

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**



Policy/Strategy/Project/Procedure/Service/Function Title: Cardiff Housing Strategy 2016-2021
New/Existing/Updating/Amending: New

Who is responsible for developing and implementing the Policy/Strategy/Project/Procedure/Service/Function?	
Name: Jane Thomas	Job Title: Assistant Director, Housing & Communities
Service Team: Policy and Development	Service Area: Communities - HANR
Assessment Date: August 2016	

1. What are the objectives of the Policy/Strategy/Project/ Procedure/ Service/Function?

The Cardiff Housing Strategy 2016-2021 sets the strategic direction for future housing provision and service delivery across all tenures and identifies the key housing priorities for the Council and partners.

The strategy identifies 4 key aims:

- To develop a full understanding of housing need in the city
- To take a coordinated and evidence based approach to developing and improving homes in Cardiff
- To ensure that the housing needs of the most vulnerable are met
- To improve neighbourhoods and help build stronger communities

The Strategy intends to improve housing outcomes for all citizens, recognising and responding to the diversity of housing needs of people in Cardiff, with a particular focus on the most vulnerable. Whilst this is an over-arching strategic document, it does contain a number of commitments / actions to address issues relating to the protected characteristics.

2. Please provide background information on the Policy/Strategy/Project/Procedure/Service/Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

The Strategy demonstrates Housing's contribution to addressing the priorities identified in the 'What Matters' Integrated Partnership Strategy and achieving Cardiff's vision of becoming Europe's most liveable Capital City. It also responds to recent Welsh Government legislation including the Housing (Wales) Act 2014, Well-being of Future Generations (Wales) Act 2015, Renting Homes (Wales) Act 2016, Social Services & Wellbeing (Wales) Act 2014 and

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changes in UK Government policy, specifically around welfare reform.

The Strategy sets out a number of ambitious activities to be undertaken by the Council and partners over the next 5 years, listed as 'We Will' commitments. A separate action plan will be developed and a monitoring framework established to track progress against these commitments.

A variety of data has informed the understanding of housing need, as set out in the Strategy. This includes the Local Housing Market Assessment 2015, population projections, Census data and housing waiting list data, homelessness statistics and information from social care colleagues.

These sources confirm that Cardiff has a diverse, growing and ageing population. Welsh Government population projections predict an overall increase in population of 32.7% by 2036, with the most significant growth being in the older age group.

Social Housing accounts for approximately 17% of housing stock in the city (almost 24,000 properties) and there are currently in excess of 8000 applicants on the Housing Waiting List, which operates jointly with Housing Association Partners. Applications to join the List are considered from any person aged 16 years or over. A separate register of applicants needing suitably adapted properties is maintained in partnership with the Cardiff Accessible Homes Project. Applicants are assessed to ensure that when adapted properties become available they are allocated to provide the best 'fit' taking into account housing need and individual circumstances.

'Equal opportunities monitoring information' is requested from all applicants for rehousing with the aim of gathering information regarding the protected characteristics set out in Equality Act 2010. Information relating to age, sex, medical conditions/disability and pregnancy is required from all applicants to inform the assessment of the household makeup and the size and type of housing that the applicant may be offered. Information regarding the remaining characteristics is requested, but is not obligatory, and is not used to directly inform the allocation of accommodation.

Age

Older People

Population projections for Cardiff show a 67.6% growth in the 65+ age group over the term 2011–2036, compared to 27.4% growth in all age groups up to 64 years. The implications of an ageing population include increased demand for older people's accommodation and services. The Council and partners will need to ensure such provision is fit for purpose and allocated to maximum effect.

Waiting List figures confirm this high demand with almost 1700 applicants aged 50+ on the List (21% of the List). The majority of these applicants have a 1 bedroom need, and almost half require ground floor or lift accessible accommodation. 16% of applicants on the housing waiting list aged over 50 have identified a wish to downsize.

The 51-60 age group is slightly over-represented on the Waiting List when compared with

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the Cardiff population (based on 2011 Census data) whereas the 60+ age group is under-represented (12.4% of the List compared with 20.7% of the Cardiff population). This may be influenced by the fact that, as evidenced in the Local Housing Market Assessment, the majority of older households in Cardiff (60.9%) are owner occupiers (no mortgage) and that a high proportion of these have capital to support their own housing and care needs.

