

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.**

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)
	NEW- Sanctuary seeking status leading to intersecting 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.

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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.	HRA Complaints Policy	2.	The implementation date of the activity under consideration:	May 2026
3.	Directorate/Department(s):	Housing	4.	Service Area(s):	Housing
5.	Who is (are) the assessment lead(s): Please provide: -Name -Email address	James Watkins jwatkins@oxford.gov.uk	6.	Contact details, in case there are queries: Please provide: -Name -Email address	James Watkins jwatkins@oxford.gov.uk
7.	Is this a new or ongoing EqlA?	New ☐	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.	No
9.	Date this EqlA started:	May 2026			
10.	Will this EqlA be attached to Corporate Management Team (CMT) reports/updates, which will be published online?	Yes	11.	Give a date (tentative or otherwise) when this assessment will be taken to the CMT.	May 2026

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

12.	Type of activity being considered: Check the most appropriate.	☐	☐ Decommissioning	☐ Commissioning	☐	
		☐	☒ Others. Policy			
13.	Which priority area(s) <u>within Oxford City Council's Corporate strategy (2024-2028)</u> does this activity fulfil? Please check as needed.	☒ Good, affordable homes	☐ Strong, fair economy	☐ Thriving Communities	☐ Zero Carbon Oxford	☐ Well run council
14.	Which priority area(s) within <u>Oxford City Council's Equality, Diversity & Inclusion Strategy (2022)</u> does this activity fulfil? Please check as needed.	☐ Responsive services and customer care.	☐ Diverse and engaged workforce.	☐ Leadership & organisational commitment.	☒ Understanding and working with our communities.	
15.	Outline the aims, objectives, & priorities of the activity being considered.	The policy sets out the Council's commitment to providing tenants with a good customer experience by the operation of the HRA Complaints process. The aim of the Policy is to deliver the Council's HRA Complaints process in line with legislation and the relevant guidelines.				

		This policy aims to: • Provide residents with a clear, accessible and efficient complaints process. • Ensure residents understand how to make a complaint and their right to access the Housing Ombudsman Service. • Ensure complaints are investigated fairly, consistently and impartially. • Promote a positive culture of learning from complaints to improve landlord services provided by or on the behalf of the Council. • Ensure compliance with all relevant legislation and regulatory requirements.
16.	Please outline the consequences of not implementing this activity. For example, -Existing activity does not fulfill Corporate Objectives, -existing activity is discriminatory and not fulfilling Council's PSED, ... to name a few.	The HRA Complaints process need to be carried out in line with legislation and statutory guidance. The Council will adhere to all relevant legislation and regulatory obligations as they apply, including but not limited to: • Localism Act 2011 • Housing Act 1996 • Equality Act 2010 • Data Protection Act 2018 • Building Safety Act 2022 • Social Housing (Regulation) Act 2023 • The Housing Ombudsman Service Complaint Handling Code (a statutory code that the Council is required to comply with.

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

17.	Have you undertaken any consultations in the form of surveys, interviews, and/or focus groups?	Yes – Residents Involvement Programme The Council recognises its equalities responsibilities as well as the critical need to listen and act on the lived in experiences of our residents.
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	Please provide details— -when, -how many, and -the approach taken.	
18.	List information and data used to understand who your residents or staff are and how they will be impacted. These could be— -third-party research, -census data, -legislation, -articles, -reports, -briefs.	- Legislation - Risk assessment for vulnerable groups - Equalities assessment exercise - Engagement with residents
19.	If you have not done any consultations or collected data & information, are you planning to do so in the future? Please list the details – -when, -with whom, and -how long will you collect the relevant data.	N/A



Section 4: Impact analysis.

20.	Who does the activity impact?	Service Users	Yes ☒	No	Don't Know ☐
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		General public	Yes ☒	No ☐	Don't Know ☐
		Partner / Community Organisation	Yes ☐	No ☒	Don't Know ☐
		City Councillors	Yes ☒	No ☐	Don't Know ☐
		Council suppliers and contractors	Yes ☒	No ☐	Don't Know ☐

Does the activity impact 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
Age		☐	☒	☐		

Disability (Visible and invisible)	x	☐		☐	Aimed at tenants who may need, for various reasons, to be supported to access the complaints process.	The Council will provide additional and reasonable support to tenants, if appropriate, with the complaints process. This may include: • Access to a computer • Explaining how the complaints service works
Gender re-assignment		☐	x	☐		
Marriage & Civil Partnership	☐	☐	x	☐		
Race, Ethnicity and/or Citizenship		☐	x	☐		
Pregnancy & Maternity	☐	☐	x	☐		

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Sex			x	☐		
Sexual Orientation	☐	☐	X	☐		

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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.	☐	☐	X	☐		
Other (voluntary consideration) Sanctuary seeking status leading to intersecting inequalities experienced by For example: asylum seeker, refugee, person with insecure immigration status Oxford City Council became a local authority of sanctuary in December 2024, thereby committing	☐	☐	x	☐		

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to learn from our experiences, embed inclusive practices and share efforts to create a culture of welcome and safety for all.						
Other For example: - Unpaid carers - Prison population - Homeless population -Council suppliers & contractors -Cabinet Members	☐	☐		☐		

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

22.

Conclusions.

☐

Stop and reconsider the activity.

☐

Adjust activity before beginning the activity and continue to monitor.

☒

Enhanced service delivery to be delivered by the implementation of this policy

☒

Monitoring of performance in respect of the implementation of the policy is required.

23.

	Please explain how you have reached your conclusions above.	Benefits of Implementation: Enables healthy living for all tenants Promotes Equity: Ensures everyone has equal opportunities. Enhances Diversity: Improves Representation:
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Section 6: Monitoring and review plan.

The responsibility for maintaining a monitoring arrangement of the EqIA action plan lies with the service/team completing the EqIA.
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? For example- - team, - directorate, - service area, - Equalities Steering Group, etc.	Landlord Services
25.	Who (individual, team, or service area) will be responsible for carrying out the EqIA review?	Landlord Services

26.	How often will the equality impact be reviewed for this activity? For example- -quarterly, -yearly, etc.	Yearly	27.	Date when the EqlA will be reviewed again.	June 2027

Section 7: Sign-off

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Name: James Watkins

Job Title: Housing Projects and Policies Officer

Signature:



Name:

Job Title:

Signature:

Name: Full Name

Job Title: Type here

Signature:

Name:

Job Title:

Name: Full Name

Job Title: Type here

Name: Full Name

Job Title: Type here

- 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 Lead.

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

Signature:

Signature:

Signature:

Name: Full Name

Name: Full Name

Name: Full Name

Job Title: Type here

Job Title: Type here

Job Title: Type here

Signature:

Signature:

Signature:

You have now reached the end of the assessment.

3642  **Please append this to any reports and project files for reference.**

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