

Equality Impact Assessment Summary

Title	Resident Involvement Strategy		
		Reference	URH
EIA lead officer (The person who developed the impact assessment)	TMO Managers HRE E&D		
Brief description of business activity	<p>United Residents Housing (URH) is committed to ensuring that residents have the opportunity to influence decisions which affect their homes and the services which are supplied to them by:</p> <ul style="list-style-type: none"> • Keeping residents informed of its policies and changes to those policies and any other matters which may affect their tenancy; • Consulting with residents in appropriate ways on changes in policy or other matters which substantially affect their tenancy; • Seeking tenant feedback on the standard and expectation of URH's service delivery; • Promoting tenant involvement in local decision-making processes; • Providing residents with the opportunity to participate in the governance of their Tenant management Organisations (TMOs) through participation in their general meetings or being appointed onto the Board/committees of URH. • Providing residents with the opportunity to become involved in the management and control of their homes at a local level; • Supporting residents involvement in local economic, social and community activities; • Encouraging and supporting local initiatives to help develop sustainable and thriving communities • Shaping involvement option around the needs of the community it serves <p>URH have developed strategy detailing how they will involve their residents. The Resident Involvement Strategy is a two year plan that lays out a range of options for the ways in which residents can be involved with other residents, URH and outside organisations and agencies to determine its business strategy, policy and procedures. The Strategy takes into account of the right of residents to receive information and to be consulted. It also recognises that some residents want to participate in a limited way and that others want to tailor their involvement options to suit their particular needs.</p> <p>The Strategy ensures URH involves it residents in the following areas:</p> <p>Information: We aim to inform customers with relevant information in different ways</p>		

	<p>Consultation: We will involve our customers so that we can make decisions after hearing customer views and opinions</p> <p>Involvement: Working with residents to share ideas and experiences in decision making so that residents are involved and are able to influence decision making at a higher level'</p>
Key inequality issues identified	There is a clear need to ensure that residents are aware of how they may be involved. There is a need to ensure that the organisation is aware of the needs of equalities groups to ensure appropriate involvement methods and communication of these. A lack of use of best practice for resident involvement and consistency across TMO offices means that meaningful involvement may not taking place. Finally, A lack of board member succession planning may have implications for resident involvement in practice and processes.
Key relevant data/research consultation	2 responses were received to the consultation which have been included in the revised EIA.

Potential impact identified – High

Follow-up Action	Timeframe	Responsibility
Monitoring the mystery shopping results by equality groups	To be completed during 2011	Performance
Analyse the results of the annual residents survey	To be completed during 2011	Council
Use profiling information proactively to inform involvement	To be completed during 2011.	Estate Managers
Resident involvement/community development activity programmes and projects to be grouped and linked to Council Sustainable Community Strategy to understand length and breadth of activity.	Completed	Community Development
Define URH resident involvement outcomes	To be completed during 2011	Central URH and Estate Managers
Support more residents to fully engage in the range of activities that URH Partnership offers	To be completed during 2011	Central URH and Estate Managers

	Sign-off date
Equalities and Diversity Unit	September 2010

For full report please contact: COdamo@urh.org.uk