

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: Emergency Out of Hours Service
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? Managers from Repairs & Maintenance, (Tenants and Community Involvement Officers) Note: Operational changes to improve efficiency of service, no material change to users.
2	Lead Officer for this assessment: Steve Greenhouse
3	Officers assisting with this assessment: Sutinder Bassi, Mandy Saunders
4	Executive Director: Chris Poulton
5	Date completed: 11 April 2011

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 an out of hours emergency responsive repairs service to Sandwell Homes and Sandwell Metropolitan Borough Council</p> <p>To comply with legal requirements to ensure that essential services and maintenance is provided to council-owned properties by operating an out of hours, responsive, emergency repairs service.</p>
6b	<p>What specific groups are this policy designed to benefit /affect? (e.g., employees, people with disabilities, young people, tenants, residents)</p> <p>Tenants and Leaseholders</p>
6c	<p>What other policies/procedures/functions relate to/impact on this policy?</p> <p>Tenant's Handbook, Repairs & Maintenance policies and procedures.</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>Getting to Know You (GTKY) for Customer Satisfaction Surveys and Access to the Service.</p>
7b	<p>If none, what data do you need to collate?</p> <p>Incorporate equality strands into the Repairs & Maintenance performance suite.</p>

8	<p>What does this information/data tell you? (Are there any gaps, trends, issues?)</p> <p>No management information available so we will ensure the Out of Hours Emergency Service customers satisfaction surveys are separate to the day to day responsive repairs service surveys.</p>
---	--

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)				
Disability (e.g. physical / sensory / unseen)				
Gender/Sex (women/men)				
Transgender				
Race, Ethnicity, Culture (Asian, Black, Chinese, White, Mixed, Travellers and gypsies, other)				
Religion / Belief				
Sexuality (lesbian, gay, bisexual)				
Other protected groups: pregnancy & maternity, marriage and civil partnerships				
Other socially excluded groups (e.g., deprivation, low literacy, carers)	✓		Provide a more flexible service to vulnerable customers. The Repairs & Maintenance Directorate maintains over 29,000 homes on behalf of the Council.	See 7B
All	✓	At the moment not having monitoring in place, this cannot be identified	A commitment to deliver Housing Services tailored to meet what the tenants want.	

	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 evidence of discrimination based on the Customer Satisfaction and complaints feedback for the Responsive Repairs Service
	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	GTKY for Customer Satisfaction and Access to the Service		
	Disability			
	Gender			
	Transgender			
	Race, Ethnicity, Culture			
	Religion, Belief			
	Sexuality			

	Other protected groups	GTKY for Customer Satisfaction and Access to the Service
	Other socially excluded groups	
b.	<p>What do you do with the data – how will it be used?</p> <p>GTKY used in Customer Satisfaction; if issues identified actions are added to the Service Improvement Plan (SIP)</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>1) To introduce the equality strands into the RM KPI performance suite. 2) Work with the CSI Group 3) To engage with 16 – 24 yr old tenants</p>	
13.	<p>Do you need to alter the policy / function to incorporate under-represented groups? (provide details)</p> <p>N/A</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>Don't know at this stage</p>	
15.	<p>Will there be any specific improved service outcomes for groups/partners as a result of this assessment?</p> <p>Align our Service delivery, if necessary, across all the equality strands</p>	
	Public Relations:	
16.	<p>How will the following know about this assessment:</p> <p>a. Service users / general public) Employees) To publish on the Internet and Intranet Partners)</p>	

16 b	How do you promote/raise awareness of the policy/procedure/function to ensure that it is accessible and available to all groups? Through Homelife, the Internet, Tenants Conference and Housing Service Panels (HSP)
17	How are you going to share positive outcomes / findings of this assessment? (add to action plan) To share the outcomes with the CSI Group
	<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: **Emergency Out of Hours Service**

Question No. (Ref)	Action Required	Lead Officer	Person Responsible	Target Date	Progress
17	Share the Equality Impact Assessment with the CSI Group	Steve Greenhouse	Steve Greenhouse	30th September 2011	
7b	To report Performance by equality strands	Steve Greenhouse	Theresa Smith	31st October 2011	
8	Report customer satisfaction for specifically the Out of Hours Service	Steve Greenhouse	Chris Lewis	31st May 2011	
12	To engage with 16-24 yr old tenants	Steve Greenhouse	Steve Greenhouse	February 2012	
General	Conduct a new impact assessment when all actions have been completed	Steve Greenhouse	Steve Greenhouse	March 2012	

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