

EQUALITY IMPACT ASSESSMENT (EIA)

POLICY/PROPOSAL:	Housing Compensation and Remedies Policy
DEPARTMENT:	Housing Management
TEAM:	Quality Assurance
LEAD OFFICER:	Eleanor Clynes
DATE:	07/10/2026

EIA Guidance is available online, please reach out to equality@brent.gov.uk for any further support.

SECTION A – SCREENING

1. Briefly and clearly describe the policy, proposal, change, or initiative, and what it is trying to achieve.

This policy sets out Brent Council's approach to compensation and remedies where residents experience a service failure, missed repairs appointment, complaint, resident engagement activity or situation resulting in home loss or decant. It aims to ensure that remedies and compensation are consistent, while taking account of individual circumstances.

2. Are there any groups who may be impacted by your proposal? For reference, Q4 lists all protected groups.

The policy applies to all residents within its scope, regardless of protected characteristic. However, the impact of a service failure may differ depending on a resident's circumstances, including age, disability, pregnancy and maternity, race and ethnicity, religion or belief, sex, sexual orientation and socio-economic circumstances. The policy therefore requires individual circumstances, vulnerability, communication needs and reasonable adjustments to be considered when determining appropriate remedies and compensation.

3. If no groups are affected, explain why.

N/A

4. Mark with an “X” the potential impact of the policy or proposal on different groups. You can mark more than one box for each group.

Characteristic	IMPACT		
	Positive	Neutral/None	Negative
Age - People of different age groups.		X	
Care Experience - People who have been in care for any period of their childhood.		X	
Disability - People with physical, sensory, learning, and mental health disabilities, long-term conditions, and non-visible disabilities.		X	
Gender reassignment - Transgender and non-binary people, including anyone who is proposing to, started, or who has completed a process to change their gender.		X	
Marriage and Civil Partnership - Applies mainly in the workplace, people who are married or in a civil partnership.		X	
Pregnancy and Maternity - People who are pregnant, on maternity leave, or new parents.		X	
Race and Ethnicity - People of different ethnicity, nationality, and skin colour.		X	
Religion or belief - People of all faiths, and those with no religious belief.		X	
Sex - Differences between men and women, including disparities in pay, career progression, and health outcomes.		X	
Sexual Orientation - People who identify as lesbian, gay, bisexual, queer, asexual, or any other non-heterosexual identity.		X	
Socio-Economic Status – People who are experiencing poverty or socio-economic disadvantage.	X		
Carers		X	

* Other relevant groups could include Carers, Refugees or Asylum Seekers, Veterans, among others. Review the EIA Guidance for more information.

5. Complete **each row** of the checklist with an “X”.

SCREENING CHECKLIST		
	YES	NO
Does the policy or proposal have implications for eliminating discrimination, advancing equality of opportunity, or fostering good relations among different groups?	X	
Does it relate to an area with known inequalities?	X	
Would it add, change, or remove services used by any groups listed in Q4?		X
Does it have negative or positive equality impacts on any groups listed in Q4?	X	
If you have answered YES to ANY of the above, proceed to section B. If you have answered NO to ALL the above, proceed straight to section C.		

SECTION B – IMPACTS ANALYSIS

6. What data and evidence have you used to understand potential impacts? This could include service user data where relevant. If there is little or no evidence, explain why, and note any plans to improve data collection in future, adding this to the Action Plan in Section E.

Brent does not currently hold sufficiently detailed compensation and remedies data to establish whether awards vary by protected characteristic or whether particular groups experience disproportionate impacts. Monitoring of compensation and remedies, including equality-related information where available and appropriate, should therefore be used to strengthen the evidence base. [Annex 6: Consumer standards – Equality impact assessment - GOV.UK](#)

7. For each characteristic:
- Provide detail for the impact listed in the response to Q4 in the left-hand box.
 - Provide data and evidence to explain how you reached your conclusion in the right-hand box.
- Relevant data sources for Brent and its residents can be found in the EIA Guidance document.

