Appendix 6

Please refer to the EQIA guidance when completing this form

Equality Impact Assessment Form

Section 1: To be completed by all

Proposal Title	DCCS Housing Communications and Engagement Strategy 2027-2031
Details of the lead officer completing the Assessment / Role responsible for completion of the EQIA	Noah Powers Strategic Communications and Engagement Officer
Department Responsible	Department of Community & Children's Services – Housing
Who has been involved in creating the EQIA	The assessment has been informed by the resident consultation on the strategy through Commonplace, which received 10 responses, and earlier resident feedback captured through the Resident Involvement Strategy. The strategy was promoted for consultation through emails, noticeboard posters and newsletters. Internal ownership of the strategy sits within Housing. Formal EQIA sign-off should include the relevant manager and senior manager / Chief Officer in accordance with the corporate form.
Date of Initial assessment	21 October 2026
Dates of review (as applicable)	To be reviewed alongside the Communications and Engagement Delivery Plan and if material changes are made to the strategy or delivery approach.

1. PROPOSAL OVERVIEW

The proposal is to adopt the DCCS Housing Communications and Engagement Strategy 2027-2031. The strategy sets out how City of London Corporation Housing will communicate and engage with tenants, resident leaseholders, non-resident leaseholders and other households or stakeholders affected by Housing services, projects and decisions.

The strategy aims to provide clear, accurate and respectful communication; keep residents informed; give residents meaningful opportunities to influence decisions; and show how feedback leads to action. It establishes five objectives:

- Provide accurate, consistent communication and demonstrate delivery.
- Keep people informed and involved.
- Make communications accessible, inclusive, and respectful.
- Strengthen our Housing identity and voice.
- Develop digital-first, but not digital-only, communications.

The strategy is supported by a Delivery Plan, Housing Communications Principles and Guidance, a Communication Channels Schedule, and a two-page accessible summary. The Delivery Plan contains actions on alternative formats and translations, resident communication needs and

preferences, use of more than one channel for key communications, resident audience profiles and engagement with underrepresented and seldom-heard communities.

Potential equality impact is sufficiently relevant to require a full assessment because the method, format and accessibility of Housing communications can affect residents' ability to receive important information and take part in consultation and engagement.

Section 2: To be completed for a full EQIA

2. EVIDENCE AND IMPACT ANALYSIS

Evidence used for this draft assessment:

- The post-consultation Communications and Engagement Strategy 2027-2031.
- The Communications and Engagement Strategy Delivery Plan.
- Resident consultation through Commonplace: 10 responses.
- Earlier communications feedback captured through the Resident Involvement Strategy.
- The current Housing Communication Channels schedule.

Evidence limitations: the material reviewed does not provide a complete demographic breakdown of consultation respondents or comprehensive equality data for every protected characteristic. Where no specific evidence is available, the assessment records that limitation rather than assuming no impact. The Delivery Plan proposes estate audience profiles using Household Survey information, which should strengthen the evidence base during implementation.

Age

Potential impact: Positive overall, with a potential risk if routine digital-first communication does not meet the needs of residents who do not use digital channels. Resident consultation explicitly stated that digital exclusion is not limited to older residents.

Mitigation / action: retain printed, telephone and face-to-face communication where needed or preferred; use more than one channel for key consultations and communications; review channel reach.

Draft outcome: Positive with monitoring required.

Disability

Potential impact: Strong potential positive impact because accessibility and inclusion are explicit objectives. There remains a risk that inaccessible written or digital content, or failure to recognise an individual communication requirement, could exclude disabled residents.

Mitigation / action: record and appropriately use known communication needs and preferences; provide alternative formats; apply accessibility standards and use plain-English; use telephone, paper and face-to-face options where appropriate; monitor alternative-format requests.

Draft outcome: Positive, subject to effective implementation and monitoring.

Gender reassignment

Potential impact: No specific direct impact is identified in the available evidence. Communication should nevertheless remain respectful, inclusive and protect residents from unequal treatment.

Mitigation / action: apply the strategy's respectful and inclusive communication principles and guidance consistently and monitor complaints or feedback indicating barriers or unequal treatment.

Draft outcome: Neutral / no specific impact identified from current evidence.

Marriage & civil partnership

Potential impact: No specific direct impact identified in the available evidence.

Mitigation / action: apply communication principles and guidance consistently to all affected residents and households.

Draft outcome: Neutral / no specific impact identified from current evidence.

Pregnancy & maternity

Potential impact: No specific direct impact identified in the consultation evidence. Flexible and multi-channel communication may positively support residents who find attendance at fixed-time engagement activities difficult.

Mitigation / action: maintain multiple routes for receiving information and participating in engagement, including digital and non-digital options.

Draft outcome: Neutral to positive.

Race

Potential impact: Potential positive impact through the commitment to accessible, inclusive communication. A potential barrier exists where residents face language barriers, which was raised in consultation feedback.

Mitigation / action: translations where requested or needed; plain English; more than one communication channel for key communications; estate audience profiles and work with underrepresented and seldom-heard groups.

Draft outcome: Positive with monitoring required.

Religion & belief

Potential impact: No specific direct impact identified from the evidence reviewed.

