

VIVID

Equality Impact Assessment –

Activity	VIVID Impact scrutiny activity – Bootcamp model
Lead officer	Project team approach Lauren Cannon , Natalie Brown – Governance Mark Gittos, Jess Finlay Black, Sue Willis, Sarah Smith – Customer influence
EIA completed by	Draft developed by Sarah Smith
Date EIA completed	4/3/25
Those affected by work (eg customers, colleagues, partner)	VIVID Colleagues VIVID Customers

Data used in preparing EIA...

Data used	Headlines / considerations
<ul style="list-style-type: none"> • Service users • Uptake data 	<p>When considering the scrutiny bootcamp model, data considered :</p> <ul style="list-style-type: none"> - Demographics of VI members, staff involved and wider group of customers involved for the purpose of each particular scrutiny activity - Previous bootcamp- feedback from attendees/ non attendees – customers and colleagues - Longer term outcome required from scrutiny review – ie recommendations based on fact, feedback needed from representative group of customers with lived experience
<ul style="list-style-type: none"> • Service satisfaction data 	All attendees from pilot event provided positive feedback – venue, food, format, information provided
<ul style="list-style-type: none"> • Complaints and compliments about the service 	<ul style="list-style-type: none"> - See above - No complaints received from pilot
<ul style="list-style-type: none"> • Survey of customers/colleagues 	<ul style="list-style-type: none"> - All involved in and present at pilot event have provided feedback which has been considered and incorporated into the development of the scrutiny bootcamp model which

	will now be used at VIVID eg provision of working space / quiet space for tasks and or colleagues to work when not presenting to VI,
• Focus group	n/a
• Written responses to policy	n/a delivery of scrutiny activity is part of the Customer Influence Strategy and best practice
• Other -please list source	n/a

Outline who this activity affects

Affected groups	Yes/No
Customers	Yes , indirectly
Residents within wider community	No
Involved customers	Yes
Landlord employees/ agents	n/a
Colleagues	Yes – those directly linked to scrutiny of specific service area and those involved in work needed to enable completion of scrutiny review
Others – please list	n/a

Findings and Actions

Protected Characteristic	Impacts and Actions to Mitigate	
Age	Positive Impact <i>Scrutiny activity open to all customers ,</i>	Negative Impact - <i>membership of VI not currently representative of VIVID customer base</i>
	Neutral Impact	
	Mitigating actions <i>Opportunity to be involved in task based scrutiny work will be promoted to wider group of customers by cust infl team, with customer segmentation and need for fair ite vrepresentation in mind</i>	

Disability	Positive Impact	Negative Impact <i>Scrutiny based task work may be in person with others at hired venue</i>
	Neutral impact	
	Actions to Mitigate Impact <i>Site visit in advance of bootcamp event will enable lead staff to assess suitability of venue, eg hearing loop, accessibility, disabled parking bays, Customers attending will be asked to confirm any additional needs/ considerations before event so as needs can be considered and addressed</i>	
Race	Positive Impact Scrutiny activity open to all	Negative Impact Existing members may display inappropriate behaviour to newly involved
	Neutral impact	
	Actions to Mitigate Impact Translator for non English speaking can be arranged (see above re identifying and addressing individual needs) All involved customers will be required to read and sign code of conduct and inappropriate behaviours will be dealt with by project staff	
Religion or Belief	Positive Impact Scrutiny activity open to all	Negative Impact Existing members may display inappropriate behaviour to newly involved
	Neutral impact	
	Actions to Mitigate Impact All involved customers will be required to read and sign code of conduct and inappropriate behaviours will be dealt with by project staff	
Sex*	Positive Impact Project team consists of mix of female and male officers	Negative Impact
	Neutral impact	

	Actions to Mitigate Impact Customer concerned around working with VIVID staff of opposite sex can be matched with same sex officer if needed	
Sexual orientation	Positive Impact As above	Negative Impact
	Actions to Mitigate Impact As above *	
Gender reassignment	Positive Impact As above *	Negative Impact
	Neutral impact	
	Actions to Mitigate Impact	
Marriage or Civil Partnership	Positive Impact As above *	Negative Impact
	Neutral impact	
	Actions to Mitigate Impact	
Pregnancy and Maternity	Positive Impact	Negative Impact
	Neutral impact	
	Actions to Mitigate Impact Venue booked for event will include space if needed for nursing parents,	
(Any other characteristic identified) - Literacy	Positive Impact	Negative Impact Scrutiny process could require considerable research , review of reference material

	Neutral impact	
	Actions to Mitigate Impact All material can be read to or provided in user friendly format if required eg recorded, tone of voice, reading support can be provided – individual needs will be assessed and addressed at point of registering for the event	
(Any other characteristic identified)- socio economic status	Positive Impact –	Negative Impact Travel may be required to event venue – not all work will be home based
	Neutral impact	
	Actions to Mitigate Impact Transport support can be provided for customers needing to travel to bootcamp venue- clear commitment to ensure that no one is out of pocket as a result of getting involved	

Result of EIA

Tick 1	Possible Outcomes
<input checked="" type="checkbox"/>	No change needed: there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken.
<input type="checkbox"/>	Adjust the policy: EIA has identified problems and the policy will be amended to ensure these problems are mitigated.
<input type="checkbox"/>	Continue the policy: there is the potential for the policy to adversely impact some groups or help some groups more than others. However, the reasons for this can be well justified and the policy will be implemented without amendments.
<input type="checkbox"/>	Remove the policy: EIA shows that the policy is having a discriminatory effect and should be stopped with immediate effect.

Summary of Findings

What data was collected? Demographics of customers already and due to be involved considered and above measures put in place where needed

What did this data show? n/a – no trend analysis , individual customers data will be gathered and considered to ensure fair and equal access for all customers wanting to get involved

What changes to the policy will be made as a result?- flexible approach embedded by project team before during and after bootcamp event, clear expectations of attendees outlined at outset

Continual Monitoring

Data to be gathered following implementation (and when): those customers attending the event will be asked for feedback including around whether their needs were addressed, any real or perceived barriers affecting their involvement within the event and a culture of continuous improvement embedded around this area of work

Potential triggers for early review:

- Feedback from attendees/ non attendees (colleagues and customers)
- Revised approach to scrutiny processes inc bootcamp model
- Ongoing reference to best practice within and beyond the housing sector

EIA approved by Natalia Hadfield

Date 15/05/25

Ela referred to Natalie Pearton Risk and Assurance team for safekeeping – date :- 15/5/25