Age	
Provide detail for the impact listed in Q4.	Provide supporting data and evidence.
The policy has a positive impact on residents of different age groups by requiring individual circumstances and the impact of service failures to be considered when determining appropriate remedies. Older residents and younger residents may experience disruption differently, particularly where repairs, loss of amenities, temporary accommodation or prolonged service failures are involved.	Effective and respectful landlord communications: Resident Panel report - GOV.UK

Care Experience	
Provide detail for the impact listed in Q4.	Provide supporting data and evidence.
The policy applies equally to residents with care experience and does not create a specific barrier for this group. Its emphasis on individual circumstances and fair treatment provides scope to take account of any additional impact a service failure may have on a resident with care experience.	Effective and respectful landlord communications: Resident Panel report - GOV.UK

Disability	
Provide detail for the impact listed in Q4.	Provide supporting data and evidence.

The policy has a positive impact on disabled residents because it recognises that the same service failure may have a greater or different impact depending on a resident's circumstances. When determining an appropriate remedy, consideration should be given to vulnerability, disability, communication needs and any reasonable adjustments required.	Disability support and social housing: Resident Panel report (accessible version) - GOV.UK
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Gender Reassignment	
Provide detail for the impact listed in Q4.	Provide supporting data and evidence.
The policy applies equally to residents regardless of gender reassignment and does not introduce any specific barriers for transgender or non-binary residents. Residents will be treated fairly and with respect throughout the compensation and complaints process.	Effective and respectful landlord communications: Resident Panel report - GOV.UK

Marriage and Civil Partnership	
Provide detail for the impact listed in Q4.	Provide supporting data and evidence.
The policy applies equally to residents regardless of marriage or civil partnership status and does not introduce any specific barriers for this group.	Effective and respectful landlord communications: Resident Panel report - GOV.UK

Pregnancy and Maternity	
Provide detail for the impact listed in Q4.	Provide supporting data and evidence.
The policy has a positive impact on residents who are pregnant or have recently given birth by allowing the circumstances and impact of a service failure on the household to be considered when determining an appropriate remedy. For example, prolonged disruption, loss of essential amenities or unsuitable living conditions may have a greater impact during pregnancy or following childbirth.	Effective and respectful landlord communications: Resident Panel report - GOV.UK

Race and Ethnicity	
Provide detail for the impact listed in Q4.	Provide supporting data and evidence.

The policy applies equally to residents regardless of race or ethnicity and does not introduce any specific barriers. The policy's emphasis on fairness, individual circumstances and accessible communication supports equitable access to remedies.	Effective and respectful landlord communications: Resident Panel report - GOV.UK
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Religion or Belief	
Provide detail for the impact listed in Q4.	Provide supporting data and evidence.
The policy applies equally to residents regardless of religion or belief and does not introduce any specific barriers. Individual circumstances can be considered where a service failure has a particular impact on a resident's ability to practice their religion or belief.	Effective and respectful landlord communications: Resident Panel report - GOV.UK

Sex	
Provide detail for the impact listed in Q4.	Provide supporting data and evidence.
The policy applies equally to residents regardless of sex and does not introduce any specific barriers. Individual circumstances and the impact of a service failure on the resident and their household will be considered when determining appropriate remedies.	Effective and respectful landlord communications: Resident Panel report - GOV.UK

Sexual Orientation	
Provide detail for the impact listed in Q4.	Provide supporting data and evidence.
The policy applies equally to residents regardless of sexual orientation and does not introduce any specific barriers. Residents will be treated fairly and with respect throughout the complaints, compensation and remedies process.	Effective and respectful landlord communications: Resident Panel report - GOV.UK

Socio-Economic Status	
Provide detail for the impact listed in Q4.	Provide supporting data and evidence.
The policy has a positive impact on residents experiencing financial hardship by providing a clear and consistent framework for considering compensation for quantifiable financial loss, distress	Effective and respectful landlord communications: Resident Panel report - GOV.UK

and inconvenience. Where appropriate, compensation may also be credited to a resident's rent account to reduce arrears, while the policy recognises that individual circumstances and hardship may need to be considered when determining how compensation is paid.	
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Other Relevant Groups - Carers	
Provide detail for the impact listed in Q4.	Provide supporting data and evidence.
The policy has a positive impact on residents with caring responsibilities because it allows the individual impact of a service failure to be considered. Disruption to repairs, loss of amenities, decants or prolonged service failures may have additional consequences where a resident is responsible for caring for another person.	Effective and respectful landlord communications: Resident Panel report - GOV.UK

8. Summarise any engagement activities with relevant groups (this may replicate some of the information listed in Q7). State whether those involved represent the people affected by your proposal, or whether more engagement is needed, which should be added to the Action Plan in Section E.

