



## Equality Impact Assessment

Name of Project	Future Housing Delivery Model	Cabinet meeting date <i>If applicable</i>	15 <sup>th</sup> September 2015
Service area responsible	Homes for Haringey		
Name of completing officer	Julian Wain	Date EqIA created	5 <sup>th</sup> August 2015
Approved by Director / Assistant Director	Tracie Evans	Date of approval	4 <sup>th</sup> September 2015

The Equality Act 2010 places a 'General Duty' on all public bodies to have 'due regard' to:

- Eliminating discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advancing equality of opportunity between those with 'protected characteristics' and those without them
- Fostering good relations between those with 'protected characteristics' and those without them.

In addition the Council complies with the Marriage (same sex couples) Act 2013.

Haringey Council also has a 'Specific Duty' to publish information about people affected by our policies and practices.

**All assessments must be published on the Haringey equalities web pages. All Cabinet papers MUST include a link to the web page where this assessment will be published.**

This Equality Impact Assessment provides evidence for meeting the Council's commitment to equality and the responsibilities outlined above, for more information about the Council's commitment to equality; please visit the Council's website.

## Appendix ix - Equalities Impact Assessment

Stage 1 – Names of those involved in preparing the EqIA	
1. Project Lead – Julian Wain	5. Business Analyst – Sean Ramdin
2. Equalities / HR – Kathryn Booth	6.
3. Legal Advisor – Raymond Prince	7.
4. Trade union – Chris Taylor	8.

**Stage 2 - Description of proposal including the relevance of the proposal to the general equality duties and protected groups. Also carry out your preliminary screening** (Use the questions in the Step by Step Guide (The screening process) and document your reasoning for deciding whether or not a full EqIA is required. If a full EqIA is required move on to Stage 3.

Due to the imminent ending of the current housing management contract with Homes for Haringey in 2016, the London Borough of Haringey identified the need for a review of the future of housing management services. Alongside this, the Council has also considered the best approach to gaining investment to meet the needs of the housing stock. The review looked at 4 key options:

- Retain existing stock but under the direct management of LBH
- Retain existing stock under the management of HfH (current situation)
- Transfer of the housing stock to a new or existing association
- Partial transfers

In addition, emerging options for investment, such as development companies, were also considered by the review.

An EqIA is being undertaken due to the potential for the decision on the future of housing management and investment to impact on housing staff, tenants, leaseholders and those in housing need, including those from the protected groups.

Appendix ix - Equalities Impact Assessment

**Stage 3 – Scoping Exercise - Identify the main sources of the evidence, both quantitative and qualitative, that supports your analysis. This could include for example, data on the Council’s workforce, equalities profile of service users, recent surveys, research, results of recent relevant consultations, Haringey Borough Profile, Haringey Joint Strategic Needs Assessment and any other sources of relevant information, local, regional or national.**

Data Source (include link where published)	What does this data include?
Haringey test of tenant and leaseholders opinion	Summary of consultation with tenants and leaseholders on the proposed management options, current service delivery and rent increases. The sample tenant opinion has been broken down by gender, age, ethnicity and disability.
Equalities profile of tenants and leaseholders	This data provides gender, age, ethnicity, religion and disability information for current tenants and leaseholders.
Equalities profile of housing staff	This data provides gender, age, ethnicity and disability information for current housing staff.
Equalities profile of homeless population	This data provides gender, age, ethnicity and disability information for current homeless acceptances and temporary accommodation
Equalities profile of Haringey	This data provides gender, age, ethnicity, religion, disability, marital status and civil partnership, and sexual orientation information for Haringey based on the 2011 census.

Appendix ix - Equalities Impact Assessment

Stage 4 – Scoping Exercise - Service data used in this Equality Impact Assessment This section to be completed where there is a change to the service provided	
Data Source (include link where published)	What does this data include?
Not applicable	

**Stage 5a – Considering the above information, what impact will this proposal have on the following groups in terms of impact on residents and service delivery:  
Positive and negative impacts identified will need to form part of your action plan.**

	Positive	Negative	Details	None – why?
Sex / Gender	The review has explored options, such as development companies, which will enable investment in new build to meet future housing need in spite of the current challenging financial profile.	<p>Under review options 1 and 2, there would be insufficient borrowing power to build new affordable housing. This would disadvantage more women, especially lone female parents, who are over-represented in current homelessness acceptances.</p> <p>Stock transfer – although tenants’ existing tenancy conditions would be protected, new tenants rights would be less under current legislation. Tenants would not be eligible for the right to buy and would not have protections to rent levels in the transfer agreement. Any future</p>	<p>Of the 15,581 tenants and leaseholders identified as potentially being impacted, 62% are female and 38% are male. The consultation indicated lower support for rent increases amongst female tenants. Female tenants and leaseholders were also generally less satisfied with their current housing provider than male tenants.</p> <p>Female lone parents have the highest rate of homeless acceptance of all groups in Haringey.</p>	