Interrogation of the Waiting List indicates that applicants in the 50+ age group receive a higher proportion of overall lets than would be anticipated based on numbers alone. This is partly explained by the fact that approximately 13% of current Council and Housing Association stock is categorised as sheltered or designated and is not available to younger age groups

Young People

The housing Waiting List data shows an under-representation of applicants aged 16-20 when compared with Cardiff 'usual resident' population data taken from the 2011 census (3.5% compared with 11%). The fact that students are counted as 'usually resident' at their term-time address in the census, and that many young people in the 16-20 age group could be expected to be living with their parents and therefore will not have applied for social housing, helps to explain the difference in percentages for this age group.

For those on the Waiting List, applicants in the 30 and under age group receive a higher proportion of lets than would be expected based on numbers alone. Again, this may be partly explained by the higher availability of smaller units – bedsits and 1 bedroom accommodation account for approximately 21% of non-retirement Council properties.

Disability

The 2011 Census indicates that 18% of the Cardiff population have a long term limiting illness. This general level of disability is supported by the later Local Housing Market Assessment 2015 Household Survey which indicates that 22% of households in Cardiff contain somebody with a disability / limiting long term illness (approximately 31,976 households affected). The Survey indicates that the highest levels of disability are found in the owner occupied sector, followed by Council rented sector. The majority of all disabled household members were over the age of 50 (70% - including 16% over 80) while 12% were under 25 years old. In terms of housing, 13% of all properties had been adapted, rising to 36% of properties occupied by people using a wheelchair. Examination of households needing adaptations now or in the next 3 years showed the majority (60%) were in the owner occupied sector. 82% of those with a care or support need felt they were getting enough support.

Waiting List information indicates that 2238 applicants have a medical need (28% of the Waiting List). Of these 28 have an urgent need for rehousing as a result of their medical condition, 708 have a high need and 1502 a medium need.

There are also 599 households are on the Cardiff Accessible Homes (CAH) list waiting for a suitably adapted Council / Housing Association property. This includes applicants of all ages

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and some households with disabled children. During 2014/15 only 161 adapted properties were let.

Please note that applicants may be registered on both the Cardiff Housing Waiting List (for a general needs property that can be suitably adapted to meet their needs) and the CAH list at the same time.

Learning disabilities

Data received from Adult Services indicates that, over the life of the Strategy an additional 175 Learning Disabilities service users will require accommodation and support. 10 service users per year will require bed spaces in shared housing and 25 service users per year will require move-on from supported living.

Gender re-assignment

Housing applicants are asked to provide information regarding their gender, with an option to select male-to-female or female-to-male gender re-assignment. No current applicants have indicated that they have undergone gender re-assignment.

Marriage & Civil Partnership

Single people are the largest group on the Waiting List - 60% of applicants who provided their marital / partnership status are single. Along with people who are separated, they are over-represented on the List when compared with the population of Cardiff as a whole (66% of the Waiting List compared with 47% of the city population).

When comparing the make-up of the Waiting List and the percentage of lets made to each group a slightly higher percentage of lets than would have been expected based on numbers alone are made to single applicants and those who are widowed. This may be partly explained by the fact that the majority of sheltered / designated accommodation for older people is 1 bedroom (and therefore primarily let to single people) and that overall bedsit/1 bedroom accommodation accounts for approximately 30% of Council stock.

Pregnancy & Maternity

Approximately 5% of applicants on the Waiting List indicated that they were pregnant. For the purposes of allocating properties unborn children are taken into account as part of the household and are included in the calculation of the size / type of property that an applicant may be offered.

Race

Census data from 2011 shows that approximately 15% of Cardiff 'usual residents' were from a BME background – this includes students living in Cardiff during the academic year.

The Local Housing Market Assessment Household Survey undertaken in 2015 supports this general level suggesting that 13% of households in Cardiff are of a BME background. 26% of BME respondents indicated that their homes were inadequate, the most commonly stated reasons being the size and state of repair of the property. Over-occupation (according to the Department for Communities & Local Government 'Bedroom Standard') affects 11% of

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households in the BME community, compared to 4% of households in the whole population.

Interrogation of the Housing Waiting List shows that 'White British' form by far the highest proportion of applicants – 67% of those who provided information about their ethnicity - although this group is slightly under-represented when compared with the Cardiff population of 80%. Other groups that are slightly under-represented (compared with the wider population) include Indian, Pakistani, Chinese, Gypsy & Traveller and White Irish. Over-represented groups include Other White, Black African, Arab, Other Asian, Bangladeshi, Other Black background, Mixed - White & Black Caribbean, Mixed – other, Black Caribbean, Other Mixed - White & Black African.

