

Why do an Equalities Impact Assessment (EqIA)?

1. Equalities Impact Assessment (EqIA) is part of Oxford City Council's **Public Sector Equality Duty (PSED) (Equality Act 2010)**.

The General PSED enables Oxford City Council to:

- a. **identify and remove discrimination,**
 - b. **identify ways to advance equality of opportunity,**
 - c. **foster good relations.**
2. An EqIA must be done before making any decision(s) that may have an impact on people and/or services that people use and depend on.
 3. An EqIA form is one of many tools that can simplify and structure your equalities assessment.
 4. We are passionate about equalities, and we highly recommend that [Corporate Management Team \(CMT\) reports and all projects must attach an EqIA.](#)

Draft by Wendy Hind – Resident Involvement Officer
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A good EqIA has the following attributes:

1. **Comprehensively considers the [9 protected characteristics](#).**

1. Age	6. Race & Ethnicity
2. Disability	7. Religion or Belief
3. Gender Reassignment	8. Sex
4. Marriage & Civil Partnership	9. Sexual Orientation
5. Pregnancy & Maternity	NEW- Socio-economic inequalities (voluntary adoption)

2. It has **considered equality of treatment** towards service users, residents, employees, partners, council suppliers & contractors, and Council Members
3. Sufficiently considered **potential and real impact** of proposal or policy on service users, residents, employees, partners, council suppliers & contractors, and Council Members.
4. **Systematically recorded and reported** any potential and real impact of your proposal or policy on service users, residents, employees, partners, council suppliers & contractors, and Council Members
5. **Collected, recorded, & reported sufficient information and data** on how your policy or proposal will have an impact.
6. Offers **mitigations or adjustments** if a PSED has been impacted.
7. Provides clear **justifications** for your decisions.
8. It is written in **plain English** with simple short sentence structures.

Section 1: General overview of the activity under consideration

1.	Name of activity being assessed. For example: -New policy, -Review of existing policy, -Changes in service(s), -New project(s), etc.	This EIA forms part of the Resident Involvement and Engagement Strategy 2025 - 2028	2.	The implementation date of the activity under consideration:	11 December (subject to Cabinet approval)
3.	Directorate/Department(s):	Housing Services	4.	Service Area(s):	Strategy and Performance
5.	Who is (are) the assessment lead(s): Please provide: -Name -Email address	Pete Davies Interim Resident Involvement Lead pdavies@oxford.gov.uk	6.	Contact details, in case there are queries: Please provide: -Name -Email address	Pete Davies PDavies@oxford.gov.uk
7.	Is this a new or ongoing EqlA?	New <input checked="" type="checkbox"/> Extension to existing EqlA <input type="checkbox"/>	8.	If this is an extension of a previous EqlA, please indicate where the previous EqlA is located and share the link to the said EqlA.	
9.	Date this EqlA started:	28 October 2025			
10.	Will this EqlA be attached to Corporate Management Team (CMT) reports/updates, which will be published online?	Yes, the EqlA will be presented alongside the RIE strategy to Corporate Leadership Team as it progresses to 10 December '25 Cabinet.	11.	Give a date (tentative or otherwise) when this assessment will be taken to the CMT.	Following Director approval from w/s 10 November '25.

Section 2: About the activity, change, or policy that is being assessed.

12.	Type of activity being considered: Check the most appropriate.	<input type="checkbox"/> Budget		<input type="checkbox"/> Decommissioning		<input type="checkbox"/> Commissioning		<input type="checkbox"/> Change to an existing activity.		
		New Activity - Resident Involvement and Engagement Team Strategy from 2025 – 2028.				<input type="checkbox"/> Others. Please specify:				
13.	Which priority area(s) within Oxford City Council's Corporate strategy (2024-2028) does this activity fulfil?	<input checked="" type="checkbox"/> Good, affordable homes		<input type="checkbox"/> Strong, fair economy		<input checked="" type="checkbox"/> Thriving Communities		<input type="checkbox"/> Zero Carbon Oxford		<input checked="" type="checkbox"/> Well run council
14.	Which priority area(s) within Oxford City Council's Equality, Diversity & Inclusion Strategy (2022) does this activity fulfil?	Responsive services and customer care.		<input type="checkbox"/> Diverse and engaged workforce.		<input checked="" type="checkbox"/> Leadership & organisational commitment.		<input checked="" type="checkbox"/> Understanding and working with our communities.		