Appendix ix - Equalities Impact Assessment

		proposed stock transfer would be subject to a further EqIA on the specific impact for tenants, leaseholders and staff.		
Gender Reassignment			Information on gender reassignment is not available for the tenants and leaseholders impacted by this proposal.	The outcome of the review is not expected to impact residents within this group disproportionately compared to other residents.
Age	<p>The review has explored options, such as development companies, which will enable investment in new build to meet future housing need in spite of the current challenging financial profile.</p> <p>Option 2 – existing management services within Homes for Haringey has demonstrated high satisfaction amongst tenants (although not for leaseholders), strong resident governance and improvements in performance over time.</p>	<p>Under review options 1 and 2, there would be insufficient borrowing power to build new affordable housing. This would disadvantage more younger residents who are over-represented in current homelessness acceptances.</p> <p>Option 1 – moving housing management services in-house - could mean disruption of the strong resident governance which has been set up under HfH. Consultation indicated that younger tenants feel more strongly than older tenants that it is important for</p>	<p>Of the 15,581 tenants identified as potentially impacted, those aged 45+ are disproportionately represented compared to the census population whilst those aged 16-44 are under-represented compared to the census population. The consultation indicated that proportionally, more older tenants are very satisfied with current housing management compared to younger tenants and are much more strongly opposed to transferring existing housing to a new housing service provider.</p>	

Appendix ix - Equalities Impact Assessment

		tenants and leaseholders to have the opportunity to influence what their housing services provider does and how it does it.	Homeless presentation for the 16-44 age group is high compared to the expected profile from the census and there are a high number of children in TA indicating a high need for investment in new social and affordable housing amongst younger residents. The consultation process indicated that younger tenants are more likely to feel that it is important for their housing provider to have money available to build new homes.	
Disability	The review has explored options, such as development companies, which will enable investment in new build to meet future housing need in spite of the current challenging financial profile thereby helping to mitigate any negative impact identified in this EQIA.	A significant proportion of our existing tenants and leaseholders have the protected characteristic of disability.  Under review options 1 and 2, existing stock can only be maintained at most to a reduced standard. This will mean less allowance for repairs and adaptations,	Of the 15,581 tenants and leaseholders identified as potentially impacted, 20% have declared a disability.  Feedback from disabled residents has indicated that they want adapted properties to be retained for people who have a genuine need for that type of accommodation. The	

Appendix ix - Equalities Impact Assessment

		<p>including for disabled residents.</p> <p>There would also not be sufficient borrowing power to build new affordable housing. This may mean less appropriate accommodation is available for disabled residents presenting as homeless.</p>	<p>consultation also indicated that disabled tenants were much more strongly opposed to transferring existing housing to a new housing service provider that is not locally based.</p> <p>Homeless acceptances due to mental/ physical disability are high.</p>	
Race & Ethnicity	<p>The review has explored options, such as development companies, which will enable investment in new build to meet future housing need in spite of the current challenging financial profile.</p>	<p>Under review options 1 and 2, there would not be sufficient borrowing power to build new affordable housing. This would disadvantage more black households who are over-represented in current homelessness acceptances.</p>	<p>Of the 15,581 tenants and leaseholders identified as potentially impacted, 37.5% are White, 34.4% are Black, 13.15 are other, 2.8% are Asian, 2.4% are mixed. 9.9% have not declared their ethnicity. The consultation indicated that those from BME groups are more likely to feel it is important that their housing providers gives tenants and leaseholders opportunities for influence.</p> <p>Black households approach as homeless at a level more than twice their representation in</p>	

**Appendix ix - Equalities Impact Assessment**

			Haringey's population.	
Sexual Orientation			Of the 15,581 tenants identified as potentially impacted, no information on sexual orientation is available.	The outcome of the review is not expected to impact residents within this protected group disproportionately compared to other residents.
Religion or Belief (or No Belief)			Of the 15,581 tenants identified as potentially impacted, 27% are Christian, 9% are Muslim, 0.6% are Buddhist, 0.4% are Hindu, 0.2% are Jewish and 0.1% are Sikh. 54% have not declared this information.	The outcome of the review is not expected to impact residents within this group disproportionately compared to other residents.
Pregnancy & Maternity			Of the 15,581 tenants identified as being impacted, no information on pregnancy and maternity is available.	
Marriage and Civil Partnership (note this only applies in relation to eliminating unlawful			Of the 15,581 tenants identified as being impacted, no information on Marriage and Civil	The outcome of the review is not expected to impact residents within this group disproportionately



Appendix ix - Equalities Impact Assessment

discrimination (limb 1))			Partnership is available.	compared to other residents.
--------------------------	--	--	---------------------------	------------------------------

**Stage 5b – For your employees and considering the above information, what impact will this proposal have on the following groups: Positive and negative impacts identified will need to form part of your action plan.**

	Positive	Negative	Details	None – why?
Sex		Any change to existing management arrangements could result in a period of uncertainty and disruption for staff.  Option 2 - The length of agreement with HfH could impact on security for existing staff.	Of over 600 staff identified as impacted, 38% are female and 62% are male.	All options being considered should enable staff to retain their existing conditions through TUPE.
Gender Reassignment		As above	There is no current information available in relation to gender reassignment	
Age		As above	Of the staff identified as impacted, 2% are 16-25, 16% are 25-35, 19% are 35-45, 39% are 45-55, and 22% are 55-65. Older staff are therefore disproportionately represented amongst the	