A 6-week consultation on the draft Housing Compensation and Remedies Policy has provided residents and relevant stakeholders with an opportunity to comment on the proposed approach.

9. Provide more detail on any areas identified as requiring further data or detailed analysis.

N/A

SECTION C – CONCLUSIONS

10. Summarise your overall conclusions based on the analysis:

- If there are no impacts, state that here, and **do not complete sections E or G.**
- If you decide not to move forward, explain why, and **do not complete sections E or G.**
- If there are negative impacts, explain what you'll do to reduce them. If you choose to continue despite negative impacts, or if negative impacts remain following your action plan, provide a justification for your decision.
- If there are positive impacts, explain how these could be strengthened, where possible.

This policy has a positive impact on all Brent Housing residents, including those with protected characteristics.

SECTION D - RESULT

Select one of the following options with an "X".

A	CONTINUE WITH THE POLICY/PROPOSAL UNCHANGED	X
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SECTION E - ACTION PLAN AND MONITORING

Unless your proposal has no equality impacts or you are not moving forward, complete the table below to track specific actions to:

- Reduce negative impacts and increase positive outcomes.
- Monitor actual or ongoing impacts.
- Record plans to improve data collection.
- Plan any further engagement or analysis that may be required.

Use the 'Status' column on the right to indicate whether the action is yet to start, is in progress, or has been completed.

Issue Identified	Action	Lead Officer	Completion Date	Status
Lack of EDI data on Housing Management residents makes it difficult to assess whether the policy has different impacts or outcomes for residents with different protected characteristics.	Housing Management is undertaking work to improve the collection of EDI data, including through new Visiting Officers and an EDI data collection letter campaign. Improved data will support future monitoring of compensation and remedies outcomes by relevant equality characteristics.	George Kockelbergh	June 2027	In progress

11. Describe how you will monitor the actual, ongoing impact of the policy or proposal?

The impact of the policy will be monitored through compensation and remedies data, complaints monitoring, quality assurance and resident feedback. As Housing Management improves the collection of EDI data, compensation and remedies outcomes will be reviewed by relevant equality characteristics where sufficient data is available to identify any differences in access, awards or types of remedies provided.

SECTION F – SIGN OFF

	Signature	Date
Officer:	Eleanor Clynes	07/10/2026
Reviewing Officer or Head of Service	 Abiola Adegoke	7 October 2026

SECTION G – REVIEW

EIAs are live documents and should be reviewed regularly, especially if there are actions still to be completed or if the proposal has significant equality impacts.

When to review

- Review every 6 months until all actions in the Action Plan above are complete.
- If new data, feedback, or changes to the service arise, revisit the EIA to make sure it's still accurate.

Who should review

- The same officer who completed the EIA should carry out the review. If there's been a staffing change, the new lead officer should take over.

What to update

- Use the Status column in the Action Plan above to show progress (e.g. Not Started, In Progress, Completed). Add comments and updates in the table below — include any new data, evidence, or feedback.

When reviews can stop

- Once all actions are complete and no further equality impacts are expected, you can stop reviewing the EIA.
- Add rows to the table below as necessary until all actions are completed.

<u>Date of 1st Review:</u>	
Officer:	
Comment on progress toward specific actions, and provide any data and evidence updates:	
Reviewing Officer or Head of Service:	
<u>Date of 2nd Review:</u>	
Officer:	

Comment on progress toward specific actions, and provide any data and evidence updates:	
Reviewing Officer or Head of Service:	
<u>Date of 3rd Review:</u>	
Officer:	
Comment on progress toward specific actions, and provide any data and evidence updates:	
Reviewing Officer or Head of Service:	