Mitigation / action: use multiple engagement routes and keep engagement approaches under review so identified communication or participation needs can be accommodated appropriately.

Draft outcome: Neutral / no specific impact identified from current evidence.

Sex

Potential impact: No specific direct impact identified from the evidence reviewed.

Mitigation / action: apply inclusive communication principles and guidance consistently and use resident insight to identify underrepresentation in engagement.

Draft outcome: Neutral / no specific impact identified from current evidence.

Sexual orientation

Potential impact: No specific direct impact identified from the evidence reviewed.

Mitigation / action: maintain respectful, inclusive principles and guidance and monitor complaints, feedback and engagement for evidence of barriers.

Draft outcome: Neutral / no specific impact identified from current evidence.

Additional groups

Socio-economic background

Potential impact: Positive. Digital access, literacy and the ability to use particular communication channels may vary. The digital-first but not digital-only model and retention of printed, telephone and face-to-face routes reduce the risk of exclusion.

Mitigation / action: review reach and effectiveness of communication channels and retain appropriate offline routes.

Care leavers

Potential impact: No specific impact identified in the evidence reviewed.

Mitigation / action: ensure accessible and clear information and respond to identified communication needs.

Carers & parents

Potential impact: Potential positive impact from multi-channel and flexible engagement, which provides alternatives to attendance at a single meeting or reliance on one communication method.

Mitigation / action: retain multiple routes for information and participation and monitor representation in engagement.

Veterans

Potential impact: No specific impact identified in the evidence reviewed.

Mitigation / action: apply the strategy's inclusive communication principles and guidance consistently.

Intersectional impacts

Combined characteristics may increase communication barriers. The clearest risks identified from the strategy and consultation are residents who are disabled and also digitally excluded; residents with language needs who are also less digitally connected; and residents experiencing a combination of literacy, accessibility or socio-economic barriers. These risks support the strategy's multi-channel approach rather than reliance on a single communication method.

3. STAKEHOLDER ENGAGEMENT

The strategy was consulted on with residents through Commonplace and promoted through emails, noticeboard posters and newsletters. Ten responses were received. Residents broadly supported the direction of the strategy, while identifying the need for accurate, timely and respectful information; visible action following feedback; clearer accountability; continued printed, telephone and face-to-face options; better recognition of disability and language barriers; and equitable communication with non-resident leaseholders.

The strategy was changed in response. Changes include a shorter resident-facing strategy, a separate Delivery Plan, a two-page accessible summary, stronger commitments on accuracy and accountability, formal feedback loops, a broader accessibility focus and communication promises covering clarity, timeliness, updating residents, accessibility, inclusion and accountability.

Further work: use Household Survey and other resident insight to strengthen estate audience profiles and review representation of underrepresented and seldom-heard communities during implementation.

4. DECISION MAKING (MITIGATIONS AND CHANGE)

Draft informed decision: the strategy is expected to have an overall positive equality impact because it makes accessibility and inclusion a specific objective and retains non-digital communication options. No direct adverse impact is identified from the evidence currently available for most protected characteristics. Potential indirect barriers relate principally to disability, language, literacy and digital access.

The proposal should proceed with the mitigations already built into the strategy and Delivery Plan. These include alternative formats and translations, plain English, use of multiple communication channels, recording communication needs and preferences, estate audience profiling, and review of engagement with underrepresented and seldom-heard communities.

Because complete demographic evidence is not available for every protected characteristic, this assessment should be treated as a living document and reviewed if monitoring, complaints, resident feedback or improved data identify disproportionate outcomes or new barriers.

5. MONITORING AND REVIEW

The following monitoring arrangements are proposed, aligned to the Delivery Plan:

- Monitor resident perception of how well Housing keeps residents informed.
- Monitor alternative-format requests against the agreed five-working-day standard.
- Review whether key consultations and communications use more than one channel.
- Develop estate audience profiles using Household Survey information.
- Review engagement with underrepresented and seldom-heard communities annually.
- Monitor consultation participation, resident feedback and communications reach and engagement.
- Use periodic communications audits to test compliance with accessibility and communication principles and guidance.
- Review the Delivery Plan and relevant measures over the lifetime of the strategy and update this EQIA if evidence indicates a new or disproportionate impact.

Section 3: To be completed by all

6. RECORDING YOUR DECISION AND SIGN-OFF

This draft EQIA identifies an overall positive equality impact, with the strongest anticipated benefits relating to accessibility, inclusion, communication choice and residents' ability to participate in engagement. Potential indirect barriers remain where communication needs, language, literacy or digital access are not identified or appropriately accommodated. The strategy and Delivery Plan contain measures intended to mitigate those risks.

The assessment should be reviewed alongside implementation evidence and updated where new equality information becomes available.

Sign off

Officer completing the EQIA	Name: Noah Powers Job title: Strategic Communications and Engagement Officer Date: 21 October 2026 Signature: Noah Powers
Second Approval Manager	Name: Liane Coopey Job title: Business Support Manager Date: 2 November 2026 Signature: Liane Coopey
Senior Manager or Chief Officer	Name: Peta Caine Job title: Director of Housing Date: 2 November 2026 Signature: Peta Caine