

Equality Impact Assessment: *Housing Ombudsman self-assessment*

The Equality Act 2010 includes a general duty which requires public authorities, in the exercise of their functions, to have due regard to the need to:

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

In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impacts on all members of the community.

Authorities which fail to carry out equality impact assessments risk making poor and unfair decisions which may discriminate against particular groups and worsen inequality.

Committee name and date:	Report Title	Decisions being recommended:	People with protected characteristics potentially impacted by the decisions to be made:
Executive Committee 11 th January 2022	Housing Ombudsman self-assessment	Approval of report	Positive impact mainly as the self-assessment requires us to confirm that we will work with Support Workers/nominated persons of a complainant

Factors to consider in the assessment: For each of the groups below, an assessment has been made on whether the proposed

decision will have a **positive, negative or neutral impact**. This is must be noted in the table below alongside brief details of why this conclusion has been reached and notes of any mitigation proposed. Where the impact is negative, a **high, medium or low assessment** is given. The assessment rates the impact of the policy based on the current situation (i.e. disregarding any actions planned to be carried out in future).

High impact – a significant potential impact, risk of exposure, history of complaints, no mitigating measures in place etc.

Medium impact –some potential impact exists, some mitigating measures are in place, poor evidence

Low impact – almost no relevancy to the process, e.g. an area that is very much legislation led and where the Council has very little discretion

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
Race and ethnicity (including Gypsies and Travellers; migrant workers; asylum seekers).	NA		
Disability: as defined by the Equality Act – a person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse impact on their ability to carry out normal day-to-day activities.	Positive	Medium	The self-assessment demonstrates that we will work with Support Workers or nominated person(s) the complainant appoints in order ensure accessibility of the service as well as making any other reasonable adjustments where required.
Sex/Gender	NA		
Gender reassignment	NA		
Religion and belief (includes no belief, some philosophical beliefs such as Buddhism and sects within religions).	NA		
Sexual orientation (including heterosexual, lesbian, gay, bisexual).	NA		
Age (children and young people aged 0-24; adults aged 25-50; younger older people aged 51-75/80; older people 81+; frail older people; people	Positive	Medium	The results of the self-assessment promotes complaint reporting by various methods including the corporate website and the social media housing account. This will help ensure the service is accessible to 'harder to reach' groups which often includes younger people.

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
living with age related conditions. The age categories are for illustration only as overriding consideration should be given to needs).			
Pregnancy and maternity including new and breast feeding mothers	NA		
Marriage and civil partnership status	NA		

Actions identified that will mitigate any negative impacts and/or promote inclusion

The self-assessment promotes accessibility of the complaint service by promoting principals set out by the Housing Ombudsman. These include, that our complaints service is widely advertised through communication articles with residents, complaints are reportable via as many communication methods as possible and processes are in place to ensure Support Workers and nominated persons can advocate on behalf of a complainant.

Officer: Vicky Labbett

Date: 29th November 2021