

# Equality, diversity and inclusion

We've completed an Equality Impact Assessment (EIA) to understand any disproportionate impact of this strategy on any group by their demographic characteristic.

The EIA supports the approach to incorporating as wide as customer input as possible from data and activities, while we will need to be mindful to ensure inclusion in the activities we design.

## How does this strategy help us achieve greater value for money?

Customer Influence enables us to focus on the results of customer voices, by listening, understanding and learning from feedback we will make better decisions and deliver informed services that provide value for money. The more we understand customer needs, expectations and priorities, the more we can identify service improvements and efficiencies that will achieve greater value for money and benefit customers.

## How we developed this strategy

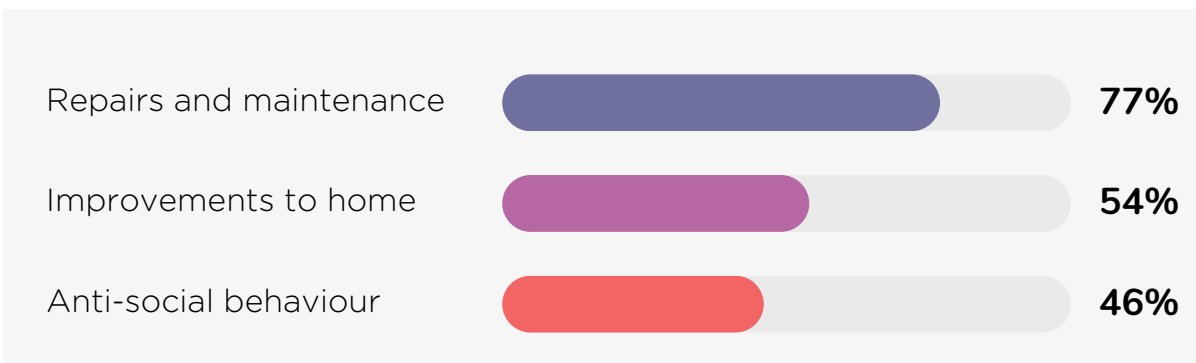
While ensuring delivery of the strategy enables us to meet regulatory requirements, more important to us is the significant feedback from customers and staff that has been incorporated into this strategy and will determine our future ways of working. We are doing this because it is the right thing to do and we want to do better.

# Customer feedback key highlights

We secured 1398 responses following our targeted survey consultation and webinars. We will share the full findings and themes via our newsletter and website.

We have included objectives around raising awareness of VIVID Impact, VIVID Plus and the Customer Service Committee (CSC) as a significant number of customers were unaware of these activities.

Customers' priority areas for having their say were:



**78%**

of customers rated 9 or 10 how important it is that customers have a say in what we do (9.23 average score)

**1298**

survey responses

# Staff feedback key highlights

Staff are committed to customer influence demonstrated by a 63% response rate.

There was strong feedback that customer influence is everybody's role here.

Staff highlighted what gets in the way of successful customer influence; we will use this feedback to remove these barriers.

There were a lot of examples given of successful customer influence in the past, we will build on these strengths.

# 63%

staff are committed to  
customer influence  
demonstrated shown in  
response rate.

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# What else is important to know?

The Regulator of Social Housing (RSH) regulates us by setting standards we have to meet. The RSH Consumer standards became effective from April 2024. The standards have been designed to reflect the RSH statutory objectives and powers set out in the Housing and Regeneration Act 2008 most recently amended by the Social Housing (Regulation) Act 2023 (the 2023 Act), and to meet expectations in the Social Housing White Paper 2020 (The charter for social housing residents).

The consumer standard relevant to this strategy is The Transparency, Influence and Accountability Standard requiring landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints when necessary, influence decision making and hold their landlord to account. This consumer standard is applicable to all services.

The Consumer standards all have expectations for increasing tenant influence through the delivery of outcomes to meet the standard; the remaining three standards are;

- The **Safety and Quality Standard** requires landlords to provide safe and good quality homes and landlord services to tenants
- The **Neighbourhood and Community Standard** requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.
- The **Tenancy Standard** sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords.



Regulator of  
Social Housing

# Other regulations to note

- The Housing Ombudsman Complaint Handling Code self-assessment is an annual exercise. We will continue working to exceed this code and publish results, non-compliance could result in a Complaint handling failure order
- The Health and Safety Executive (HSE) are the statutory body and set up through the Building Safety Regulator (BSR), oversee the Building Safety Act 2022. We will continue to exceed requirements with regard to the Building Safety Cases and requirement to include Resident Engagement Strategy submissions prior to receiving a Building Safety Assessment Certificate
- We are preparing for Awaab's law, there will be requirements to meet specific timescales on reporting, resolution and tenancy changes.
- We are continuing to review how we comply with the Government competence and conduct standards.