When comparing the racial make-up of the Waiting List with the percentage of lets made to each racial group, there are some inconsistencies. In 2015/16 76% of lets were made to 'White British' applicants. This is slightly more than would be anticipated based simply on numbers, and a lower percentage than would have been expected were made to other groups, the most marked being: White other; Arab; other Asian; Bangladeshi; other Black Background. Information regarding offers made to the various groups slightly qualifies this information as follows :

Ethnic group	% of Cardiff population	% of Waiting List	% offers	% lets
White British	80.3%	67.2%	73.5%	76%
White other	3.5%	7.1%	5.2%	3.8%
Arab	1.4%	3.0%	1.6%	1.5%
Other Asian	1.3%	2.8%	2.7%	1.8%
Bangladeshi	1.4%	2.5%	0.7%	0.6%
Other black background	0.5%	2.0%	1.3%	1.1%
Black African	1.5%	6.5%	7.3%	7.4%
Mixed White & Black Caribbean	1.1%	1.9%	1.8%	1.5%
Pakistani	1.8%	1.4%	1.2%	1.1%
Mixed other	0.6%	1.0%	0.9%	0.7%
Black Caribbean	0.4%	1.0%	1.1%	0.9%
Other	0.6%	0.8%	0.6%	0.6%
Mixed White & Black African	0.5%	0.8%	0.9%	0.9%
Mixed White & Asian	0.7%	0.7%	0.5%	0.6%
White Irish	0.7%	0.5%	0.3%	0.7%
Indian	2.3%	0.4%	0.3%	0.6%
Chinese	1.2%	0.4%	0.2%	0.3%
Gypsy / Irish Traveller	0.2%	0.1%	0.0%	0.0%

Gypsies and Travellers

The Council operates 2 Gypsy and Traveller sites, comprised of 80 pitches. A separate Waiting List is maintained for the allocation of these pitches with approximately 40 households currently registered. The recent Gypsy and Traveller accommodation needs assessment forecast future need at 64 additional authorised pitches over next 5 years, increasing by 21 pitches if Rover Way site is replaced, along with additional need for a transit site.

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Work is currently being undertaken to develop a revised Allocation Scheme for Gypsy & Traveller site pitches, bringing this into line with allocation arrangements for mainstream social housing.

Religion, Belief or non-belief

Approximately 49% of Waiting List applicants provided information about their religion / belief. Of these 1.2% indicated that they 'preferred not to say'. The most obvious differences between the Cardiff population and the Waiting List 'population' (based on those who provided information) is the under-representation of people with Christian beliefs and over-representation of the Muslim faith. It should be noted that religion / belief is not used to directly influence the allocation of housing, and that applicants are free to include as many areas of the city as they wish on their application in order to meet their cultural needs and choices.

Sex

Approximately 59% of Waiting List applicants are female and 41% male. This compares with 51% female and 49% male for whole Cardiff population. Female applicants are over-represented.

Of the 1507 lets of Council and RSL stock in 2015/16, 61% were made to female applicants, and 39% to male applicants.

Sexual orientation

Sexual orientation is not recorded as part of the census. However, the Integrated Household Survey (IHS) provides high-level estimates for a number of themes including sexual identity. Percentages reported under this Survey for Cardiff & the Vale of Glamorgan in 2015 are very similar to those indicated by Waiting List applicants who provided a response regarding their sexual orientation.

	Heterosexual / straight %	Gay / Lesbian / Bisexual %	Don't know / refusal %
IHS - Cardiff & Vale of Glamorgan	95%	3%	1%
Housing Waiting List	94%	3%	3%

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative/]** on younger/older people?

	Yes	No	N/A
Up to 18 years	x		

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18 - 65 years	x		
Over 65 years	x		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The Housing Strategy will have a positive impact for people of all age groups. It contains a number of age-specific commitments to ensure that the future housing needs of Cardiff residents are addressed.

Older People

- Data has been collated on need and older persons housing stock. Discussions are ongoing with partners and will inform the development of an Older Persons Accommodation Strategy for Cardiff.
- Improved understanding of the individual housing needs of older people will be gained via applicant screening. Matching applicants with suitable properties will be enhanced by the introduction of additional property categories with clear access criteria.
- A package of incentives and assistance will be offered to older people who are under-occupying Council accommodation and looking to downsize.
- New older persons accommodation is to be developed in line with identified need – for example as part of the wider Maelfa Regeneration project.
- Council sheltered schemes are to undergo refurbishment to ensure they are fit for purpose and offer sustainable, independent living.
- Cardiff's Independent Living Service helps older and disabled people access a range of support to live as independently as possible, including a holistic visiting service, adaptations and support in the community.
- Older persons floating support services funded through Supporting People will be reviewed and will be more accessible for older people living in their own homes.

