

# Equality Impact Assessments Toolkit

## EqlA Template



You must consider the [Equality Impact Assessment Guidance](#) when completing this template.

The EDI team can provide help and advice on undertaking an EqlA and also provide overview quality assurance checks on completed EqlA documents.

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<b>Quality Control</b>	
Title of proposal	Tenant Engagement Strategy
Directorate and Service Area	Place (Housing)
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Other officers involved in completing this EqlA	Manny Sehmbi
Date EqlA completed	18.12.2025
Date EqlA signed off or agreed by Director or Executive Director	18.12.2025
Name of Director or Executive Director signing off EqlA	Alan Lunt
Date EqlA considered by Cabinet	04.02.2026
Where the EqlA is Published  (please include a link to the EqlA and send a copy of the final EqlA to the EDI team)	Modern Gov

## Section 1.

The purpose of the project, proposal or decision required

The proposal is for Cabinet approval in relation to the Tenant Engagement Strategy.

## **Section 2.**

Evidence used and considered. Include analysis of any missing data

The policy outputs outlined in the document have been formulated around a considerable amount of research and associated data. Sources include:

- [Sandwell Council Housing Strategy 2023-2028](#)
- [Sandwell 2030 Vision: Corporate Plan 2021-2025](#)
- [Regulatory Standards for Landlords](#)
- [Reasonable Adjustments Policy](#)
- [Tenant Handbook](#)
- [Tenancy Conditions](#)
- [Housing Repairs and Maintenance Policy](#)

## **Section 3.**

Consultation

The public consultation ran from 17 October to 28 November 2025, during which the Strategy was discussed and feedback gathered through a wide range of forums:

- Tenant and Leaseholder Scrutiny Group (TLSG)
- Tenant and Resident Association (TRA) meetings
- Pop-up events at Rowley, West Bromwich, and Dorothy Parkes
- Youth engagement sessions through the Forum Independent Young Adults (FIYA)
- Workshops at the Council House
- SCIPS General Meetings
- Email submissions from tenants and officers

Additional outreach included:

- Engagement with Voluntary and Community Sector (VCS) and faith partners
- Liaison with regional housing officers
- Promotion through the Tenant Engagement webpage, newsletters, and partner networks

### **Key Engagement Activities Timeline**

- Early October 2025 – Draft TES shared with senior officers and councillors for review
- 17 October 2025 – TES consultation launched online and in-person
- 18 October 2025 – TLSG meeting to provide feedback on goals and KPIs
- 25 October 2025 – TRA Network Meeting, with paper surveys issued to five TRAs
- 7 November 2025 – In-person workshop at the Council House, attended by tenants
- 12, 19, 21 November 2025 – Pop-up events sharing the TES with tenants
- 25 November 2025 – SCIPS General Meeting, engaging tenant members
- 26 November 2025 – FIYA Young Adults Drop-In, promoting the TES and online consultation

- 27 November 2025 – Lancaster House TRA Meeting, where tenants raised concerns about trust, digital exclusion, and paper communication options
- 28 November 2025 – Consultation closed; findings reviewed to update the TES
- December 2025 – Final draft submitted to senior management for sign-off
- 9 December 2025 – TES report uploaded to mod.gov
- 8 January 2026 – TES presented to the Safer Neighbourhoods and Communities (SNAC) Board

## Summary of Consultation Findings

The consultation shows strong support for the council's Tenant Engagement Strategy, with most respondents agreeing that the strategy is clear, well-structured, and addresses key priorities for tenant involvement. However, feedback consistently highlights the need for effective implementation, clear accountability, and visible delivery to build trust and confidence.

