

Sandwell Homes

Background

An Equality Impact Assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

Legislation - Equality duty:

As a social housing service provider, Sandwell Homes has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to:

- ✓ Eliminate discrimination, harassment and victimisation
- ✓ Advance Equality of Opportunity
- ✓ Foster good relations

For the following protected characteristics:

1. Age
2. Disability
3. Gender / Sex
4. Gender reassignment
5. Marriage and civil partnership
6. Pregnancy and maternity
7. Race
8. Religion and belief
9. Sexual orientation

What is prohibited?

1. Direct discrimination, including by association and perception.
2. Indirect discrimination – now covers all characteristics.
3. Pregnancy and maternity discrimination.
4. Harassment.
5. Third party harassment.
6. Discrimination arising from disability.
7. Duty to make reasonable adjustments.

Equality Impact Assessment

Sandwell Homes

If you require assistance completing this assessment, contact the Equality Team on: 6384 / 6030

1a	Title of Function/ Policy/ Procedure/ Service to be assessed: Bi-lingual Scheme
1b	Type of policy, function, procedure, service: Existing <input type="checkbox"/> New/proposed <input type="checkbox"/> Changed <input checked="" type="checkbox"/>
1c	Who has been involved in writing/reviewing this policy/procedure/function? Which specific groups were involved? HR team, equality team, customer service team, operations director, executive management team and SMBC
2	Lead Officer for this assessment: Kashmir Randhawa
3	Officers assisting with this assessment: Michelle Fletcher, (copy emailed to Bal Gill, Jas Kaila for comments) and Belinda Blake
4	Executive Director: Adrian Scarrott
5	Date completed: 25 August 2011

The Impact Assessment	
6a	<p>Policy / Function - summarise the aims, objectives and purpose of the function or policy and service provided</p> <p>An employee interpreting scheme to support customers in communicating with Sandwell Homes</p>
6b	<p>What specific groups is this policy designed to benefit /affect? (e.g., employees, people with disabilities, young people, tenants, residents)</p> <p>All customers who have communication and language needs</p>
6c	<p>What other policies/procedures/functions relate to/impact on this policy?</p> <p>Interpreting, Translation and Communication Policy and Procedure, Customer Access Strategy and the Equality and Diversity Policy</p>

7a	<p>What existing information / data do you have on the community/equality groups in relation to this service/policy/function/procedure? (customer profiles, service reports, customer feedback, complaints etc)</p> <p>We have information from; tenants inspection reports, getting to know you data, reports from language line and translation companies and usage records.</p>
7b	<p>If none, what data do you need to collate?</p> <p>Need to collect and collate feedback re using the service and also continue to analyse usage.</p>

8	<p>What does this information/data tell you? (Are there any gaps, trends, issues?)</p> <p>The information we have tell us that the need for the service is growing, employees are using it more, change in demographics and language need in Sandwell. By analysing usage it will help us identify any gaps or trends.</p>
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In light of the data and your own knowledge and awareness, please identify whether the policy has a positive or negative impact on the groups specified below (please refer to the general duties on the front page)

	Positive Impact	Negative Impact	Comments / Concerns (please identify data used when making judgement)	Actions (Also include in your unit plan)
Age (younger/older)	✓		For all categories; Service is publicised through Ezine, internal communications, Homelife, posters in neighbourhood offices and reception areas, language cards at front desk, and strap lines in community languages. Can request bi-lingual support either face to face or via the telephone. Family members and carers can request it on the person's behalf too.	
Disability (e.g. physical / sensory / unseen)	✓		As above	To ask BID about the availability of signers in languages other than English
Gender/Sex (women/men)	✓		As above	
Transgender	✓		As above	
Race, Ethnicity, Culture (Asian, Black, Chinese, White, Mixed, Travellers and gypsies, other)	✓		For other languages not covered by the bi lingual service language line or other face to face interpreters can be used.	
Religion / Belief	✓		As age category above	
Sexuality (lesbian, gay, bisexual)	✓		As age category above	

	Other protected groups: pregnancy & maternity, marriage and civil partnerships	✓		As age category above	
	Other socially excluded groups (e.g., deprivation, low literacy, carers, language)	✓		Service is free	
	All	✓		As age category above	