<p>15. Outline the aims, objectives, & priorities of the activity being considered.</p>	<p>The strategy aims to reset relationships with residents by embedding meaningful engagement, improving service delivery, fostering trust and transparency. It is built on four principles:</p> <ul style="list-style-type: none"> • Delivering the promise to reset involvement, engagement and resident relationships • Actively listen to our residents • Respond to residents' priorities and their concerns. • Embed meaningful and effective involvement and engagement across our organisation. <p>The EIA ambition is threaded through the document from the outset: -</p> <hr/> <p><i>We will work to enable every opportunity for residents to engage with us in ways that suit them, delivering meaningful and outcome-focused resident involvement where they can influence, scrutinise and shape the delivery of the services they receive”.</i></p> <hr/>
<p>16. Please outline the consequences of not implementing this activity.</p> <p>For example, -Existing activity does not fulfil Corporate Objectives, -existing activity is discriminatory and not fulfilling Council's PSSED, ... to name a few.</p>	<p>There is no option for doing nothing. The delivery of the proposed Resident Involvement & Engagement Strategy and associated regulatory compliance programme is the Resident Involvement teams primary work programme over the next 3 years.</p> <p>Failure to comply with this EIA for the Resident Involvement and Engagement Strategy would have the following consequences:</p> <ul style="list-style-type: none"> • Lack of credibility for OCC in involving and engaging with residents. • Reputational damage and failure to complete key strategic objectives. • Legal failure to comply with Public Sector Equality Duty/Equalities Act 2010 - this document will need online publication. • Subject Access Requests/FOI to review how the strategy was consulted on. • Legal Challenges. • Challenge from the Regulator for Social Housing and non-compliance reportedEvidence of direct and indirect discriminatory behaviour within OCC.

Section 3: Understanding service users, residents, staff and any other impacted parties.

<p>17. Have you undertaken any consultations in the form of surveys, interviews, and/or focus groups?</p> <p>Please provide details— -when, -how many, and -the approach taken.</p>	<p>The resident involvement and engagement strategy has undergone the following consultations:</p> <p>12 months review, design and build consultations, desktop reviews of best practice from other councils.</p> <p>Discussion with involvement groups and communities on what matters to them.</p> <p>Reviewing the 2024 Tenant Satisfaction Measures feedback, complaints information</p> <p>Tenant Engagement Roadshow was held during January 2025 to understand resident priorities.</p> <p>Online draft Resident Involvement Strategy consultation with residents.</p> <p>Online launch of Resident Involvement Offer hosted by Director of Housing and Exec Member for Housing & Communities inviting resident feedback.</p> <p>Open forum facilitated by our Housing & Tenant Consultant online to discuss what matters to them.</p> <p>Feedback received from and recommendations made by the Co-Design Group (CDG), our pre-cursor to the full Tenant and Leaseholder Board. They final strategy document will be shared with the CDG for info on 20 November.</p> <p>Internal staff conversations across Housing and Community Service directorates.</p> <p>The strategy was signed off by the Housing Director Friday 24th October.</p>
<p>18. List information and data used to understand who your residents are and how they will be affected.</p>	<p>We continue to build data information via our QL system and communication understanding from monthly Power - Bi reports on who contacts us the most. The “Know your Tenants” programme of work is ongoing.</p> <p>The Resident Involvement team engagement plan is to segment communities, understanding and appreciating the intersectionality within those residents. This knowledge is central with approx. 24,000 residents encourage trust and confidence from.</p> <p>The strategy has been designed around 5 key principles: -</p> <ol style="list-style-type: none"> 1. Establishing foundations for involvement and engagement 2. Enhancing resident knowledge to improve service delivery 3. Co-designing inclusive involvement and engagement platforms

		<p>4. Improving communication for respectful, inclusive involvement and engagement</p> <p>5. Delivering high-quality landlord services aligned with resident expectations.</p> <p>It is key therefore that our online data is correct and individualised to achieve these principles. That information can only be identified through effective and respectful communication, which requires flexibility of approach and styles.</p> <p>The strategy affects every one of our residents and is designed with EI principles in mind.</p>
19.	<p>If you have not done any consultations or collected data & information, are you planning to do so in the future?</p>	<p>There will be an annual appraisal of the RI strategy and action plan. This EI Assessment will be reviewed at the same time.</p> <p>Future additional consultation will occur once the Tenant and Leaseholder Board (TLB) is in place, with the first meeting due to go live in Q4 25/26. The TLB recruitment campaign was launched on 27 October 2025.</p> <p>The Tenant and Leaseholder Board has an ongoing function to review and scrutinise as it will be responsible for monitoring the successful action plan which sits in the appendix of the Resident Involvement strategy.</p> <p>The management of Equality and Inclusion principles has been fully future proofed.</p>

Section 4: Impact analysis.


