



Equality Impact Assessment

Tenant Engagement Expenses and Incentive Policy

Contents

Document details	2
Purpose of the Equality Impact Assessment	3
Applicable legislation and regulations	4
1. Executive summary	4
2. Information	5
Aim of the decision	5
Aim of the policy	5
Intended outcome(s)	6
Intended beneficiaries	6
Main stakeholders	6
3. Assessment of the decision	6
4. Impact and Mitigations	7

Document details

Title	Tenant Expenses and Incentive Policy
Document type	Policy
Version submitted for decision	1.0
New or Existing document	New

If this is an existing document, is this a major or minor change?	N/A
Decision makers	Cabinet
Type of decision	Approval and implementation
Date of decision	2 nd December 2024

Responsible department	Housing Services
Are other departments or partners involved in delivering this strategy, policy, plan, or project? If 'Yes' please provide details.	Yes Officers in the following teams will be involved to some extent in the Policy's implementation and delivery: <ul style="list-style-type: none"> • Housing Management • Legal • Corporate Services (complaints handling & equality)

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Purpose of the Equality Impact Assessment

The Equality Act 2010 replaced the previous anti-discrimination laws with a single Act simplifying the law by removing inconsistencies, making it easier to understand and therefore comply with it, and strengthens it to help tackle discrimination and inequality. The Act came into force on 1 October 2010.

The Public Sector Equality Duty (PSED) came into force on 5 April 2011. The duty ensures that all public bodies, including the Council:

- play their part in making society fairer by tackling discrimination and providing equality of opportunity for all; and

- consider the needs of all individuals in their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

PSED encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet the needs of different groups of people. Where activities may have an impact to one particular group of people, public bodies are required to identify mitigations that will either lessen the impact or provide an alternative solution to meet the needs of that particular group.

By understanding the effect activities have on different groups of people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

This Equality Impact Assessment (EIA) helps the Council to ensure that we fulfil our legal obligations as per the PSED and to have due regard to:

- a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Applicable legislation and regulations

The following legislation and regulations apply to the proposed policy:

Equality Act 2010

Social Housing (Regulation) Act 2023

Transparency, Influence and Accountability Standard (Regulatory standards for landlords)

The following Council strategic documents relate to this policy:

Tenancy Strategy 2021 – 2026

Tenant Management Policy

Equality Policy

1. Executive summary

Dover District Council ('the Council') are committed to providing an accessible and understandable procedure to reimburse eligible out of pocket expenses to residents

who engage in Housing Management activities. It is important to the Council that residents are not out of pocket because of supporting us in our collaborative effort to improve housing services for all residents. Eligible expenses include (but are not limited to) those associated with travelling to and from events/conferences/meetings for the purposes of housing management where resident involvement is required or beneficial and reimbursing care expenses associated to attending these.

In addition to reimbursing eligible expenses, the Council will endeavour to provide suitable refreshments, in rare cases a light meal will be provided where a meeting is expected to last for more than 4 hours, and occasionally there may be entry into a prize draw.

The Policy supports requirements of the Transparency, Influence and Accountability Standard which includes engagement with tenants. If tenants were not suitably reimbursed for eligible out of pocket expenses, their engagement might not be possible and therefore their views could not be considered. Furthermore, incentivising engagement further endeavours to meet this standard.

2. Information

Aim of the decision

The aim of this decision is for cabinet to approve the implementation of the Tenant Engagement Expenses and Incentives Policy that takes account of the Council's responsibilities to reimburse the eligible expenses of residents who engage in housing management activities.

The Policy will provide clear guidance to staff and residents to enable residents to be reimbursed for eligible expenditure associated with attending relevant activities.

Aim of the policy

The key priorities of this policy are to:

1. Establish a clear procedure for residents to claim eligible expenses associated with residents engaging in housing management activities.
2. Establish what is considered as an incentive for resident engagement.
3. Ensure the Council is meeting its statutory and regulatory obligations stated in the Transparency, Influence and Accountability standard (Regulatory standards for landlords).

Intended outcome(s)

1. Staff and residents understand the processes of claiming expenses and which expenses are eligible, so residents are not out of pocket because of engaging with Housing Management activities.
2. Staff and residents understand what can be offered to incentivise engagement, evidencing the Council's appreciation.
3. The housing management team have a clear procedure which sets out a mechanism for meeting consumer standards.