	Evidence of Discrimination? (Is the service being delivered the way the policy / procedure / function states it should be?)			
10	Is there any evidence of discrimination against the following groups: please refer to the guidance on the front page			
		Yes	No	Don't Know
				Please give details: <ul style="list-style-type: none"> • Obvious – e.g. cases / complaints against your organisation , consultation • Non-Obvious – potential evidence of indirect / institutional discrimination: - statistical profiles / user information / commissioned research etc
	Age		✓	
				No complaints received regarding trying and failing to access communication support. Usage is increasing
	Disability		✓	
				As above
	Gender		✓	
				As above
	Transgender		✓	
			As above	
Race, Ethnicity, Culture		✓		
			As above	
Religion / Belief		✓		
			As above	
Sexuality		✓		
			As above	
Other protected groups		✓		
			As above	
Other socially excluded groups		✓		
			As above	
	Monitoring:			
11a	How do you monitor equality within this service to ensure all groups listed receive an equal service? E.g. access to service/ satisfaction (please explain)			
	Age	For all categories; need to analyse the user profiles to see who is using the service		
	Disability			
	Gender			
	Transgender			
	Race, Ethnicity, Culture			
	Religion, Belief			

	Sexuality	
	Other protected groups	For all categories; need to analyse the user profiles to see who is using the service
	Other socially excluded groups	
11b.	<p>What do you do with the data – how will it be used?</p> <p>This data will be used to identify and profile users. It will help identify gaps and trends and will be used in the outcomes report for the pilot project. Publicity can then be targeted to staff and community groups.</p>	
12.	<p>Do you need to involve and engage with service users in addressing any issues relating to discrimination/adverse impacts, as identified in this assessment? (provide details)</p> <p>No – none identified</p>	
13.	<p>Do you need to alter the policy / function to incorporate under-represented groups? (provide details)</p> <p>No – none identified</p>	
14.	<p>Do you need to develop Positive Action to help under-represented groups overcome barriers (this can range from public relations & marketing to specific targeted programme of activities)? (provide details)</p> <p>No</p>	
15.	<p>Will there be any specific improved service outcomes for groups/partners as a result of this assessment?</p> <p>No</p>	
	Public Relations:	
16a	<p>How will the following know about this assessment:</p> <p>Service users / general public internet</p> <p>Employees intranet</p> <p>Partners internet</p>	

16b.	<p>How do you promote/ raise awareness of the policy/procedure/function to ensure that it is accessible and available to all groups?</p> <p>Through the ezine, internal communications, posters and article in the home life magazine</p>
17.	<p>How are you going to share positive outcomes / findings of this assessment? (add to action plan)</p> <p>Assessment will be published on the internet and raised through service managers meetings</p>
	<p>Actions</p>
	<ol style="list-style-type: none"> 1. Complete the attached action plan addressing any issues / concerns identified in this assessment. 2. If there are any actions arising from this Impact Assessment you will need to complete the assessment again once the actions have been completed, to ensure that all adverse impacts, barriers, issues have been addressed. (See Action Plan)
18	Signed (Lead Officer):
	Conclusion: (to be completed by the <u>Executive Director</u>)
19	I agree / disagree with this assessment / action plan
20	If <i>disagree</i> , state action/s required, reasons and details of who is to carry them out with timescales:
21	Signed (Executive Director):
22	Date:

Please send completed & signed assessment to: The Equality Team

Equality Impact Assessment Action Plan

Please ensure these actions are also included in your service unit plan and progress is monitored regularly
(YOU WILL NEED TO COMPLETE A NEW ASSESSMENTS ONCE THE ACTIONS HAVE BEEN COMPLETED)

Policy / Function: Bi-lingual Scheme

Question No. (Ref)	Action Required	Lead Officer	Person Responsible	Target Date	Progress
7b	Collect and collate feedback re using the service	Kashmir Randhawa	Mandy Saunders	March 2012	
9	Contact BID regarding availability of signers in other languages	Kashmir Randhawa	Mandy Saunders	30 December 2011	19.12.11 - BID confirmed that 2 deaf signers, regardless of the language they know, usually find some 'common ground and reach understanding. In this situation, the English Signer is known as the 'Relay Interpreter' and would be used to communicate. BID have done this successfully a few times. Action Completed
11a	Analyse user profiles to see who is using the service	Kashmir Randhawa Michelle Fletcher	Kashmir Randhawa Michelle Fletcher	March 2012	
General	Conduct a new impact assessment when all actions have been completed	Kashmir Randhawa		May 2012	

Are there any actions within the action plan that need to be included in any other service area action plans?