

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: COMPLIMENTS AND COMPLAINTS PROCEDURE
1b	Type of policy, function, procedure, service: Existing <input checked="" type="checkbox"/> New/proposed <input type="checkbox"/> Changed <input type="checkbox"/>
1c	Who has been involved in writing/reviewing this policy/procedure/function? Which specific groups were involved? Colette Knight, Tenants and Sandwell Homes managers
2	Lead Officer for this assessment: COLETTE KNIGHT
3	Officers assisting with this assessment: BELINDA BLAKE
4	Executive Director: Adrian Scarrott
5	Date completed: 26/9/11

The Impact Assessment	
6a	<p>Policy / Function - summarise the aims, objectives and purpose of the function or policy and service provided</p> <p>To provide a way to express satisfaction or dissatisfaction that is easy, honest, fair and user friendly.</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>Tenants, residents and Sandwell Homes employees.</p>
6c	<p>What other policies/procedures/functions relate to/impact on this policy?</p> <p>Good will gesture scheme and the unreasonably persistent complainers 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>Customer profiles service reports complaints surveys sub care groups fro decent homes</p>
7b	<p>If none, what data do you need to collate?</p>

8	<p>What does this information/data tell you? (Are there any gaps, trends, issues?)</p> <p>Surveys highlight issues and trends the reports provide details on quantity and type and sub group addresses the issues. Also provides learning from evidence about complaints for managers</p>
---	--

9

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)	✓		Applies equally to all categories; Compliments and complaints procedure is advertised and promoted through; the home life magazine, in neighbourhood offices, on the internet, in tenants handbooks. Compliments and Complaints can be made via; the telephone, text, email, post, fax, online, face to face in neighbourhood offices or at homes visits.	
Disability (e.g. physical / sensory / unseen)	✓		Information is available in easy read, browse aloud, large print, Braille and audio tape if requested. Reports can be received from third parties	
Gender/Sex (women/men)	✓		As above	
Transgender	✓		As above	
Race, Ethnicity, Culture (Asian, Black, Chinese, White, Mixed, Travellers and gypsies, other)	✓		Information is available in easy read, browse aloud, alternative languages and via translators if requested. Reports can be received from third parties.	
Religion / Belief	✓		As above	
Sexuality (lesbian, gay, bisexual)	✓		As above	

	Other protected groups: pregnancy & maternity, marriage and civil partnerships	✓		As above	
	Other socially excluded groups (e.g., deprivation, low literacy, carers, language)	✓		As above	
All		✓		As 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		✓	
	Disability		✓	
	Gender		✓	
	Transgender		✓	
	Race, Ethnicity, Culture		✓	
	Religion / Belief		✓	
	Sexuality		✓	
Other protected groups		✓		
Other socially excluded groups		✓		
	Monitoring:			
11 a.	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	Applies to all groups; Data is collated through getting to know you and complaints satisfaction data and reports.		
	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
b.	<p>What do you do with the data – how will it be used?</p> <p>Data and information goes in to the complaints reports</p> <p>It helps us learn from complaints and highlights any trends.</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</p>	
13.	<p>Do you need to alter the policy / function to incorporate under-represented groups? (provide details)</p> <p>NO</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>	
	<p>Public Relations:</p>	
16 a.	<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>	

16 b.	<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>Home life magazine, internet, neighbourhood offices, leaflets, tenants handbooks, training sessions with employees.</p>
17.	<p>How are you going to share positive outcomes / findings of this assessment? (add to action plan)</p> <p>internet</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: Compliments and Complaints Procedure

Question No. (Ref)	Action Required	Lead Officer	Person Responsible	Target Date	Progress
16A	Publish the assessment	COLETTE KNIGHT	KASHMIR RANDHAWA	NOVEMBER 2011	
General	Conduct a new impact assessment when all actions have been completed				

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