Intended beneficiaries

The intended beneficiaries of this policy are residents (tenants and leaseholders) of Dover District Council.

Main stakeholders

The main stakeholders in relation to this policy are:

- Council residents
- Council staff
- Councillors

3. Assessment of the decision

The table below assesses if the decision is likely to be relevant to the three aims of the Equality Duty.

If the decision is relevant to the three aims of the Equality Duty, the Impact and Mitigations table must be completed to show how it is relevant and what the impact(s) will be.

Aim	Relevance Yes/No
Eliminate discrimination, harassment, victimisation.	Yes
Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not.	Yes
Foster good relations between persons who share relevant protected characteristics and persons who do not share it.	Yes

4. Impact and Mitigations

Characteristic	Relevance High/Medium/Low	Impact of the decision Positive/Neutral/Negative	Reasons for impact	Mitigations
Age	High	Positive	<p>The overall aim of the Policy is to have a positive impact on residents who engage with Housing Management Activities.</p> <p>The Policy aims to enable people to engage with Housing Management activities, regardless of age.</p> <p>Our proposal is to make this Policy online for individuals to access however we understand that not all individuals will have online access or understand how to access information online, this might be more prevalent in older people.</p> <p>Older people might be less mobile and therefore not able to travel by public transport (bus or train) or their own private vehicle.</p> <p>We acknowledge that some residents might be a carer and it</p>	<p>No mitigations are required currently.</p> <p>We can make reasonable adjustments to our service provision such as providing summarised versions of the Policy and adapting our methods of communication to enable residents to engage and be reimbursed for the relevant expenses.</p> <p>We will provide paper copies of documents for residents on request and summarise Policies in newspapers which gets sent to tenants' home addresses.</p> <p>The Policy provides different travel options based on individual needs, if someone cannot use public</p>

			<p>might be difficult to obtain care or find alternative care for the purposes of attending Housing Management activity.</p>	<p>transport or drive a private vehicle, they can be reimbursed for a taxi.</p> <p>The Policy states that the Council will provide care costs on production of a satisfactory invoice, the Policy also provides the necessary forms which residents need to complete to submit an expense. If the resident is unable to complete the form, a member of staff can assist them with this.</p>
Disability	High	Positive	<p>The overall aim of the Policy is to have a positive impact on residents who engage with Housing Management Activities.</p> <p>The Policy aims to enable people to engage with Housing Management activities, regardless of disability.</p> <p>Someone with a disability not able to travel by public transport (bus or train) or their own private vehicle.</p> <p>Some residents who wish to engage with us might have support needs which could affect their understanding of the Council's Policy.</p>	<p>The Policy states that the Council will provide care costs on production of a satisfactory invoice, the Policy also provides the necessary forms which residents need to complete to submit an expense. If the resident is unable to complete the form, a member of staff can assist them with this.</p> <p>The Policy provides different travel options based on individual needs, if someone cannot use public transport or drive a private vehicle, they can be reimbursed for a taxi.</p> <p>We can make reasonable adjustments to our service provision such as providing summarised</p>

			<p>We acknowledge that some residents might be a carer, and it might be difficult to obtain care or find alternative care for the purposes of attending Housing Management activity.</p>	<p>versions of the Policy and adapting our methods of communication to enable residents to engage and be reimbursed for the relevant expenses.</p> <p>The Policy states that the Council will provide care costs on production of a satisfactory invoice, the Policy also provides the necessary forms which residents need to complete to submit an expense. If the resident is unable to complete the form, a member of staff can assist them with this.</p>
Gender	High	Neutral	<p>The overall aim of the Policy is to have a positive impact on residents who engage with Housing Management Activities.</p> <p>The Policy aims to enable people to engage with Housing Management activities, regardless of gender.</p> <p>We acknowledge that some residents might be a carer, and it might be difficult to obtain care or find alternative care for the purposes of attending a Housing Management activity. Census 2021 data showed that 59% of unpaid carers are women.</p>	<p>The Policy states that the Council will provide care costs on production of a satisfactory invoice, the Policy also provides the necessary forms which residents need to complete to submit an expense. If the resident is unable to complete the form, a member of staff can assist them with this.</p>

