unlikely to see any direct impact as a result of the implementation of the policy.

Residents, service users, voluntary groups, and our internal staff along with public sector organisations may find improved services, enhanced community engagement, and streamlined processes. Overall, the policy's effects appear to be divergent, with certain groups likely to see positive outcomes while others may require further consideration and adjustment to mitigate any potential negative impacts.

Group of people	Impacted?	Impact
Service users	Yes	The policy aims to achieve equal outcomes for residents, wherever possible, for service users ensuring the service recognises and evaluates the service each individual may require, who have different experiences, circumstances and changing needs, and providing services that meets those needs. This includes refugees, migrants and residents seeking asylum, prospective tenants,
Residents	Yes	
Voluntary or community groups	Yes	

			sole tenants, whole households and leaseholders.
	Businesses	No	NA
	Visitors to Islington	No	NA
	Council staff	Yes	The impact will involve ensuring the relevant council staff are trained officers, who know the right processes and teams that are in place to offer support and make decision early on, to support them to receive an equitable service.
	Trade unions	No	NA
	Other public sector organisations	Yes	The policy's impact will increase work with relevant services and partner agencies to ensure we meet the needs of the resident, making referrals to statutory and support agencies where appropriate, making safeguarding our top priority.
	Others	Please specify:	

### 3. What impact will this change have on people with protected characteristics and/or from disadvantaged groups?

This section of the assessment looks in detail at the likely impacts of the proposed changes on different sections of our diverse community.

#### 3A. What data have you used to assess impacts?

Please provide:

- Details of the evidence used to assess impacts on people with protected characteristics and from disadvantaged groups (see guidance for help)
- A breakdown of service user demographics where possible
- Brief interpretation of findings

To assess the impact of the proposed policy on our diverse community, we have utilised our latest statistical breakdown of service user demographics. The borough of Islington is home to an approximate population of 200,000 adults and 40,000 children, there are significant numbers residing in council tenanted and leasehold properties: 55,040 and 12,613 individuals.

Among these residents, 7,141 people have presented to Islington with a vulnerability that could influence the type of services they require from Islington.

Yet, this number only includes those who have informed Islington of their needs, and it is likely there are more individuals who may have not updated the council on any changes they are experiencing that may impact the service we deliver or who may during their time living in a council property benefit from this policy due to a temporary time of additional need or vulnerability. This data highlights the importance of understanding and addressing the diverse needs and circumstances within our community, and we recognise this number of individuals are particularly among those who may benefit most significantly from the policy. By analysing these demographic insights, we can better tailor our strategies to ensure equitable and inclusive service provision for all residents.

3B: Assess the impacts on people with protected characteristics and from disadvantaged groups in the table below.

Please first select whether the potential impact is positive, neutral, or negative and then provide details of the impacts and any mitigations or positive actions you will put in place.

Please use the following definitions as a guide:

Neutral – The proposal has no impact on people with the identified protected characteristics

Positive – The proposal has a beneficial and desirable impact on people with the identified protected characteristics

Negative – The proposal has a negative and undesirable impact on people with the identified protected characteristics

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced, or negative impacts be eliminated or reduced?
Age	Positive	<p>The positive impact of the policy will result in the identification at the earliest opportunity, if support is needed or an accommodated service to best suit a user that is within our service capacity, and officers will discuss these needs with the user.</p> <p><u>These needs can relate to the age of the resident and/or household members.</u></p>	<p>Staff are trained to recognise if a resident may need additional support, the signs of potential additional support or circumstances that may mean a resident would need additional support to receive a service and are able to have sensitive and appropriate conversations to determine if and when the resident and their household may require this. Ensuring there is a</p>

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced, or negative impacts be eliminated or reduced?
Disability (include carers)	Positive	The positive impact of the policy will result in the identification at the earliest opportunity, if support is needed or an accommodated service to best suit a user that is within our service capacity, and officers will discuss these needs with the user.	high level of customer care, professional curiosity and trauma informed practice.
Race or ethnicity	Positive		
Religion or belief (include no faith)	Positive		



Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced, or negative impacts be eliminated or reduced?
Gender and gender reassignment (male, female, or non-binary)	Positive		
Maternity or pregnancy	Positive		

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced, or negative impacts be eliminated or reduced?
Sex and sexual orientation	Positive		
Other Age (e.g. elderly) (e.g. people living in poverty, looked after children, people who are homeless or refugees)	Positive		

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced, or negative impacts be eliminated or reduced?
Marriage or civil partnership	Neutral		

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced, or negative impacts be eliminated or reduced?

## 4. How do you plan to mitigate negative impacts?

Please provide:

- An outline of actions and the expected outcomes
- Any governance and funding which will support these actions if relevant

The policy does not expect any negative impacts, as its primary objective is to provide residents with fair and easily accessible services, regardless of their circumstances. It highlights an individualised approach that considers individuals' and households' preferences and the support they require. The intention is to deliver services that are tailored to meet the specific needs of each resident within our service capacity, ensuring timely delivery by the appropriate team. By prioritising the individual's needs, the policy seeks to create an environment where residents feel supported and empowered, ultimately leading to positive outcomes.

## 5. Please provide details of your consultation and/or engagement plans.

Please provide:

- Details of what steps you have taken or plan to take to consult or engage the whole community or specific groups affected by the proposal
- Who has been or will be consulted or engaged with
- Methods used or that will be used to engage or consult
- Key findings or feedback (if completed)

Which groups or communities you have consulted/plan to consult

- a. Islington Council Teams: Homes and Neighbourhoods directorate, Public Health, Adult Social Care, Childrens Social Services,
- b. Partners delivering housing services on our behalf: Partners for Improvement Islington, Tenant Management Organisations
- c. Engaging with Islington Residents at drop-ins and through the online portal Let's Talk Islington to gather feedback on the policy.

## 6. Once the proposal has been implemented, how will impacts be monitored and reviewed?

Please provide details in the table below.

Action	Responsible team or officer	Deadline
A review of the policy is planned for 6 months after the policy is adopted	Saf Khan, Integrated Services Manager	January 2025

Please send the completed EQIA to [equalities@islington.gov.uk](mailto:equalities@islington.gov.uk) for quality checking by the Fairness and Equality Team. All Equality Impact Assessments must be attached with any report to a decision-making board and should be made publicly available on request.

This Equality Impact Assessment has been completed in accordance with the guidance and using appropriate evidence.

Member	Name	Signed	Date
Staff member completing this form	Kitty Taylor-Walker	Kitty Taylor Walker	19/4/24
Fairness and Equality Team	Monika Milewska	Monika Milewska	24/4/24
Director or Head of Service	Hannah Bowman	Hannah Bowman	30/4/24