**Appendix ix - Equalities Impact Assessment**

			workforce.	
Disability		As above	12% of staff have declared a disability	
Race & Ethnicity		As above	54% of staff affected are from a BME group.	
Sexual Orientation		As above	There is no current information available in relation to sexual orientation	
Religion or Belief (or No Belief)		As above	There is no current information available in relation to religion or belief	
Pregnancy & Maternity		As above	There is no current information available in relation to pregnancy and maternity	
Marriage and Civil Partnership (note this only applies in relation to eliminating unlawful discrimination (limb 1))			There is no current information available in relation to marriage and civil partnership	

Stage 6 - Initial Impact analysis	Actions to mitigate, advance equality or fill gaps in information
<p><b>Changes to existing housing management</b></p> <p>The Council currently has a total of 15, 581 tenants and leaseholders who may be affected by any change to the service delivery model. Female residents, Black and minority ethnic groups, older residents (45+ age group) and disabled residents are currently over-represented in our tenant/ leaseholder profile.</p> <p>Tenancy and leaseholder conditions would be protected under each of the options that have been considered, although depending on national policy, a stock transfer could affect new and future right to buy rights and could also mean increases in service charges are possible. The majority of residents responding to the consultation were opposed to rent increases, though any proposals here are likely to be affected by recent national policy announcements on rent reductions anyway.</p> <p>The majority of tenants – and especially older tenants - were satisfied with the existing service provided and were opposed to transferring to a new housing provider. Leaseholders, however, were generally dissatisfied with current service provision.</p>	<p>It is recommended that officers review the Council's rent policy, including the possibility of increased and differential rents, and to present a report for consideration by Cabinet in early 2016, taking into account the governments' recent measures announced in the July budget. Any future proposed increases to rents or service charges would be subject to a further EqIA on the specific impact for tenants and leaseholders.</p> <p>It is recommended that the Managing Director of HfH conducts a review of the leaseholder management service, consulting with leaseholders as to the best way forward, based on the formal and informal satisfaction results provided to the review.</p>

## Appendix ix - Equalities Impact Assessment

The review has indicated that a stock transfer is not a financially viable option but retaining existing stock means it will only be possible to maintain the condition of existing stock to a reduced standard. This will affect housing quality for all residents, including from the protected groups. In particular, disabled residents may be affected due to reduced allowance for adaptations, insulation and responsive repairs.

The Council is looking at a range of options for mitigating the potential impact to residents, in particular disabled residents, from reduced investment in existing stock. The council will need to adapt a asset management strategy which will set out the levels to which stock will be maintained, establish priorities and programmes to achieve this and to manage and reduce costs where possible.

To deliver new and improved housing on major estates, it is recommended that a development company is likely to be the most appropriate option. The key advantages of this approach as being:

- Brings significant additional financial support to provide improvements
- Allow the Council to retain long term control of development and land
- Offers an income stream that can be spent on the provision of further affordable and social rented housing.
- Unlike conventional development models, it delivers a long term return for the Council
- Will bring in capital investment, capacity and expertise to deliver change and solve the Council's major investment problems
- Protects new properties from the Right to Buy

LB Haringey is separately exploring the possibility of establishing a development vehicle in a different study.

The relationship for tenants, where a development vehicle is proposed will be one of rehousing and return, rather than of transfer. Leaseholders will effectively negotiate on an open market sale basis; with of course the ultimate possibility of compulsory purchase.

<p>There are currently over 600 staff who may be affected by any change to the service delivery model. Staff were generally positive about HfH. All the proposed options would enable staff to retain their existing service conditions through TUPE. There are no proposed redundancies being considered as part of the review but stock transfer would increase uncertainty. All the options would require all staff or a proportion of staff (option 2) to go through a TUPE process. Consultations were held with staff, which included Trade Union representation, in January and again in June 2015. These took the form of presentations, discussions and consultation and staff were encouraged to give their views on the options available. Consultations with Trade Unions was held at regular intervals throughout the review.</p>	<p>The feasibility of the Development company will need to be evaluated following completion of the study that the Council has currently commissioned from Turnberry.</p> <p>This includes looking at introducing charges for additional repairs and exploring whether some repairs could be taken on by tenants themselves as part of a community response.</p> <p>Any future proposed Development Vehicle would be subject to a further EqIA on the specific impact for tenants, leaseholders and staff.</p> <p>The length of the agreement with HfH is being considered – with the options for an extended agreement which may provide more security for staff</p> <ul style="list-style-type: none"> <li>• Staff would remain company employees and the contractual position of those staff who are currently seconded to HfH from the Council and who work on homelessness, lettings, and private sector housing would need to be resolved.</li> <li>• Both from the organisation’s point of view and from that of the staff themselves there is a need for certainty and there would seem to be no justification for the secondment’s continuing and it would therefore be recommended that these staff should TUPE transfer into HfH.</li> <li>• Any future proposed partial stock transfers would be subject to a further EqIA on the specific impact for tenants, leaseholders and staff</li> </ul>
--	--

**Appendix ix - Equalities Impact Assessment**

<p><b>Approaches to investment</b></p> <p>Full stock transfer is not considered financially viable but retention of existing stock means insufficient borrowing capacity to support new build of social and affordable housing. This may impact on a number of protected groups who are currently over-represented in our homelessness figures, including younger residents, lone female parents, disabled residents and black households.</p>	<p>The Council is exploring the potential for future investment to be taken forward through a development vehicle with a report coming to October Cabinet.</p>
--	--