## Key themes across responses included:

- **Positive Reception:** Many respondents welcomed the strategy as long overdue, praising its clarity, structure, and focus on transparency, accessibility, and shared decision-making.
- **Concerns About Delivery:** Scepticism remains about whether commitments will be upheld, with respondents citing past failures to act on tenant input and unresolved repairs.
- **Accessibility and Inclusion:** Feedback highlighted the importance of accessible and inclusive engagement, suggesting consideration of alternative formats and approaches to support participation from all communities.
- **Communication and Feedback:** Strong emphasis on improving communication, creating feedback loops, and publishing clear evidence of how tenant input influences decisions.
- **Cultural Change:** Respondents stressed that staff attitudes and organisational culture must align with the strategy's aims for it to succeed.
- **Practical Suggestions:** Ideas included pop-up events, tenant ambassadors, welcome sessions for new tenants, and training opportunities to empower participation.

## Changes made to the Tenant Engagement Strategy following consultation

Following feedback from the consultation, the Tenant Engagement Strategy has been updated to reflect the views and suggestions received. The key changes made are as follows:

- An executive summary has been included to provide a concise, plain-English overview of the strategy.
- The strategy now confirms that an accompanying action plan will be developed in partnership with tenants, responding to feedback requesting clearer performance measurement.
- Additional performance measures have been incorporated to demonstrate how progress against the strategy will be monitored and reviewed.
- The KPI section has been revised to highlight the indicators specifically linked to delivery of the Tenant Engagement Strategy.
- Graphics are being incorporated to support presentation and improve clarity.

#### **Section 4.**

Summary assessment of the analysis at section 4a and the likely impact on each of the protected characteristics (if any)

The key equality impacts identified within this assessment are the following:

- Disability
- Age
- Race
- Religion
- Sexual orientation
- Pregnancy and maternity
- Low-income groups

To address these, the following measures will be taken:

- Accessible communication to ensure all residents can report and understand damp and mould procedures.
- Reasonable adjustments for residents with disabilities or additional needs.
- Clear timescales and monitoring, in line with Awaab's Law, to ensure accountability and swift action.
- Regular policy reviews to respond to feedback and emerging risks.

**Section 4a - What are the potential/actual impacts of the proposal on the protected characteristics?**

<b>Reviewed Characteristic</b>	<b>Impact? (P/N/Ne)</b>	<b>Details of Impact</b>	<b>Actions to address negative impact or promote positive impact (see Section 8)</b>	<b>Owner of Action / Timescale</b>
<b>Age</b>	<b>P</b>	The strategy promotes inclusion of all age groups, including opportunities for younger tenants through youth engagement and older tenants through accessible, locally based events.	Continue to offer varied engagement options suited to different age groups (e.g., digital channels and in-person sessions).	Tenant Engagement Team / Ongoing
<b>Disability</b>	<b>P</b>	Commitment to make reasonable adjustments and provide accessible engagement (e.g., alternative formats, physical access, communication support).	Review accessibility of venues, materials, and digital platforms; gather feedback from disabled tenants.	Tenant Engagement Team & SCIPS / Ongoing
<b>Gender Reassignment</b>	<b>P</b>	Engagement opportunities are inclusive and respectful of all gender identities.	Ensure inclusive language and representation in all engagement materials; include equality awareness in staff training.	Tenant Engagement Team / Ongoing
<b>Marriage and Civil Partnership</b>	<b>Ne</b>	Neutral impact – engagement is open to all tenants regardless of marital status.	Monitor inclusion to ensure equal access to engagement activities.	Tenant Engagement Team / Annual Review
<b>Pregnancy and Maternity</b>	<b>P</b>	Flexible and online engagement opportunities support participation by tenants with caring or maternity responsibilities.	Promote hybrid participation and flexible meeting times.	Tenant Engagement Team / Ongoing