Young People

- The impact of applying LHA rates to social housing tenancies on those under 35 years will be addressed through the separate welfare reform action plan. Work is underway with RSL partners to develop 'single person housing' solutions.
- A specific Young Persons Gateway has been developed, bringing together advice, family mediation, support and accommodation to ensure that young vulnerable people can access housing services best suited to their needs.
- In response to a gap in provision, 15 training tenancies have been created for young people ready to take the step towards independence.
- The Strategy commits to reviewing the way that accessible housing is allocated to best meet needs – this includes families with disabled children.

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- A separate action plan is to be developed to bring together ongoing work around young people.
- Assisted home ownership scheme to be promoted to help first time buyers access the property market (who would otherwise be unable to do so).

Other

- A range of housing types and sizes will be provided through the affordable housing development plan and LDP process suitable for all age groups, including families.

What action(s) can you take to address the differential impact?

No further actions identified.

3.2 Disability

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment	x		
Physical Impairment	x		
Visual Impairment	x		
Learning Disability	x		
Long-Standing Illness or Health Condition	x		
Mental Health	x		
Substance Misuse	x		
Other			

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The Strategy will have a positive impact on disabled people. It contains a number of commitments which will benefit different types of disability.

Physical Disability

- The way that accessible housing is allocated will be reviewed to best meet needs.
- A protocol enabling re-purchase of properties sold through the Right to Buy to address specific housing requirements will prioritise ground floor flats.
- New-build adapted housing is to be provided in response to identified need – for example child priority cases requiring larger adapted properties.
- Funding for adaptations has been increased and the way that disabled adaptations are delivered will be reviewed to ensure best value for money.

Learning Disability

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- Work is ongoing between Housing and Social Services to deliver community living schemes and shared living schemes, incorporating both new build and scheme refurbishment.

Mental Health

- Pathways into housing-related support to be developed for those with mental health issues, including both forensic needs and specific behaviours such as hoarding.

Long-standing Illness or Health Condition

- 6 step-down flats developed for patients unable to be discharged from hospital due to housing issues. This accommodation is to be reviewed and increased in line with need.

General

- Housing advice and assistance delivered from community Hubs offers level access, and facilities for those with sight or hearing impairments. Home visits offered to those unable to access Hubs in person.
- Cardiff's Independent Living Service helps older and disabled people access a range of support to live as independently as possible, including a holistic visiting service, adaptations and support in the community.
- Refurbishment of older people's sheltered stock to RNIB standards.

What action(s) can you take to address the differential impact?

No further actions identified.

3.3 Gender Reassignment

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on transgender people?

	Yes	No	N/A
Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No current applicants have indicated that they had undergone gender re-assignment, therefore it is difficult to assess any specific housing needs or differential impacts relating to this group. The Strategy commits to improving our equalities monitoring, which should result in a more comprehensive data set on which to base future services / provision.

Consultation on the Strategy highlighted potential issues around accessibility and

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harassment/bullying for younger LGBT people if housed in shared accommodation following benefit changes for the under 35s. Evidence on this is currently unclear – however, where the Council is made aware of any such a case, this could be dealt with under the Discretionary Housing Payment process.

What action(s) can you take to address the differential impact?

We will continue to monitor applicants for rehousing with regard to gender reassignment and will work with equalities organisations to identify the specific housing needs of this group. Any issues identified will be addressed through the Strategy's associated action plans.

3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on marriage and civil partnership?

	Yes	No	N/A
Marriage		X	
Civil Partnership		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No negative differential impacts identified.

What action(s) can you take to address the differential impact?

The Local Housing Market Assessment considers household formation and size – this information will be taken into consideration in planning new housing provision.

We will continue to monitor applicants for rehousing with regard to marriage and civil partnership. Any issues identified will be addressed through the Strategy's associated action plans.

3.5 Pregnancy and Maternity

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy		x	
Maternity		x	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No negative differential impacts identified.

Unborn children are recognised as part of the household make-up when assessing size

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of accommodation needed by waiting list applicants.

What action(s) can you take to address the differential impact?

We will continue to monitor applicants for rehousing with regard to pregnancy and maternity. Any issues identified will be addressed through the Strategy's associated action plans.

