

City of York Council
Equalities Impact Assessment

Who is submitting the proposal?

Directorate:	Housing and Communities		
Service Area:	Housing		
Name of the proposal :	Housing Landlord Annual Report		
Lead officer:	Michael Jones		
Date assessment completed:	02/04/2025		
Names of those who contributed to the assessment :			
Name	Job title	Organisation	Area of expertise
Michael Jones	Assistant Director - Housing	City of York Council	Housing

Step 1 – Aims and intended outcomes

1.1	What is the purpose of the proposal? Please explain your proposal in Plain English avoiding acronyms and jargon.
	The accompanying report provides transparency and accountability around the delivery of landlord services to council house tenants. Performance information is presented alongside priority plans for the coming year. Decisions are sought around adopting a new repairs policy, agreeing an investment programme for this year, and aligning services with the emerging Neighbourhood Model. The aim is to deliver better services to council house tenants and leaseholders.
1.2	Are there any external considerations? (Legislation/government directive/codes of practice etc.)
	The Council's landlord functions are monitored and supported by the Regulator of Social Housing (RSH) which aims to support a 'viable, efficient, and well governed social housing sector able to deliver quality homes and services for current and future tenants.' RSH has set out a number of Consumer Standards with a 'focus on neighbourhood, safety, transparency, influence, accountability and tenancy standards'. There are a number of legislative rules around the monitoring and delivery of health and safety related works amongst others.

1.3	Who are the stakeholders and what are their interests?
	<p>Council house tenants and leaseholders as residents who receive a direct landlord service from the council. The council own around 7500 homes.</p> <p>Housing works in partnership with departments across the council and partners across the city to support residents.</p>
1.4	What results/outcomes do we want to achieve and for whom? This section should explain what outcomes you want to achieve for service users, staff and/or the wider community. Demonstrate how the proposal links to the Council Plan and other corporate strategies and plans.
	<p>The report reflects on the feedback of customers and performance information. This informs the priorities for the coming year. Through the agreement of these plans, it is expected that further improvements will be made to the landlord service. In turn, it is hoped that this will have a positive impact on tenants sustaining tenancies through accessing the services they need at the right time. The priorities will also seek to provide good quality, warm and healthy homes set within neighbourhoods which are safe and create a sense of pride. As such, the report clearly links to the council plan in supporting equality of opportunity, tackling the cost of living crisis, responding to the climate emergency, and improving health and wellbeing. The aims of the report positively responds to the Climate Change Strategy, Health and Wellbeing Strategy, and York Economic Strategy.</p>

Step 2 – Gathering the information and feedback

2.1	What sources of data, evidence and consultation feedback do we have to help us understand the impact of the proposal on equality rights and human rights? Please consider a range of sources, including: consultation exercises, surveys, feedback from staff, stakeholders, participants, research reports, the views of equality groups, as well your own experience of working in this area etc.	
	Source of data/supporting evidence	Reason for using
	Tenants Satisfaction Survey results	Every council house customer is invited to complete a tenant satisfaction survey. This asks key questions about customers views on the service received and allows for the identification of areas where improvement should be prioritised.
	Engagement process for new repairs policy	A revised repairs policy is considered within this report. The revised policy is designed to be more customer facing, supporting tenants to understand the service they can expect to receive. The policy also seeks to provide greater clarity and assurance around the repairs response to domestic abuse, ASB or hate crimes. Council house tenants have been invited to comment on the revised draft through a questionnaire or through an in-person feedback session. Health, Housing and Adult Social Care Scrutiny Committee considered the draft repair policy earlier this year.
	Stock condition survey and data analysis	6400 council homes received a comprehensive stock condition survey during 2024-25. This highlighted catch-up repairs and health and safety risks which have been resolved or mitigated where possible. Furthermore, this information will inform good investment decisions to maintain and improve the condition of council homes.
	Performance comparison information from peers	Through Housemark and the RSH it is possible to benchmark existing performance information against similar organisations to provide greater context. The benchmark data used is typically related to other Local Authority social landlords with less than 10,000 homes and located outside of London.

Step 3 – Gaps in data and knowledge

3.1	What are the main gaps in information and understanding of the impact of your proposal? Please indicate how any gaps will be dealt with.	
Gaps in data or knowledge		Action to deal with this
There is a lack of recorded performance information in some areas of housing, particularly related to Housing Management Services.		One of the priorities for 2025/26 is to create a comprehensive Key Performance Indicator performance framework for the entire housing landlord service.

Step 4 – Analysing the impacts or effects.

4.1	Please consider what the evidence tells you about the likely impact (positive or negative) on people sharing a protected characteristic, i.e. how significant could the impacts be if we did not make any adjustments? Remember the duty is also positive – so please identify where the proposal offers opportunities to promote equality and/or foster good relations.		
Equality Groups and Human Rights.	Key Findings/Impacts	Positive (+) Negative (-) Neutral (0)	High (H) Medium (M) Low (L)
Age	The report highlights the positive work undertaken through major adaptations to council homes, helping to ensure residents can live at home and with greater independence. Priority L in the report commits to the development of a	+	H