Stage 7 - Consultation and follow up data from actions set above	
Data Source (include link where published)	What does this data include?
<p>As part of the review, a test of tenant and leaseholder opinion was undertaken in June 2015. Tenants and leaseholders were consulted on the review options and were also canvassed for their views on current service delivery and the impact of rent increases. The consultation was undertaken by M.E.L market research and included:</p> <ul style="list-style-type: none"> <li>• Telephone interviews with tenants and leaseholders</li> <li>• An on-line survey</li> <li>• A postal survey sent to all tenants and leaseholders</li> </ul> <p>The findings are brought together in the report ‘Test of Tenant Opinion for Future Housing Delivery Review Project’.</p>	<p>The participant profile broadly reflect our tenant and leaseholder profile in terms of gender, ethnicity and age. The results of the survey output are broken down by a number of subgroups, including by gender, age and ethnicity.</p> <p>The survey’s headline results, including as they relate to equalities were:</p> <ul style="list-style-type: none"> <li>• There was a significant opposition to a new provider, particularly amongst older residents but leaseholders were less adamant about Council ownership</li> <li>• Tenants and leaseholders across the protected characteristics prioritised spending on existing homes ahead of new build, but younger tenants were more likely to place importance on investment in new build compared to older tenants</li> <li>• The majority of respondents felt it was important to be able to influence what the landlord does, but leaseholders and younger tenants were particularly likely to place importance on this</li> <li>• Generally tenants showed an increased level of satisfaction though older tenants were more likely to feel satisfied with the existing service than younger tenants. The majority of leaseholders showed a decreased in satisfaction.</li> <li>• Rent rises were not well supported across the protected groups.</li> </ul> <p>The full demographics report on the Test of tenant opinion can be found on page 26.</p>

**Appendix ix - Equalities Impact Assessment**

<p>Meetings were held with staff in January and again in June 2015. These took the form of presentations, discussions and consultation and staff were encouraged to give their views on the options available.</p>	<p>A wide range of views was expressed. Generally, but not exclusively staff were supportive of HfH and noted that improvements had been made in recent years; that the organisation is both flexible, and focused on housing; and generally allows for swifter decision making.</p> <p>Some concern was expressed that tenants would lose their opportunities for involvement if the service returned to the Council</p> <p>Staff members, who were seconded from the Council most recently as a result of the transfer of the Community Housing Services, were most likely to express a wish to return to the Council.</p>
--	--



## Stage 8 - Final impact analysis

The recommended option arising from the review is for existing stock to be retained under the management of HfH. A full stock transfer was not found to be financially viable and continuation of existing management arrangements was felt to be the preferred option due to demonstrated performance improvements within the existing service, staff and tenant satisfaction with existing arrangements, and the positive contribution it is felt the ALMO can continue to make within the community. The proposed option largely responds to the concerns raised by the test of tenant opinion, with the majority of tenants satisfied with existing arrangements and against any form of transfer. However, the consultation found reduced satisfaction amongst leaseholders. In response to this, it is intended that the existing leaseholder management service should be reviewed in order to look at ways of addressing current dissatisfaction.

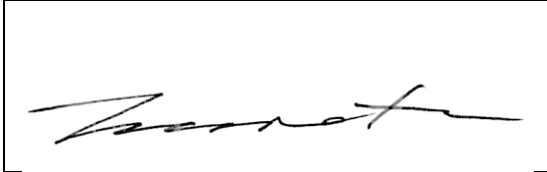

It is recommended that officers review the Council's rent policy, including the possibility of increased and differential rents, and to present a report for consideration by Cabinet in early 2016, taking into account the governments' recent measures announced in the July budget.

The current financial position means that there is insufficient borrowing capacity to support new build of social housing and affordable housing. This is likely to impact on a number of the protected groups, including lone female parents, disabled residents and younger residents, due to their high levels of housing need. In addition, tenants will be impacted by reduced capacity for investment in existing stock, impacting across the protected groups but with a particular impact on disabled residents in terms of spend available for adaptations. In response to this, the final report has recommended:

- Further review of the potential for partial transfer or utilisation of housing stock by a potential development vehicle.

It is recommended that those staff seconded to HfH in 2014, dealing with homelessness, lettings and private housing will be transferred to HfH.

**Stage 9 - Equality Impact Assessment Review Log**

Review approved by Chief Operations Officer		Date of review	<b>7<sup>th</sup> September 2015</b>
Review approved by Director / Assistant Director		Date of review	<b>4<sup>th</sup> September 2015</b>

**Stage 10 – Publication**

Ensure the completed EqIA is published in accordance with the Council's policy.