20.	Who does the activity affect?	Service Users	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>
		Members of staff	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>
		General public	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Don't Know <input type="checkbox"/>
		Partner / Community Organisation	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>

Check as needed.

The impact may be positive,

	negative or unknown.	City Councillors	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>
			Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>
		Council suppliers and contractors	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>

21.	Does the activity affect positively or negatively on any protected characteristics as stated within Equality (Act 2010)?					
Protected Characteristic	Positive	Negative	Neutral	Don't know	Data/information/evidence supporting your assessment	Analysis & insight Mitigations
345 Age	Y		<input type="checkbox"/>	<input type="checkbox"/>	<p>Approx. 50% of our residents are 55 or over.</p> <p>The aim of the strategy is ensuring their views and concerns are taken into full consideration.</p> <p>Designing engagement and involvement opportunities will take all represented groups into consideration and will allow for support, advice and training in an increasingly digitalised world.</p>	<p>Training, laptops and support around going online will be an ongoing engagement theme.</p> <p>There will also be opportunities to support younger adults taking on their first tenancy.</p> <p>Formal and informal communication options will form part of our engagement menu and is embedded in the strategy document.</p>
Disability (Visible and Invisible)	Y		<input type="checkbox"/>	<input type="checkbox"/>	<p>Disability awareness includes behaviour and emotional (neurotypical) challenges, hearing, memory or ability to concentrate, mobility and gross motor skills,</p>	<p>A plain English strategy will need to be designed, plus an easy read version and summaries for translation options.</p>

					<p>dyslexia, wheelchair users and travel costs, speech difficulties and learning impairments, sight impairments.</p>	<p>The choice of this being in Braille will need exploring.</p> <p>Currently this group is assessed as being around 5% of our total resident population. It is acknowledged this is under-reported.</p> <p>More work is recommended to fully understand the range of disabilities we are supporting, or need to consider, in our policy reviews.</p> <p>The strategy is inclusive in tone, language and intent.</p>
<p>Gender Re-assignment</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>www.oxford.gov.uk</p> 	<p>The strategy encourages awareness of all groups and all individuals.</p> <p>The strategy adoption will enhance and increase staff and resident awareness and understanding of our resident base. Currently this group is not segmented and unknown as a percentage.</p> <p>The aim is with confidence, and trust, will come knowledge and enabling.</p> <p>As the aim of gender reassignment is not to be known, we would not and should not seek this out.</p>	

Marriage & Civil Partnership		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		The strategy is inclusive in tone, language and intent.
Race, Ethnicity and/or Citizenship	Y		<input type="checkbox"/>	<input type="checkbox"/>	40% of our resident population are registered as Black Asian or Irish	<p>The strategy positively states the requirement to work with all minority groups.</p> <p>The strategy was designed working alongside the Citizen and Community team and specifically aims to improve our understanding of all community groups.</p>
Pregnancy & Maternity		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		The strategy is inclusive in tone, language and intent.
Religion or Belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>Percentages and diversity of faiths not represented in statistics in the strategy.</p> <p>This is a potential area of risk.</p> <p>It is recommended we review our knowledge of resident faith diversity in more detail.</p>	The strategy is inclusive in tone, language and intent
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No known adverse effects anticipated – be aware of the numbers and maintain an equal division as much as possible on the board of men and women.	The strategy is inclusive in tone, language and intent.


Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		The strategy is inclusive in tone, language and intent.
Socio-economic inequalities such as: - income and factors that impact income. -access to jobs This was voluntarily adopted by Oxford City Council on the 13th of March 2024.	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		The strategy looks to address this area in more detail and much of the stated aims of the strategy will positively support improved access for these citizen groups into discussions around how the RIES team works and how policies are drafted. This sector has previously been overlooked and further work on this area is recommended.
348						

Section 5: Conclusion(s) of your Full Impact Assessment

22. Conclusions.

Having read the strategy alongside drafting this EI review, this strategy is well designed with under-represented groups within Oxford City tenant base front and centre of the proposals.