<b>Reviewed Characteristic</b>	<b>Impact? (P/N/Ne)</b>	<b>Details of Impact</b>	<b>Actions to address negative impact or promote positive impact (see Section 8)</b>	<b>Owner of Action / Timescale</b>
<b>Race</b>	<b>P</b>	The strategy promotes diversity and aims to reach underrepresented communities across Sandwell.	Targeted outreach and culturally appropriate engagement; translation and interpretation available as needed.	Tenant Engagement Team & SCIPS / Ongoing
<b>Religion or Belief</b>	<b>P</b>	Activities will respect religious observances, dietary needs, and cultural practices.	Schedule meetings and events sensitively; provide appropriate facilities and catering.	Tenant Engagement Team / Ongoing
<b>Sex</b>	<b>P</b>	Engagement opportunities are inclusive to all genders and seek balanced participation.	Monitor participation by gender and address any underrepresentation.	Tenant Engagement Team / Ongoing
<b>Sexual Orientation</b>	<b>P</b>	Inclusive communication and engagement practices ensure participation is open and respectful to all.	Reinforce inclusive messaging and ensure training includes LGBTQ+ awareness.	Tenant Engagement Team / Annual Review
<b>Carer</b>	<b>P</b>	Recognises barriers for carers and offers flexible and digital engagement options.	Offer hybrid engagement and consider care-related expense reimbursements.	Tenant Engagement Team / Ongoing
<b>Low Income Groups</b>	<b>P</b>	The strategy reduces barriers by reimbursing travel and expenses to ensure financial circumstances do not limit involvement.	Maintain and promote clear expense policies.	Tenant Engagement Team / Ongoing

<b>Reviewed Characteristic</b>	<b>Impact? (P/N/Ne)</b>	<b>Details of Impact</b>	<b>Actions to address negative impact or promote positive impact (see Section 8)</b>	<b>Owner of Action / Timescale</b>
<b>Veterans / Armed Forces Community</b>	<b>P</b>	Equal opportunity to participate; potential for targeted engagement through veterans' networks.	Identify and engage with local veterans' organisations to encourage participation.	Tenant Engagement Team / 2025 Review
<b>Other (e.g. refugees, neurodivergent tenants, tackling stigma)</b>	<b>P</b>	The strategy helps tackle stigma often associated with being a council tenant by promoting the positive contributions of tenants within their neighbourhoods and supporting community capacity-building. It also raises awareness within SMBC to address unconscious bias and improve understanding of tenants' experiences.	Showcase tenant-led success stories and contributions through communications and events.	Tenant Engagement Team & SMBC Learning and Development / Ongoing

If there are no adverse impacts or any issues of concern or you can adequately explain or justify them, then please move to Sections 6.



5. What actions can be taken to mitigate any adverse impacts?

- **Reasonable Adjustments:** Provide tailored adjustments for tenants with disabilities, caring responsibilities, or other vulnerabilities to ensure fair access to engagement opportunities and housing services. This includes providing interpreters, accessible venues, or digital participation options.
  - **Timescale:** Implement immediately, with formal reviews every 3 months.
- **Tackling Stigma and Unconscious Bias:** Actively challenge stigma associated with being a council tenant by promoting the positive contributions tenants make in their neighbourhoods and communities. Internally, raise awareness among staff and elected members to address unconscious bias and encourage respectful, strengths-based engagement with tenants.
  - **Timescale:** Awareness campaign and inclusion training to begin within 3 months; ongoing integration into staff development.
- **Capacity Building and Support:** Provide training, mentoring, and development opportunities for tenants who wish to take part in engagement activities, ensuring that underrepresented groups have the confidence and skills to participate effectively.
  - **Timescale:** Initial programme to launch within 6 months; continuous offer reviewed annually.
- **Monitoring and Feedback:** Establish a robust system to capture, analyse, and act on tenant feedback across all equality characteristics. This includes tenant satisfaction surveys, diversity monitoring, and regular reviews of engagement reach and effectiveness.
  - **Timescale:** First survey to be completed within 6 months, with regular ongoing cycles thereafter.
- **Policy Review and Continuous Improvement:** Embed equality monitoring within the Housing Policy and Strategy Library review cycle to ensure the Tenant Engagement Strategy remains current, inclusive, and responsive to tenant feedback and changing community needs.
  - **Timescale:** Built into scheduled policy review programme (annual review and update)

6. Section 6: Decision or actions proposed

Approval of the Tenant Engagement Strategy so it can be implemented across the Housing Management service.

7. Monitoring arrangements

We have a Housing Policy and Strategy Library that is updated regularly – this monitors when policies need to be reviewed and will include all the EQIA documents.