Appendix 1 Future Housing Delivery Model – Stage 2 - Data

Staff EqIA

In the staff data analysis, the following has been noted:

- HfH Female staff outnumber HfH male staff compared to Haringey Council by 6%
- Non disabled HfH staff outnumber Haringey Council staff by 9%, but Haringey Council staff outnumber Not declared by 10%
- Haringey Council staff between the ages of 35>45 outnumber HfH staff by 5%

	SC1-SC5	SC6-SO2	PO1-PO3	PO4-PO7	PO8+	PO8+	HfH Total	HfH Total %	Haringey	% Difference
BAME	107	153	67	27	5	5	359	54%	52%	-2%
NOT DECLARED	1	1	1		3	3	6	1%	2%	1%
WHITE	28	88	57	32	6	6	211	32%	29%	-3%
WHITE OTHER	19	31	29	8	3	3	90	14%	17%	3%
Female	41	100	74	29	7	7	251	38%	32%	-6%
Male	114	173	80	38	10	10	415	62%	68%	6%
Disabled	17	27	25	7	2	2	78	12%	10.3%	-1%
Not Declared	18	32	27	11	6	6	94	14%	25%	10%
Non Disabled	120	214	102	49	9	9	494	74%	65%	-9%
16<25	3	5	4	0	0	0	12	2%	1%	-1%
25<35	21	51	26	6	1	1	105	16%	15%	-1%
35<45	30	45	39	13	1	1	128	19%	24%	5%
45<55	57	108	51	31	13	13	260	39%	37%	-2%
55<65	40	61	31	15	2	2	149	22%	21%	-1%
65+	4	3	3	2	0	0	12	2%	2%	0%

## Appendix ix - Equalities Impact Assessment

### Council Tenants data analysis

HfH does collect some protected characteristics data on it's tenants and is shown in the table below.

		Council Tenants July 2015	2011 Census	Difference
	Population	15581	254900	6%
<b>Gender</b>	Male	37.8%	49.5%	-12%
	Unknown	0.6%	0.0%	1%
	Female	61.6%	50.5%	11%
<b>Age</b>	16-24	1.8%	11.8%	-10%
	25-44	25.9%	39%	-13%
	45-64	45.3%	20%	25%
	65-84	22.3%	7.8%	15%
	85+	3.2%	0.9%	2%
	Unknown	1.5%	0.0%	2%
<b>Ethnicity</b>	Asian	2.8%	9.5%	-7%
	Black	34.4%	18.8%	16%
	Mixed	2.4%	6.5%	-4%
	White	37.5%	60.5%	-23%
	Other	13.1%	4.7%	8%
	Unknown	9.9%	0%	10%
<b>Disability</b>	Disabled	20%	19.8%	0%
	Non Disabled	22.40%	20%	2%
	Unknown	57.60%	60.1%	-3%
<b>Religion</b>	Christian	27.1%	45%	17.9%
	Buddhist	0.6%	1.1%	0.5%
	Hindu	0.4%	1.8%	1.4%
	Jewish	0.2%	3%	2.8%
	Muslim	9%	14.2%	5.2%
	Sikh	0.1%	0.3%	0.2%
	Other religion	0.6%	0.5%	-0.1%
	No religion	5.7%	25.2%	19.5%
	Religion not stated	56%	8.9%	-47.1%

**Gender:** Whereas the representation of males and females in Haringey's population is more or less the same, female tenants outnumber male tenants by 11% compared to the 2011 Census.

**Age:** Residents under 16 (20.4% of general population) have not been included. Council tenants in the age ranges of 16-24 and 24-44 are both under-represented compared with the general population whilst council tenants in ages range of 45 upwards are all over represented compared with the general population of similar age.

**Ethnicity:** Asian, White and Mixed households are under-represented in Council tenancies compared with their representation in Haringey's population. Black and Other households are over-represented in Council tenancies compared with their representation in Haringey's population.

**Disability:** For the majority of tenants, there is no information recorded about disability needs.

**Religion:** with 56% of tenants religion not stated, there is insufficient data to analyse faith group representations.

**Appendix ix - Equalities Impact Assessment**

**Partial Transfer – Broadwater Farm**

The table below highlights any impact on protected characteristics if Broadwater Farm estate was subject to a partial transfer.

		<b>Council Tenants July 2015</b>	<b>Excl BWF</b>	<b>Change</b>
	Population	15581	14650	931
<b>Gender</b>	Male	37.8%	37.3%	-0.5%
	Unknown	0.6%	0.6%	0.0%
	Female	61.6%	62.1%	0.5%
<b>Age</b>	16-24	1.8%	1.8%	0.0%
	25-44	25.9%	25.6%	-0.3%
	45-64	45.3%	45.2%	-0.1%
	65-84	22.3%	22.5%	0.2%
	85+	3.2%	3.4%	0.2%
	Unknown	1.5%	1.5%	0.0%
<b>Ethnicity</b>	Asian	2.8%	2.8%	0.0%
	Black	34.4%	33.3%	-1.1%
	Mixed	2.4%	2.4%	0.0%
	Other	13.1%	13%	-0.1%
	Unknown	9.9%	10.4%	0.5%
	White	37.5%	38%	0.5%
<b>Disability</b>	Non Disabled	22.4%	22.1%	-0.3%
	Disabled	20%	20.5%	0.5%
	Unknown	57.6%	57.4%	-0.2%

There is no significant impact on protected characteristics if Broadwater Farm was subject to a partial transfer.

**Appendix ix - Equalities Impact Assessment**

**Partial Transfer – Love Lane**

The table below highlights any impact on protected characteristics if Love Lane estate was subject to a partial transfer.

