

As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration. In all appropriate instances we will need to carry out an equality, diversity, cohesion and integration impact assessment.

This form:

- can be used to prompt discussion when carrying out your impact assessment
- should be completed either during the assessment process or following completion of the assessment
- should include a brief explanation where a section is not applicable

Directorate: Resources	Service area: Intelligence and Policy
Lead person: Frank Perrins	Contact number: 0113 3786945
Date of the equality, diversity, cohesion and integration impact assessment: April 2023	

1. Title: Tenant Satisfaction Measures Perception Survey 2023/24
Is this a:
<input type="checkbox"/> Strategy / Policy <input type="checkbox"/> Service / Function <input checked="" type="checkbox"/> Other
If other, please specify This will be a perception survey to Housing Leeds and Belle Isle TMO tenants.

2. Members of the assessment team:

Name	Organisation	Role on assessment team For example, service user, manager of service, specialist
Frank Perrins		
Ian Montgomery		

3. Summary of strategy, policy, service or function that was assessed:

The Regulator of Social Housing has created a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. There are 22 tenant satisfaction measures of which 12 will be measured by landlords carrying out tenant perception surveys. The Regulator has provided detailed guidance around how the surveys are to be carried out to capture accurate, robust and representative satisfaction scores. This system comes into effect from April 2023.

Over the last year we have been trialling different approaches to surveying tenants. Throughout each quarter of 2022/23 we've piloted different combinations of 2 or 3 different methods with a sample of tenants, which has helped us to understand how they affect: levels of engagement from different demographics, satisfaction scores, costs and response rates:

- o Online surveys sent by email and text messages
- o Telephone surveys carried out by a third party contractor
- o Postal surveys

The findings have informed the proposed approach for carrying out the Tenant Satisfaction Measures Survey in 2023/24:

- o Carry out a '2-mode' approach of phone and online (email with text message reminder), targeted at receiving a 80/20 split across these methods.
- o Phone surveys will carry out a shorter questionnaire of just the TSM required questions, plus an open comment and a customer service question. The online surveys will receive a longer questionnaire to provide insight on a range of other issues.
- o Our learning to date suggests that this combination will represent tenants well. Alternative languages and methods will be offered to reduce barriers for some harder to reach tenants taking part.

4. Scope of the equality, diversity, cohesion and integration impact assessment (complete - 4a. if you are assessing a strategy, policy or plan and 4b. if you are assessing a service, function or event)

4a. Strategy, policy or plan

(please tick the appropriate box below)

The vision and themes, objectives or outcomes	<input type="checkbox"/>
The vision and themes, objectives or outcomes and the supporting guidance	<input type="checkbox"/>
A specific section within the strategy, policy or plan	<input type="checkbox"/>

Please provide detail:

4b. Service, function, event please tick the appropriate box below	
The whole service (including service provision and employment)	<input type="checkbox"/>
A specific part of the service (including service provision or employment or a specific section of the service)	<input checked="" type="checkbox"/>
Procuring of a service (by contract or grant)	<input type="checkbox"/>
Please provide detail: This is a statutory requirement that Housing carry out a perception survey. See above.	