Gender reassignment	Low	Neutral	<p>The overall aim of the Policy is to have a positive impact on residents who engage with Housing Management activity.</p> <p>The Policy aims to enable people to engage with Housing Management activities, regardless of gender reassignment.</p> <p>We acknowledge that some residents might be a carer, and it might be difficult to obtain care or find alternative care for the purposes of attending a Housing Management activity.</p>	<p>The Policy states that the Council will provide care costs on production of a satisfactory invoice, the Policy also provides the necessary forms which residents need to complete to submit an expense. If the resident is unable to complete the form, a member of staff can assist them with this.</p>
Marriage and Civil Partnership	Low	Neutral	<p>The overall aim of the Policy is to have a positive impact on residents who engage with Housing Management Activities.</p> <p>The Policy aims to enable all people to engage with Housing Management activities, regardless of marriage and civil partnership.</p> <p>We acknowledge that some residents might be a carer, and it might be difficult to obtain care or find alternative care for the purposes of attending a Housing Management activity.</p>	<p>The Policy states that the Council will provide care costs on production of a satisfactory invoice, the Policy also provides the necessary forms which residents need to complete to submit an expense. If the resident is unable to complete the form, a member of staff can assist them with this.</p>

Pregnancy and Maternity	Medium	Positive	<p>The overall aim of the Policy is to have a positive impact on residents who engage with Housing Management Activities.</p> <p>The Policy aims to enable all people to engage with Housing Management activities, regardless of marriage and civil partnership.</p> <p>The Policy provides different travel options based on individual needs, pregnancy might make it difficult for someone to use public transport, therefore option of a taxi will have a positive impact, if it is concluded that they cannot use another form of transport.</p> <p>We acknowledge that some residents might be a carer, and it might be difficult to obtain care or find alternative care for the purposes of attending a Housing Management activity.</p>	<p>The Policy states that the Council will provide care costs on production of a satisfactory invoice, the Policy also provides the necessary forms which residents need to complete to submit an expense. If the resident is unable to complete the form, a member of staff can assist them with this.</p>
Race	Medium	Neutral	<p>The overall aim of the Policy is to have a positive impact on residents who engage with Housing Management Activities.</p> <p>The Policy aims to enable all people to engage with Housing</p>	<p>We can make reasonable adjustments to our service provision such as providing summarised versions of the Policy and adapting our methods of communication, such as providing a translation service, to enable residents to</p>

			<p>Management activities, regardless of race.</p> <p>There could be language barriers which could prevent a resident from understanding the Policy.</p> <p>We acknowledge that some residents might be a carer, and it might be difficult to obtain care or find alternative care for the purposes of attending a Housing Management activity.</p>	<p>engage and be reimbursed for the relevant expenses.</p> <p>The Policy states that the Council will provide care costs on production of a satisfactory invoice, the Policy also provides the necessary forms which residents need to complete to submit an expense. If the resident is unable to complete the form, a member of staff can assist them with this.</p>
Religion, Belief or Lack of Belief	Low	Neutral	<p>The overall aim of the Policy is to have a positive impact on residents who engage with Housing Management Activities.</p> <p>The Policy aims to enable all people to engage with Housing Management activities, regardless of religion, belief or lack of belief.</p> <p>We acknowledge that some residents might be a carer, and it might be difficult to obtain care or find alternative care for the purposes of attending a Housing Management activity.</p>	<p>The Policy states that the Council will provide care costs on production of a satisfactory invoice, the Policy also provides the necessary forms which residents need to complete to submit an expense. If the resident is unable to complete the form, a member of staff can assist them with this.</p>
Sexual Orientation	Low	Neutral	<p>The overall aim of the Policy is to have a positive impact on residents</p>	<p>The Policy states that the Council will provide care costs on production</p>

			<p>who engage with Housing Management Activities.</p> <p>The Policy aims to enable all people to engage with Housing Management activities, regardless of religion, belief or lack of belief.</p> <p>We acknowledge that some residents might be a carer, and it might be difficult to obtain care or find alternative care for the purposes of attending a Housing Management activity.</p>	<p>of a satisfactory invoice, the Policy also provides the necessary forms which residents need to complete to submit an expense. If the resident is unable to complete the form, a member of staff can assist them with this.</p>
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