

Equality Impact Assessment: Action Plan Monitoring - Summary

Summary

An Equality Impact Assessment was completed in January 2020 for the LWE refurbishment. Fourteen actions were identified across all nine protected characteristics.

Key themes from the report included:

- prioritising a **diverse range of resident needs in our planning**
- **communicating clearly** to each resident in range of accessible ways
- ensuring that **the design and delivery of the programme promotes equality**

As of January 2021:

50% of actions have been **addressed**

30% of actions are in **progress**

20% of actions have **not yet started**

Equality Impact Assessment: Action Plan Summary

Characteristic: Applicable to all residents

Action	Status	How we've responded so far
Ensure all residents have equal say in the design of the refurbishment, by monitoring which households are and aren't engaging	Addressed	Action assessed and is continually being carried out through diverse engagement with residents e.g. MustBe0 engagement at Treadgold House
Ensure all staff working on the refurbishment have an understanding of zero-tolerance policy towards harassment	Addressed	Operatives managers have delivered tool box talk on this as well as general E&D. Video produced for contractors on respect given where we are and uploaded to YouTube
Ensure all residents receive information about works and extent of works, are communicated dates and point contacts should things go wrong	In Progress	Communication plan and structured communications templates set up. Process maps also developed to identify when communication should happen. RLO recruited

Equality Impact Assessment: Action Plan Summary

Characteristic: Disability*

Action	Status	How we've responded so far
Ensure all contractors are briefed to take care in the homes of those with mobility issues	In Progress	Equality and diversity requirements to be embedded as part of the mobilisation meetings with contractors
Ensure residents are fully aware of the changes that will take place to ease anxieties of residents e.g. those with Autism	Addressed	Feasibility studies to include pros and cons for residents Diverse needs section on each feasibility report Inclusive design and accessibility strategy is being developed
Set up respite facilities that allow for people to socialise, rest, pray whilst being accessible to those who have disabilities or are older	In Progress	Respite booklet being created for Autumn/Winter 2020. Offer contingent on COVID restrictions. Decant scheme and respite properties being made available

* Item also pertains to the characteristics of age and religion/beliefs

Equality Impact Assessment: Action Plan Summary

Characteristic: Race

Action	Status	How we've responded so far
Ensure all residents have language requirements met and translations done where necessary	Addressed	18 community languages spoken by staff. Staff translation where possible. Language preferences are being captured as part of the internal refurb process.
Ensure that all information about the programmes is available in appropriate languages and formats	Addressed	Resident newsletter translated into Arabic, Somali and Farsi Users can translate website into the languages spoken on LWE. Regular Insta translation in video content
Ensure that the specifications for the internal refurb do not contain any items that represent a form of indirect discrimination	Addressed	Culturally preferred elements have been incorporated into internal refurb standard and choices. Diverse needs section on each block study identifying specific needs and requirements.

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Characteristic: Sex, Gender and Sexual Orientation

Action	Status	How we've responded so far
Ensure that LWNT collects information on tenants to find out the number of trans, married, pregnant, LGBTQ+ residents on the LW estate	In Progress	Survey data being collected through internal refurb process. Customer experience increasingly collecting data during resident calls.
Contractors should be briefed on how to enter resident's home and ensure they introduce themselves and give advance notice before going to the home	Addressed	EQIA requirements embedded as part of the mobilisation meetings with contractors. Induction video has been produced and uploaded to YouTube

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Characteristic: Age & Religion

Action	Status	How we've responded so far
To reduce the risk of older or younger residents being put in danger by the works taking place in their homes or around the estate, clear signage of any hazardous areas should be displayed	Not Started	No additional action has been taken so far as major external works are yet to have commenced.
To reduce the risk of harming the respiratory health of our vulnerable residents, contractors should be briefed to minimise dust or pollution from works and use masks where necessary	In Progress	Regular reminders to minimise dust and clean throughout works are underway. EQIA requirements embedded as part of the mobilisation meetings with contractors.
Brief contractors on the cultural norms of different faiths to ensure that they are aware of the appropriate way to conduct themselves and communicate with residents of certain faiths in their homes.	In Progress	EQIA requirements embedded as part of the mobilisation meetings with contractors. Contractors 'dos and don'ts' have been produced, plus supplemented with video.