		<b>Council Tenants July 2015</b>	<b>Excl Love Lane</b>	<b>Change</b>
	Population	15581	15391	190
<b>Gender</b>	Male	37.8%	37.7%	-0.1%
	Unknown	0.6%	0.6%	0.0%
	Female	61.6%	61.7%	0.1%
<b>Age</b>	16-24	1.8%	1.8%	0.0%
	25-44	25.9%	25.7%	-0.2%
	45-64	45.3%	45.4%	0.1%
	65-84	22.3%	22.4%	0.1%
	85+	3.2%	3.3%	0.1%
	Unknown	1.5%	1.5%	0.0%
<b>Ethnicity</b>	Asian	2.8%	2.8%	0.0%
	Black	34.4%	34.2%	-0.2%
	Mixed	2.4%	2.3%	-0.1%
	Other	13.1%	13.1%	0.0%
	Unknown	9.9%	9.9%	0.0%
	White	37.5%	37.7%	0.2%
<b>Disability</b>	Non Disabled	22.4%	22.3%	-0.1%
	Disabled	20%	20%	0.0%
	Unknown	57.6%	57.6%	0.0%

There is no significant impact on protected characteristics if Love Lane was subject to a partial transfer.

## Appendix ix - Equalities Impact Assessment

### Partial Transfer - Noel Park

The table below highlights any impact on protected characteristics if Noel Park estate was subject to a partial transfer.

		Council Tenants July 2015	Excl Noel Park	Change
	Population	15581	14556	1025
<b>Gender</b>	Male	37.8%	38.4%	0.6%
	Unknown	0.6%	0.6%	0.0%
	Female	61.6%	61%	-0.6%
<b>Age</b>	16-24	1.8%	1.9%	0.1%
	25-44	25.9%	25.9%	0.0%
	45-64	45.3%	44.9%	-0.4%
	65-84	22.3%	22.6%	0.3%
	85+	3.2%	3.3%	0.1%
	Unknown	1.5%	1.4%	-0.1%
<b>Ethnicity</b>	Asian	2.8%	2.8%	0.0%
	Black	34.4%	34.8%	0.4%
	Mixed	2.4%	2.4%	0.0%
	Other	13.1%	13%	-0.1%
	Unknown	9.9%	9.6%	-0.3%
	White	37.5%	37.4%	-0.1%
<b>Disability</b>	Non Disabled	22.4%	22.5%	0.1%
	Disabled	20%	20%	0.1%
	Unknown	57.6%	57.4%	-0.2%

There is no significant impact on protected characteristics if Noel Park was subject to a partial transfer. Noel Park is considered in context of potential self financing. It is premature to factor in the implications for residents at this stage. Any future proposed self financing would be subject to a further EqIA on the specific impact for tenants, leaseholders and staff.

## Appendix ix - Equalities Impact Assessment

### Partial Transfer – Northumberland Park

The table below highlights any impact on protected characteristics if Northumberland Park estate was subject to a partial transfer.

		Council Tenants July 2015	Excl Northumberland Park	Change
	Population	15581	14837	744
<b>Gender</b>	Male	37.8%	37.5%	-0.3%
	Unknown	0.6%	0.6%	0.0%
	Female	61.6%	61.9%	0.3%
<b>Age</b>	16-24	1.8%	1.7%	-0.1%
	25-44	25.9%	25.5%	-0.4%
	45-64	45.3%	45.4%	0.1%
	65-84	22.3%	22.6%	0.3%
	85+	3.2%	3.3%	0.1%
	Unknown	1.5%	1.5%	0.0%
<b>Ethnicity</b>	Asian	2.8%	2.8%	0.0%
	Black	34.4%	34.2%	-0.2%
	Mixed	2.4%	2.4%	0.0%
	Other	13.1%	13.0%	-0.1%
	Unknown	9.9%	9.9%	0.0%
	White	37.5%	37.7%	0.2%
<b>Disability</b>	Non Disabled	22.4%	22.2%	-0.2%
	Disabled	20%	20.1%	0.1%
	Unknown	57.6%	57.7%	0.1%

There is no significant impact on protected characteristics if Northumberland Park was subject to a partial transfer. Northumberland Park considered in context of potential development vehicle and is the responsibility of the Tottenham Team or of those working on the vehicle. It is premature to factor in the implications for residents at this stage. Any future proposed development vehicle would be subject to a further EqIA on the specific impact for tenants, leaseholders and staff.



**Appendix ix - Equalities Impact Assessment**

**Partial Transfer – All four estates**

The table below highlights any impact on protected characteristics if all four estates were subject to a partial transfer.

		<b>Council Tenants July 2015</b>	<b>Excl All</b>	<b>Change</b>
	Population	15581	12691	2890
<b>Gender</b>	Male	37.8%	37.5%	-0.3%
	Unknown	0.6%	0.7%	0.1%
	Female	61.6%	61.8%	0.2%
<b>Age</b>	16-24	1.8%	1.7%	-0.1%
	25-44	25.9%	24.9%	-1.0%
	45-64	45.3%	45.0%	-0.3%
	65-84	22.3%	23.4%	1.1%
	85+	3.2%	3.6%	0.4%
	Unknown	1.5%	1.5%	0.0%
<b>Ethnicity</b>	Asian	2.8%	2.8%	0.0%
	Black	34.4%	33.2%	-1.2%
	Mixed	2.4%	2.4%	0.0%
	Other	13.1%	12.9%	-0.2%
	Unknown	9.9%	10.2%	0.3%
	White	37.5%	38.5%	1.0%
<b>Disability</b>	Non Disabled	22.4%	21.9%	-0.5%
	Disabled	20%	20.8%	0.8%
	Unknown	57.6%	57.3%	-0.3%

There is no significant impact on protected characteristics if all four estates were subject to a partial transfer.