3.6 Race

Will this Policy/Strategy/Project//Procedure/Service/Function have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
White	X		
Mixed / Multiple Ethnic Groups	X		
Asian / Asian British	X		
Black / African / Caribbean / Black British	X		
Other Ethnic Groups	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are some differences in the numbers of applications to the housing waiting list by ethnicity, with some groups over-represented and some under-represented. Further work will be done to better understand the reasons for this. However, a number of positive actions are identified in the Strategy:

- The Strategy commits to implementing an action plan to assist over-crowded households, including those of a BME background.
- Housing-related advice and assistance is available in a range of community languages at Hub offices, with provision tailored to local demand.
- The cultural requirements of potential residents will continue to be considered during the planning and design of new affordable housing developments.
- The Strategy commits to taking forward delivery of additional Gypsy and Traveller sites to meet short and long term need.
- Work is ongoing around allocating to Gypsy sites, to bring this in line with the mainstream social housing allocation scheme.

What action(s) can you take to address the differential impact?

We will investigate the reasons for the under-representation of certain ethnic groups on the housing waiting list.

3.7 Religion, Belief or Non-Belief

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Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist		X	
Christian		X	
Hindu		X	
Humanist		X	
Jewish		X	
Muslim		X	
Sikh		X	
Other		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No negative differential impacts identified.

What action(s) can you take to address the differential impact?

We will continue to monitor applicants for rehousing with regard to religion, belief or non-belief. Any issues identified will be addressed through the Strategy's associated action plans.

3.8 Sex

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on men and/or women?

	Yes	No	N/A
Men		X	
Women		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No negative differential impacts identified.

What action(s) can you take to address the differential impact?

We will continue to monitor applicants for rehousing with regard to sex. Any issues identified will be addressed through the Strategy's associated action plans.

3.9 Sexual Orientation

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
Bisexual		X	

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Gay Men		X	
Gay Women/Lesbians		X	
Heterosexual/Straight		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No negative differential impacts identified.

What action(s) can you take to address the differential impact?

We will continue to monitor applicants for rehousing with regard to sexual orientation. Any issues identified will be addressed through the Strategy's associated action plans.

3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on Welsh Language?

	Yes	No	N/A
Welsh Language		X	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Cardiff Housing Strategy 2016-2021 and associated public documents will comply with new Welsh Language standards under the Welsh Language [Wales] Measure 2011. All documents will be translated into Welsh and any publicity on schemes delivered by the Council will also be available in Welsh. The Council requires organisations that receive Council grant funding to similarly ensure that it provides publicity material in both English and Welsh.

What action(s) can you take to address the differential impact?

4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

Consultation on the draft Cardiff Housing Strategy 2016-2021 was undertaken with public, private and third sector partners during July-August 2016. Views were sought from a number of key stakeholders including supported housing providers, health and social care professionals and equalities organisations including Tai Pawb, Diverse Cymru, Race Equality First, Gypsies and Travellers Wales and Stonewall Cymru. Responses were received from Tai Pawb and Diverse Cymru.

The results of the consultation exercise were taken into account in finalising the

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Strategy document. A schedule of consultation responses has been produced, detailing any changes made in response to the comments received.

5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	A number of actions are identified and embedded in the Strategy.
Disability	A number of actions are identified and embedded in the Strategy.
Gender Reassignment	We will continue to monitor applicants for rehousing with regard to gender reassignment and will work with equalities organisations to identify the specific housing needs of this group. This will be included in the Strategy's action plan, which will incorporate a separate strand relating to ongoing monitoring and resolution of equality issues.
Marriage & Civil Partnership	The Local Housing Market Assessment considers household formation and size – this information will be taken into consideration in planning new housing provision. We will continue to monitor applicants for rehousing with regard to marriage and civil partnership. Any issues identified will be addressed through the Strategy's associated action plans.
Pregnancy & Maternity	We will continue to monitor applicants for rehousing with regard to pregnancy and maternity. Any issues identified will be addressed through the Strategy's associated action plans.
Race	We will investigate the reasons for the slight under-representation of certain ethnic groups on the housing waiting list.
Religion/Belief	We will continue to monitor applicants for rehousing with regard to religion, belief or non-belief. Any issues identified will be addressed through the Strategy's associated action

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	plans.
Sex	We will continue to monitor applicants for rehousing with regard to sex. Any issues identified will be addressed through the Strategy's associated action plans.
Sexual Orientation	We will continue to monitor applicants for rehousing with regard to sexual orientation. Any issues identified will be addressed through the Strategy's associated action plans.
Welsh Language	
Generic Over-Arching [applicable to all the above groups]	

6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By :	Date:
Designation:	
Approved By:	
Designation:	
Service Area:	

7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email citizenfocus@cardiff.gov.uk