The intended and recommended systemic changes will be a positive step forward for inclusion, representing transparent, professional City Council Resident Involvement plans.

	<input type="checkbox"/> Stop and reconsider the activity.	<input type="checkbox"/> Adjust activity before beginning the activity and continue to monitor.	<input checked="" type="checkbox"/> No major change(s) or adjustments and continue with activity but continue to monitor.	<input type="checkbox"/> No major change(s) or adjustments and continue with the activity. No need to monitor in the future.
23.	Please explain how you have reached your conclusions above.	<p>The strategy places EI principles front and centre in its aims and outcomes. The priorities recommended show a clear commitment to improving OCC inclusive approach to policy, Resident Involvement team procedures and Housing Service team working behaviours.</p> <div data-bbox="689 518 1966 965">  <div> <div> Priority 1 Establish and embed the right foundations and culture for meaningful resident engagement and involvement </div> <div> Priority 2 Establish meaningful resident involvement and engagement platforms that are representative and inclusive of our resident community </div> <div> Priority 3 Develop our knowledge about our residents to deliver services that better meets their needs </div> <div> Priority 4 Review and strengthen our communication with residents to foster respectful engagement that is inclusive and in ways that meets residents needs </div> <div> Priority 5 Deliver high quality landlord services to tenants ensuring these exhibit the right behaviours and outcomes for residents </div> </div> </div> <p>There are 5 recommended actions: -</p> <ol style="list-style-type: none"> 1: Design a plain English version of the strategy. 2: Design an easy read version of the strategy for intellectual impairments (aka learning disabled). 3: Offer strategy summaries in key alternative languages on request. 4: Make available hard copies of the strategy on request. 5: Improve our understanding and knowledge of faiths and religious diversity within our resident group. 		

Section 6: Monitoring and review plan.

The responsibility for monitoring arrangement of the EqlA action plan lies with the service/team completing the EqlA. These arrangements must be built into the performance management framework such as KPIs or Risk Registers.

24.	Who or which team or service area will be responsible for monitoring equalities impact?	The responsibility for reviewing, publishing, updating and maintaining this EI Assessment sits with the Resident Involvement Team
25.	Who (individual, team, or service area) will be responsible for carrying out the EqlA review?	The Resident Involvement Team will be responsible for the review, updates and presenting for sign off as appropriate.
26.	How often will the equality impact be reviewed for this activity?	<div data-bbox="613 914 927 1019">Review 1: Following cabinet Approval Dec 2025.</div> <div data-bbox="613 1062 864 1094">Review 2: Q3 '26</div> <div data-bbox="613 1137 864 1169">Review 3: Q3 '27</div> <div data-bbox="1010 914 1518 986">27. Date when the EqlA will be reviewed again.</div> <div data-bbox="1597 914 1798 946">December '25</div>

Section 7: Sign-off

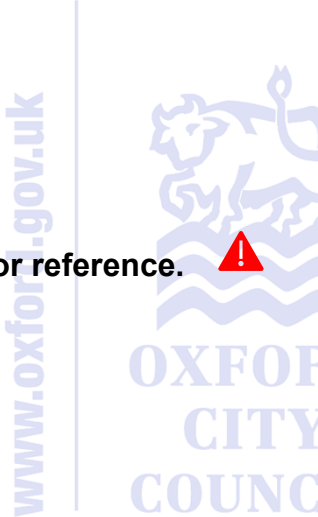
Name: Peter Davies	Name:	Name:	Name: Full Name
Job Title: Interim Resident Involvement Manager	Job Title	Job Title: Type here	Job Title: Type here
Signature: Pete Davies	Signature: -----	Signature: -----	Signature: -----

Date: 27/10/2025

You have now reached the end of the assessment.

351

Please append this to any reports and project files for reference.



Suggested list of people to include are:

- 1) Project lead/manager.
- 2) Head of service area or team.
- 3) Person who completed the EqlA.
- 4) EDI Led.
- 5) EDI Specialist.
- 6) For joint projects, please consider the following:
 - 1. Other project leads
 - 2. Other service area and/or team lead/managers.

This is not an exhaustive list.

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