# Using evidence to shape better services



## London Borough of Haringey

Wastes & resources management



Community safety & neighbourhood policing



Sure Start & Children's Centres



Healthy communities



Active citizens & customer research



Local Authority research & evaluation



## Test of Tenant Opinion Survey for Future Housing Delivery Review Project

## 1) PROJECT DETAILS

<b>Name of company</b>	M·E·L Research Ltd		
<b>Registered Company Address</b>	8 Holt Court Aston Science Park Birmingham B7 4AX  <b>Company registration number: 3000946</b>  <b>VAT registration number: 655 3827 14</b>		
<b>Main contact</b>	David Chong Ping	Telephone number	0121 604 4664
<b>Position</b>	Head of Technical Production	Fax number	0121 604 6776
<b>Email address</b>	David.Chong-Ping@m-e-l.co.uk		
<b>Website address</b>	<a href="http://www.m-e-l.co.uk">www.m-e-l.co.uk</a>		
<b>Reference</b>	PR15088		

M·E·L Research  
 8 Holt Court  
 Aston Science Park  
 Birmingham B7 4AX

Tel: 0121 604 4664  
 Fax: 0121 604 6776  
 Email: [info@m-e-l.co.uk](mailto:info@m-e-l.co.uk)  
 Web: [www.m-e-l.co.uk](http://www.m-e-l.co.uk)



## 2) DEMOGRAPHIC ANALYSIS

This report provides additional findings from a survey of 1,004 tenants that participated in a telephone interview. This provides a broadly representative sample of views based upon the profile of the primary tenant population from the supplied Homes for Haringey database. Findings in this report are based on analysis of results by the demographic profile of the tenants surveyed. Tenants have been characterised by gender, age, ethnic background and disability. Where not specified, there is no difference in the opinions of tenants between different demographic groups.

### Support for future housing options

Tenants were told that with the on-going financial pressures and budget cuts, the council might find it hard to undertake all the necessary improvements to its existing homes, improve the look and feel of its housing estates and build new and affordable housing. Tenants were therefore asked how likely they would be to support alternative options that could make sure these improvements could be met.

- ◆ 80% of tenants might or would support an alternative future option for their housing service if that meant they had more of a say in how the housing service was run. There is no significant difference between gender, age, ethnic background or disability demographic groups for this alternative future option.
- ◆ 56% of tenants indicate they would not support rent increases of up to 5%. A significantly greater proportion of female tenants (59%) compared to male tenants (51%) would not support this.
- ◆ 80% of tenants indicated they would not support rent increases of more than 5%. This increases to 94% for tenants from a mixed ethnic background.
- ◆ 77% of tenants would not support transfer to a new housing service provider that was not locally based. A significantly greater proportion of the 55+ age band would not support this (81%) compared to those in the 18-34 (67%) and 35-54 (74%) age bands. A significantly greater proportion of disabled tenants (81%) would not support this compared to tenants without a disability (74%).
- ◆ 67% of tenants would not support transfer to a new housing service provider. A significantly greater proportion of the 55+ age band would not support this (72%) compared to those in the 18-34 (50%) and 35-54 (63%) age bands. A significantly greater proportion of disabled tenants (72%) would not support this, compared to tenants without a disability (61%).
- ◆ When it comes to future investment all tenants, regardless of demographic group, indicate their first choice for any future spending should be made on 'existing homes to bring them up to a good state of repair, properly heated and insulated, with kitchens and bathrooms that are reasonably modern'.
- ◆ Views are split on the remaining two options presented; spend money on building new and affordable homes or spend money on improving existing housing estates, such as landscaping and grounds

maintenance, bin storage, lighting, parking, security, etc. Younger tenants (18-34 age band) indicate their second choice as spend money improving existing housing estates, while older tenants (35-54 and 55+ age bands) indicate this as their third choice. Asian tenants and tenants from other ethnic backgrounds also indicate their second choice as spend money improving existing housing estates, while tenants in all other ethnic groups indicate this as their third choice.

## Satisfaction levels

Tenants were asked a number of questions about their level of satisfaction with their home and neighbourhood or housing estate compared to three years ago.