<p>5. Fact finding – what do we already know</p> <p>Make a note here of all information you will be using to carry out this assessment. This could include: previous consultation, involvement, research, results from perception surveys, equality monitoring and customer/ staff feedback.</p> <p>(priority should be given to equality, diversity, cohesion and integration related information)</p> <p>The piloting of different approaches over the last 12 months has highlighted key factors to take into consideration. The table below details the tenant representativeness of the different survey methods trialled and overall shows:</p> <ul style="list-style-type: none"> • Online responses are fairly representative of the tenant profile, although slightly lower proportion of younger people, males, ethnic minorities and retirement life. • Postal responses are very low for the younger age group and high for the older population, when compared to the tenant profile, with a much higher proportion of RSL tenants completing postal surveys. • Phone responses were fairly representative of the tenant profile, although a slightly lower proportion of males. Note that a telephone contractor can work to quotas to target representative responses as surveys are completed. <p>Note that all modes showed a higher percentage of disabled respondents, indicating that the known tenant data doesn't match with tenant current perceptions from the survey.</p> <p>Table 1: Tenant representation by mode:</p> <table border="1"> <thead> <tr> <th colspan="2" rowspan="2"></th> <th colspan="4">Survey Responses</th> <th rowspan="2">Tenants</th> <th rowspan="2">Notes</th> </tr> <tr> <th>Online</th> <th>Postal</th> <th>Phone</th> <th>All</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Age</td> <td>18-39</td> <td>21%</td> <td>10%</td> <td>23%</td> <td>17%</td> <td>26%</td> <td rowspan="4">Survey responses linked back to tenant data</td> </tr> <tr> <td>40-59</td> <td>43%</td> <td>27%</td> <td>35%</td> <td>36%</td> <td>40%</td> </tr> <tr> <td>60+</td> <td>36%</td> <td>63%</td> <td>42%</td> <td>46%</td> <td>34%</td> </tr> <tr> <td>% Known</td> <td>100%</td> <td>99%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td rowspan="2">Sex</td> <td>F</td> <td>65%</td> <td>57%</td> <td>65%</td> <td>62%</td> <td>61%</td> <td rowspan="2">Survey responses linked back to tenant data</td> </tr> <tr> <td>M</td> <td>35%</td> <td>43%</td> <td>35%</td> <td>38%</td> <td>39%</td> </tr> </tbody> </table>			Survey Responses				Tenants	Notes	Online	Postal	Phone	All	Age	18-39	21%	10%	23%	17%	26%	Survey responses linked back to tenant data	40-59	43%	27%	35%	36%	40%	60+	36%	63%	42%	46%	34%	% Known	100%	99%	100%	100%	100%	Sex	F	65%	57%	65%	62%	61%	Survey responses linked back to tenant data	M	35%	43%	35%	38%	39%
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	% Known	99%	99%	99%	99%	99%	
Sexuality	Heterosexual	97%	97%	98%	97%	98%	Survey responses linked back to tenant data
	LGB+	3%	3%	2%	3%	2%	
	% Known	62%	60%	49%	59%	61%	
Disabled	No	43%	34%	38%	39%	72%	Question asked in survey.
	Yes	57%	66%	62%	61%	28%	
	% Known	91%	88%	82%	89%	100%	
Ethnicity	White:British	81%	85%	80%	82%	77%	Question asked in survey
	Eth' Minority	19%	15%	20%	18%	23%	
	% Known	92%	95%	100%	94%	82%	
Religion	Christian	55%	63%	51%	57%	49%	Survey responses linked back to tenant data. Some Phone surveys anonymous
	None	33%	27%	34%	31%	37%	
	Other	13%	10%	15%	12%	14%	
	% Known	64%	60%	50%	60%	62%	
Number Of Bedrooms	1	26%	34%	27%	29%	28%	Survey responses linked back to tenant data. Some Phone surveys anonymous
	2	42%	38%	43%	41%	41%	
	3+	32%	29%	29%	28%	31%	
	% Known	100%	99%	79%	97%	100%	
Asset Type	Bedsit	1%	1%	0%	1%	0%	Survey responses linked back to tenant data. Some Phone surveys anonymous
	Bungalow	5%	10%	4%	7%	5%	
	Flat	27%	31%	31%	28%	26%	
	High Rise	14%	12%	16%	14%	13%	
	House	51%	45%	47%	49%	53%	
	Maisonette	3%	1%	2%	2%	2%	
	% Known	100%	99%	81%	97%	100%	
Category Type	GN	96%	84%	96%	92%	92%	Survey responses linked back to tenant data
	RLS	4%	16%	4%	8%	8%	
	% Known	100%	99%	100%	100%	100%	

Are there any gaps in equality and diversity information

Please provide detail:

1. The piloted questionnaires offered respondents the option to make contact to request translations of the survey. These were offered in the top 8 community languages. No requests were made for any translations. This offer to translate will continue to be available in the 2023/24 survey. The analysis of the ethnicity of respondents suggested representative numbers of respondents. We will continue to monitor that those whose first language is not English are taking part.
2. Although a higher proportion of disabled respondents completed the survey compared to the tenant profile, we must ensure the 2 approaches of online and telephone enable maximum participation, and specific groups such as tenants with hearing conditions / sight loss are not excluded from taking part.

