

Overview

In line with the aims of THH's Diversity Strategy, we want to deliver services which are accessible, inclusive and fair for all community groups. By impact assessing Strategic Engagement and acting on the findings, we can assure ourselves that our service and relevant policies are fair, equitable and compliant with law and best practice.

Key findings

1. Overall satisfaction is linked with satisfaction with engagement	<p>There is a direct correlation between satisfaction with engagement and the satisfaction rating with the overall services provided by THH.</p> <ul style="list-style-type: none"> ○ Of those who gave an "excellent" rating for satisfaction with the overall services provided by THH, 79% gave a rating of "excellent" and "good" for opportunities to get involved; ○ Of those who gave a "terrible" rating for satisfaction with the overall services provided by THH, 60% gave a rating of "terrible" for satisfaction with opportunities to get involved.
2. Getting Involved Register is broadly reflective	<p>The Getting Involved Register has been found to be broadly reflective of the THH tenant profile. Comparison to the resident profile as a whole is planned pending the outcome of the collection of the targeted 80% leaseholder information. The GIR is comprised of:</p> <ul style="list-style-type: none"> ○ 73% BME residents; ○ 44% female residents; ○ 41% Muslim residents; ○ 33% residents with disability; ○ 7.6% LGB residents; ○ 4% in the 16-25 age group.
3. SIGs and Working Groups are not always reflective	<p>Not all characteristic groups are fully represented on SIGs and Working Groups and there is a lack of recording and monitoring of characteristic representation.</p> <ul style="list-style-type: none"> ○ There is a lack of representation from LGB residents, residents with a disability and younger residents on the Residents Scrutiny Panel, SIGs and Working Groups. ○ There is a lack of awareness of LGBT engagement opportunities. Even the more engaged residents were not aware of such engagement opportunities.
4. More engaged groups are satisfied	<ul style="list-style-type: none"> ○ There is a high satisfaction rating from those with whom THH engages with (White British, Somalis, Bangladeshis and women). ○ Working age residents are the least satisfied amongst age groups ○ Heterosexual residents are more likely to be satisfied than LGB residents. ○ Muslim residents are more likely to be satisfied than Christian residents.
5. Areas to improve	<ul style="list-style-type: none"> ○ A lack of data recording and analysis of attendance to engagement activities, and lack of recording of outcomes needs to be developed ○ More should be done to promote measures that make engagement more accessible, inclusive and fair – e.g. child care policy and taxi services. ○ LGB and Younger residents are those who are less satisfied than other groups, and are also groups that are under represented in engagement activities. ○ Engagement framework fails to consider more recent the migration trends e.g White Other (Eastern European) are one of the less satisfied groups.

Key recommendations

1. Improve data collection and analysis

A consistent approach to collecting and sharing relevant data for engagement activities needs to be in place from which an analysis will help to identify areas of further improvement required. This includes:

- Coordination of collection of equalities information from SIGs, Working Groups and other engagement activities.
- Collect equalities data for resident training to make sure that training is equally provided. This will also allow later analysis to see the impact this has actually had on engagement involvement.
- Have in place recording tools that capture the above and allows for actual recording of involvement rather than possible involvement as with the Getting Involved Register.

2. Promotion of engagement activities and complimentary services from THH

Based on findings there is seems to be lack of promotion of some key engagement opportunities for groups that are represented in the resident profile. Notably, more needs to be done to:

- Promote LGBT engagement opportunities.
- Promote engagement opportunities to younger residents
- Promote complimentary services for residents such as child care arrangements and taxi services open to those with mobility issues.

3. Sharing learning across the organisation

- Complete a Resident Engagement Impact Assessment – or equivalent - for each engagement activity as a recording tool for the meeting, a point of reference and to share lesson learned.
- Look at migration trends and focus on engagement with White Other residents