**Title**: Community Involvement and Engagement Strategy 2019-2022

**Date**: 7th October 2019

**Lead Officer**: Aisling Sims – Policy and Partnerships Manager

**1 Summary description of the proposed change**
- What is the change to policy / service / new project that is being proposed?
- How does it compare with the current situation?


Following on from the previous 2015 – 2017 Resident Engagement Strategy the new updated version has been developed in consultation with residents and provides a framework for us to meet the regulatory requirements as proposed in the five principles of the 2018 green paper, A New Deal for Social Housing.

**2 Summary of evidence used to support this assessment**
- Eg: Feedback from consultation, performance information, service user records etc.
- Eg: Comparison of service user profile with Medway Community Profile

As of 07/10/2019 we have a total of 2,974 households in our properties. However, the number of residents that we have regular engagement with remains low. The demographics of those involved is also not representative of our tenant base overall.

The strategy and associated action plan will look for new ways to increase meaningful engagement and support the communities in which our customers live.

The action plan will set out areas that we can further develop the ways in which customers can be involved with the service for example online and via social media. Potentially, this will also diversify the groups that we engage with.

The draft strategy has been to our Estate Champion group meeting in July for consultation.
Diversity impact assessment

3 What is the likely impact of the proposed change?

Is it likely to:
- Adversely impact on one or more of the protected characteristic groups?
- Advance equality of opportunity for one or more of the protected characteristic groups?
- Foster good relations between people who share a protected characteristic and those who don’t?

(Insert ✓ in one or more boxes)

<table>
<thead>
<tr>
<th>Protected characteristic groups</th>
<th>Adverse impact</th>
<th>Advance equality</th>
<th>Foster good relations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Disability</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Gender reassignment</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Marriage/civil partnership</td>
<td></td>
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<td>✓</td>
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<tr>
<td>Pregnancy/maternity</td>
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<td>✓</td>
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<tr>
<td>Race</td>
<td></td>
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<td>✓</td>
</tr>
<tr>
<td>Religion/belief</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Sex</td>
<td></td>
<td></td>
<td>✓</td>
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<tr>
<td>Sexual orientation</td>
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<td>✓</td>
</tr>
<tr>
<td>Other (eg low income groups)</td>
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</tbody>
</table>

4 Summary of the likely impacts

- Who will be affected?
- How will they be affected?

It is proposed that the new Community Involvement and Engagement Strategy will advance equality by widening methods of consultation, making it easier for different groups to get involved.

By knowing and understanding the makeup of our residents will can ensure that services are provided in a universally accessible way.

5 What actions can be taken to mitigate likely adverse impacts, improve equality of opportunity or foster good relations?

- Are there alternative providers?
- What alternative ways can the Council provide the service?
- Can demand for services be managed differently?
Diversity impact assessment

Medway Council hold profiling information of tenants and leaseholders, and will ensure that documentation produced will be in the appropriate format for the resident. Medway Council can offer information translated, Braille or taped versions of the document. In some instances an interpretation service or other person can give the pertinent information in verbal format.

6  Action plan
   • Actions to mitigate adverse impact, improve equality of opportunity or foster good relations and/or obtain new evidence

<table>
<thead>
<tr>
<th>Action</th>
<th>Lead</th>
<th>Deadline or review date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor the outcome of the green paper, A new deal for social housing</td>
<td>Policy and Partnerships Manager</td>
<td>On going</td>
</tr>
<tr>
<td>Update strategy should a white paper be issued</td>
<td>Policy and Partnerships Manager</td>
<td>On going</td>
</tr>
<tr>
<td>Monitor the implementation of the action plan</td>
<td>Policy and Partnerships Manager</td>
<td>On going</td>
</tr>
</tbody>
</table>

7  Recommendation
The recommendation by the lead officer should be stated below. This may be:
• to proceed with the change, implementing the Action Plan if appropriate
• consider alternatives
• gather further evidence

If the recommendation is to proceed with the change and there are no actions that can be taken to mitigate likely adverse impact, it is important to state why.

To proceed with the implementation of the strategy.

8  Authorisation
The authorising officer is consenting that:
• the recommendation can be implemented
• sufficient evidence has been obtained and appropriate mitigation is planned
• the Action Plan will be incorporated into the relevant Service Plan and monitored

Service Manager  Mark Breathwick
Head of Housing

Date  October 2019

Contact your Performance and Intelligence hub for advice on completing this assessment
RCC: phone 2443  email: annamarie.lawrence@medway.gov.uk
C&A: (Children’s Social Care)  contact your normal P&I contact
C&A (all other areas): phone 4013  email: chrismckenzie@medway.gov.uk
BSD: phone 2472/1490  email: corppi@medway.gov.uk
PH: phone 2636  email: david.whiting@medway.gov.uk
Send completed assessment to the Corporate Performance & Intelligence Hub (CPI) for web publication (corppi@medway.gov.uk)