	<p>revised Housing Adaptations Policy to create a long-term approach to the delivery of additional council homes with improved accessibility standards.</p> <p>The new social rent and shared ownership homes at Duncombe Barracks and Burnholme are to high accessibility standards. The refurbishment of Glen Lodge and Bell Farm homes will provide more accessible homes for a range of tenants.</p>		
Disability	<p>Tenants are asked as part of service delivery whether there are any personal circumstances which need to be considered and service delivery is tailored to meet this need. Additional needs are recorded on the Open Housing system and consideration is given to these through communication type and method and how services are provided.</p> <p>This highlights the positive work undertaken through major adaptations to council homes, helping to ensure residents can live at home and with greater independence. Priority L in the report commits to the development of a revised Housing Adaptations Policy to create a long-term approach to the delivery of additional council homes with improved accessibility standards.</p> <p>The new social rent and shared ownership homes at Duncombe Barracks and Burnholme are built to high accessibility standards. The refurbishment of Glen Lodge and Bell Farm homes will provide more accessible homes for a range of tenants.</p>	+	H

Gender			
Gender Reassignment			
Marriage and civil partnership			
Pregnancy and maternity			
Race			
Religion and belief	The revised repairs policy considered within this report provides clarity on the positive response tenants can expect to receive from the council housing landlord service should there be an incident of hate crime.	+	M
Sexual orientation	The revised repairs policy considered within this report provides clarity on the positive response tenants can expect to receive from the council housing landlord service should there be an incident of hate crime.	+	M
Other Socio-economic groups including :	Could other socio-economic groups be affected e.g. carers, ex-offenders, low incomes?		
Carer			
Low income groups	Many of the residents of council homes are on low incomes. Through the provision of a good quality, safe and warm home it provides a strong foundation for positive health and wellbeing for the family.	+	H

Veterans, Armed Forces Community	As above, many service leavers are on low incomes or struggle to find good, affordable housing in the area they want to settle. Through the provision of a good quality, safe and warm home it provides a strong foundation for positive health and wellbeing for the family and meets our commitment to the Armed Forces Covenant.	+	M
Other			
Impact on human rights:			
List any human rights impacted.			

Use the following guidance to inform your responses:

Indicate:

- Where you think that the proposal could have a POSITIVE impact on any of the equality groups like promoting equality and equal opportunities or improving relations within equality groups
- Where you think that the proposal could have a NEGATIVE impact on any of the equality groups, i.e. it could disadvantage them
- Where you think that this proposal has a NEUTRAL effect on any of the equality groups listed below i.e. it has no effect currently on equality groups.

It is important to remember that a proposal may be highly relevant to one aspect of equality and not relevant to another.

High impact (The proposal or process is very equality relevant)	There is significant potential for or evidence of adverse impact The proposal is institution wide or public facing The proposal has consequences for or affects significant numbers of people The proposal has the potential to make a significant contribution to promoting equality and the exercise of human rights.
Medium impact (The proposal or process is somewhat equality relevant)	There is some evidence to suggest potential for or evidence of adverse impact The proposal is institution wide or across services, but mainly internal The proposal has consequences for or affects some people The proposal has the potential to make a contribution to promoting equality and the exercise of human rights
Low impact (The proposal or process might be equality relevant)	There is little evidence to suggest that the proposal could result in adverse impact The proposal operates in a limited way The proposal has consequences for or affects few people The proposal may have the potential to contribute to promoting equality and the exercise of human rights

Step 5 - Mitigating adverse impacts and maximising positive impacts

5.1	Based on your findings, explain ways you plan to mitigate any unlawful prohibited conduct or unwanted adverse impact. Where positive impacts have been identified, what is been done to optimise opportunities to advance equality or foster good relations?

Step 6 – Recommendations and conclusions of the assessment

6.1	Having considered the potential or actual impacts you should be in a position to make an informed judgement on what should be done. In all cases, document your reasoning that justifies your decision. There are four main options you can take:
<ul style="list-style-type: none"> - No major change to the proposal – the EIA demonstrates the proposal is robust. There is no potential for unlawful discrimination or adverse impact and you have taken all opportunities to advance equality and foster good relations, subject to continuing monitor and review. 	

- **Adjust the proposal** – the EIA identifies potential problems or missed opportunities. This involves taking steps to remove any barriers, to better advance quality or to foster good relations.
- **Continue with the proposal** (despite the potential for adverse impact) – you should clearly set out the justifications for doing this and how you believe the decision is compatible with our obligations under the duty
- **Stop and remove the proposal** – if there are adverse effects that are not justified and cannot be mitigated, you should consider stopping the proposal altogether. If a proposal leads to unlawful discrimination it should be removed or changed.

Important: If there are any adverse impacts you cannot mitigate, please provide a compelling reason in the justification column.

Option selected	Conclusions/justification
No major change for the proposal	<p>This report is seeking to improve the quality of housing and landlord service council house tenants and leaseholders receive. Through continuous improvements it will positively support all affected residents to have the foundation of a safe, warm, and affordable home for them and their family.</p> <p>The report sets priorities and performance targets for this year and provides clear accountability for service provision.</p>

Step 7 – Summary of agreed actions resulting from the assessment

7.1	What action, by whom, will be undertaken as a result of the impact assessment.		
Impact/issue	Action to be taken	Person responsible	Timescale

Step 8 - Monitor, review and improve

8. 1	<p>How will the impact of your proposal be monitored and improved upon going forward?</p> <p>Consider how will you identify the impact of activities on protected characteristics and other marginalised groups going forward? How will any learning and enhancements be capitalised on and embedded?</p>
	<p>This is the first annual report. In Spring 2026 a further report will be brought forward analysing success in delivering the proposed outcomes set out in the report. This report provides greater transparency and accountability for service delivery than has been available previously. The ambition is for the housing landlord service to provide good quality homes, ensure all Consumer Standards are being met and for tenants to feel that they receive a good service. This and subsequent annual reports are striving for continuous improvement.</p>