

## PART A - Initial Impact Assessment

**Proposal Name:** Data Submission to the Regulator and Housing Ombudsman

**EIA ID:** 2722

**EIA Author:** Louise Cassin

**Proposal Outline:** The Housing Ombudsman and Regulator of Social Housing have both introduced new statutory reporting requirements for all social housing providers. These are: - The Housing Ombudsman Complaints Handling Code Self-Assessment - The Regulator of Social Housing's (RSH) Tenant Satisfaction Measures (TSMs) Sheffield City Council are required to submit data on an annual basis on both of these areas.

**Proposal Type:** Non-Budget

**Year Of Proposal:** 23/24

**Lead Director for proposal:** Chris Ellison

**Service Area:** Housing & Neighbourhoods

**EIA Start Date:** 29/05/2024

**Lead Equality Objective:** Understanding Communities

**Equality Lead Officer:** Bashir Khan

### Decision Type

**Committees:** Policy Committees

- Housing

## Portfolio

**Primary Portfolio:** Neighbourhood Services

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**EIA is cross portfolio:** No

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**EIA is joint with another organisation:** No

## Overview of Impact

**Overview Summary:** A key requirement of adherence to the Housing Ombudsman's Code is that all complaints are handled consistently and fairly, regardless of who has submitted them. The Code also requires us to facilitate reasonable adjustments in how we deal with complaints where the customer requires this. Therefore, adherence to the code promotes equality and fairness in how we deal with complaints. The survey approach and methodology used as part of the TSM submission demonstrates how we ensured a representative response to the satisfaction questions across the whole of our tenant population. This is strong evidence that services are being provided in a fair and equitable way to all customers. There are no specific equalities implications arising from this report.

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**Impacted characteristics:** •

## Consultation and other engagement

**Is consultation or other engagement required:** No

Not required as part of this proposal.

## Cumulative Impact

Does the proposal have a cumulative impact: No

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Impact areas:

## Initial Sign-Off

Full impact assessment required: No

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Review Date: 29/05/2024

## Action Plan & Supporting Evidence

Outline of action plan:

Action plan evidence:

Changes made as a result of action plan:

## Mitigation

Significant risk after mitigation measures:

Outline of impact and risks:

**Review Date:**

29/05/2024