Action required:

The survey will be offered to tenants either online or by telephone.

The chosen telephone provider offers a range of options to maximise participation which are listed below.

- Participants are offered the option to carry out the survey in the alternative method (phone if online, online if phone) if they would prefer.
- Quotas to ensure representative percentages of tenants included in the survey.
- Interviews offered in different languages and in all common community languages by their in-house team.
- Residents listed as deaf/ with hearing difficulties can be provided BSL interviews.
- Arrangements can be made for a more convenient time to call back.
- Interviews typically take place between 9.30 and 8pm Monday to Friday and 10am to 4pm on Saturday to maximise participation from full time workers.
- They allow the telephone to ring for a minimum of 25 seconds or until a voice-mail system kicks in, to ensure customers with mobility issues are given sufficient time to get to the phone.

Tenants without a phone number will be offered an online version of the survey by email. Tenants who are not digitally engaged will be offered a telephone survey.

6. Wider involvement – have you involved groups of people who are most likely to be affected or interested

Yes

No

Please provide detail:

Regular communication with tenants has taken place throughout the year, particularly when each Quarterly survey was about to go live, informing tenants that a random sample of tenants will be asked to take part via a range of methods. These communications encouraged tenants to respond when requested. Further communications were later shared with tenants of the ongoing findings.

Action required:

Continue to keep tenants informed of the survey when it is live, of the findings, and any actions resulting from the findings.

7. Who may be affected by this activity?

please tick all relevant and significant equality characteristics, stakeholders and barriers that apply to your strategy, policy, service or function

Equality characteristics

Age

Carers

Disability

EDC impact assessment

Template updated January 2014

Gender reassignment		Race	Religion or Belief
<input type="checkbox"/>	Sex (male or female)	<input type="checkbox"/>	Sexual orientation
<input checked="" type="checkbox"/>	Other - Area of the city		
<p>(Other can include – marriage and civil partnership, pregnancy and maternity, and those areas that impact on or relate to equality: tackling poverty and improving health and well-being) Please specify:</p>			
Stakeholders			
<input checked="" type="checkbox"/>	Services users	<input type="checkbox"/>	Employees
<input type="checkbox"/>	Partners	<input type="checkbox"/>	Members
<input type="checkbox"/>	Other please specify	<input type="checkbox"/>	Trade Unions
<input type="checkbox"/>		<input type="checkbox"/>	Suppliers
Potential barriers			
<input type="checkbox"/>	Built environment	<input type="checkbox"/>	Location of premises and services
<input checked="" type="checkbox"/>	Information and communication	<input type="checkbox"/>	Customer care
<input type="checkbox"/>	Timing	<input type="checkbox"/>	Stereotypes and assumptions
<input type="checkbox"/>	Cost	<input checked="" type="checkbox"/>	Consultation and involvement
<input type="checkbox"/>	Financial exclusion	<input type="checkbox"/>	Employment and training
<input type="checkbox"/>	specific barriers to the strategy, policy, services or function		
<p>Please specify The survey is aimed at maximum participation by tenants. The combination of different methods and options built into the approach are designed to minimise potential barriers to involvement.</p>			

8. Positive and negative impact
Think about what you are assessing (scope), the fact finding information, the potential

positive and negative impact on equality characteristics, stakeholders and the effect of the barriers
8a. Positive impact:
By maximising participation from tenants from a range of protected characteristics, the findings of the survey will provide actionable insights to inform future decision making and lead to improvements in service delivery, based on information that is robust and representative of the tenant population. It will also ensure we are treating tenants fairly and that we give all a chance to share their views.
Action required:
Continual assessment of survey findings and consequent development of service improvements, with regular feedback to tenants on progress.