- ◆ 14% of female tenants are 'much more' satisfied with their neighbourhood or housing estate compared to three years ago. A significantly lower proportion of male tenants (9%) are 'much more' satisfied.
- ◆ Asian tenants (26%) are significantly 'much more' satisfied with safety and security in their neighbourhood or housing estate than White British tenants (12%) and Black tenants (10%).
- ◆ Looking at the overall quality of their home compared to three years ago, male tenants show a significantly higher level of satisfaction than female tenants. 57% of male tenants and 47% of female tenants are 'more' or 'much more' satisfied. A significantly higher percentage of tenants in the 55+ age band (17%) than in the 18-34 (4%) and 35-54 (10%) age bands are 'much more' satisfied. A significantly higher percentage of White British tenants (15%) and tenants from any other White background (16%) are 'much more' satisfied than Black tenants (8%). A significantly higher percentage of tenants with a disability (13%) are 'much less' satisfied compared to those without a disability (9%).
- ◆ There is a significant difference in the satisfaction levels when 'taking everything into account' between male and female tenants. A significantly higher percentage of male tenants (35%) are 'very' satisfied compared to female tenants (27%). A significantly greater proportion of tenants in the 55+ age band (36%) than in the 18-34 (21%) and 35-54 (26%) age bands are 'very' satisfied with Homes for Haringey.

## Views on improvements and maintenance

- ◆ On average, roughly one-third of all demographic groups indicate they have seen 'no change' to improvements to their home compared to three years ago, although only 18% of Asian tenants indicate this. One-quarter of the 55+ age band (25%) indicate improvements to their home have 'greatly' improved; this is a significantly higher proportion than seen in the 18-34 (10%) and 35-44 (16%) age bands.
- ◆ On average, around one-third of all demographic groups indicate 'no change' to the time in which repairs and maintenance are completed compared to three years ago. This drops to 19% for tenants from any other ethnic background. 18% of female tenants indicate the time in which repairs and maintenance are completed has 'greatly' declined compared to three years ago. This is a significantly

higher proportion than seen in male tenants (12%). 17% of the 55+ age band indicate this has 'greatly' improved; a significantly higher proportion than seen in the 18-34 (2%) and 35-44 (11%) age bands.

- ◆ On average, around one-third of all demographic groups indicate 'no change' in the quality of repairs and maintenance compared to three years ago. 16% of female tenants indicate this has 'greatly' declined compared to three years ago. This is a significantly higher proportion than seen in male tenants (10%). 17% of the 55+ age band indicate this has 'greatly' improved; a significantly higher proportion than seen in the 18-34 (6%) and 35-44 (10%) age bands.
- ◆ 36% of White British tenants indicate that grounds maintenance has 'slightly' or 'greatly' improved compared to three years ago. This is a significantly lower proportion compared to Asian tenants (65%) and tenants from any other ethnic background (62%).

### **Views on customer service**

- ◆ Compared to three years ago, between one-third and two-fifths of each demographic group indicate they have seen 'no change' to the ease of contacting Homes for Haringey, although this drops to 28% for Asian tenants. A significantly higher proportion of the 55+ age band (15%) indicates this has 'greatly' improved compared to those in the 18-34 (4%) and 35-54 (9%) age bands.
- ◆ Compared to three years ago, between one-third and two-fifths of each demographic group indicate they have seen 'no change' to the quality of customer service, although this drops to 16% for Asian tenants. A significantly higher proportion of Asian tenants (69%) indicate this has 'slightly' or 'greatly' improved compared to the other ethnic backgrounds (all around 40%).
- ◆ Compared to three years ago, between two-fifths and one-half of each demographic group indicate they have seen 'no change' to the management of their tenancy, although this drops to 22% for Asian tenants.
- ◆ Compared to three years ago, between two-fifths and one-half of each demographic group indicate they have seen 'no change' in their ability to have a say in how their neighbourhood/estate is managed, although this drops to 29% for Asian tenants.
- ◆ Compared to three years ago, between one-third and one-half of each demographic group indicate they have seen 'no change' in how well they are kept informed, although this drops to 21% for Asian tenants.

### **Importance of future service delivery**

- ◆ 90% of tenants without a disability indicate it is 'fairly' or 'very' important that their housing service provider has money available to build new council or housing association homes for rent in Haringey. This is a significantly greater proportion compared to tenants with a disability (84%).
- ◆ 60% of White British tenants indicate it is 'very' important that their housing service provider gives tenants and leaseholders the opportunity to influence what it does and how it does it. This is a

significantly smaller proportion than seen in tenants from a mixed ethnic background (82%), Asian tenants (82%) and Black tenants (74%).

- ◆ Almost three-quarters of tenants in the 35-54 (73%) and 55+ (74%) age bands indicate it is 'very' important that their home is owned by Haringey Council. A significantly smaller proportion of tenants in the 18-34 age band (61%) indicate this level of importance.

### 3) PROFILE OF PARTICIPANTS

Gender	Tenant Telephone	%
Male	396	39%
Female	608	61%
Not specified	0	0%
<b>Total</b>	<b>1,004</b>	<b>100 %</b>

Age	Tenant Telephone	%
18 to 34	101	10%
35 to 54	369	37%
55 +	449	50%
Not answered	35	3%
<b>Total</b>	<b>1,004</b>	<b>100 %</b>

Ethnicity	Tenant telephone	%
White British	446	44%
White other	113	11%
Mixed	38	4%

Asian	34	3%
Black	267	27%
Other	43	4%
Not answered	63	6%
<b>Total</b>	<b>1,004</b>	<b>100%</b>

Disability	Tenant Telephone	%
Yes	526	52%
No	478	48%
<b>Total</b>	<b>1,004</b>	<b>100%</b>