8b. Negative impact:
If the Tenant Satisfaction Measures Survey does not reach all groups of tenants, then their views will not be given the opportunity to feed into service improvements. At the same time, any service improvements would not reflect the needs and views of all tenants. Risk of underrepresentation in particular for those that don't speak English as a first language and those with hearing or speech impediment.
Action required:
Continue to monitor how representative the survey response is by protected characteristic, and in particular that those whose first language is not English are taking part. Also monitor uptake of support offered from telephone contractor including: interviews in common community languages (by their in-house team) and provision of BSL interviews for those that are deaf or with hearing difficulties.

9. Will this activity promote strong and positive relationships between the groups/communities identified?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Please provide detail:
Understanding what actions would improve tenants' satisfaction with their home and

neighbourhood, and taking steps to make these changes, is likely to help promote stronger and more positive relationships within communities.

Action required:
Continue to survey tenant satisfaction, monitoring trends and communicating findings with tenants.

10. Does this activity bring groups/communities into increased contact with each other? (for example, in schools, neighbourhood, workplace)

Yes No

Please provide detail:

Action required:

11. Could this activity be perceived as benefiting one group at the expense of another? (for example where your activity or decision is aimed at adults could it have an impact on children and young people)

Yes No

Please provide detail:

Action required:

12. Equality, diversity, cohesion and integration action plan

(insert all your actions from your assessment here, set timescales, measures and identify a lead person for each action)

Action	Timescale	Measure	Lead person
<p>The survey will be offered to tenants either online or by telephone.</p> <p>The chosen telephone provider offers a range of options to maximise participation from a broad range of tenants including those that work and those of harder to reach protected characteristics. These will be fully discussed in the start-up meeting.</p>	<p>Discuss at Start-up meeting with telephone provider in April.</p>	<p>Confirm and agree arrangements</p>	<p>Frank Perrins</p>
<p>Tenants without a phone number will be offered an online version of the survey by email. Tenants who are not digitally engaged will be offered a telephone survey.</p>	<p>Discuss at Start-up meeting with telephone provider in April.</p>	<p>Confirm and agree arrangements</p>	<p>Frank Perrins</p>
<p>Continue to keep tenants informed of the survey when it is live, of the findings, and any actions resulting from the findings.</p>	<p>Ongoing</p>	<p>Informing and feedback process to tenants</p>	<p>Ian Montgomery</p>
<p>Continual assessment of survey findings by protected characteristic – to support service improvement</p>	<p>Ongoing</p>	<p>Analysis of survey results</p>	<p>Frank Perrins</p>

Action	Timescale	Measure	Lead person
Continue to monitor the tenant representativeness of the survey responses.	Ongoing	Levels of tenant representativeness	Frank Perrins
Monitor uptake of support offer to maximise participation from a broad range of tenants.	Ongoing	Request from telephone provider.	Frank Perrins
Continue to survey tenant satisfaction and provide trend analysis to see where change is taking place.	Ongoing	Trend analysis	Frank Perrins

13. Governance, ownership and approval

State here who has approved the actions and outcomes from the equality, diversity, cohesion and integration impact assessment

Name	Job title	Date
Date impact assessment completed		

14. Monitoring progress for equality, diversity, cohesion and integration actions (please tick)

- As part of Service Planning performance monitoring
- As part of Project monitoring
- Update report will be agreed and provided to the appropriate board
Please specify which board
- Other (please specify)

15. Publishing

Though **all** key decisions are required to give due regard to equality the council **only** publishes those related to **Executive Board, Full Council, Key Delegated Decisions** or a **Significant Operational Decision**.

A copy of this equality impact assessment should be attached as an appendix to the decision making report:

- Governance Services will publish those relating to Executive Board and Full Council.
- The appropriate directorate will publish those relating to Delegated Decisions and Significant Operational Decisions.
- A copy of all other equality impact assessments that are not to be published should be sent to equalityteam@leeds.gov.uk for record.

Complete the appropriate section below with the date the report and attached assessment was sent:

For Executive Board or Full Council – sent to Governance Services	Date sent:
For Delegated Decisions or Significant Operational Decisions – sent to appropriate Directorate	Date sent:
All other decisions – sent to equalityteam@leeds.gov.uk	Date sent: