

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

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|----|--|
| 1a | Title of Function/ Policy/ Procedure/ Service to be assessed: Floating Support Service |
| 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? Internal employees of Sandwell Homes and SMBC Supporting People Team Adult Services. |
| 2 | Lead Officer for this assessment: Vicky Moses |
| 3 | Officers assisting with this assessment: Belinda Blake |
| 4 | Executive Director: Adrian Scarrott |
| 5 | Date completed: 23/8/11 |

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| | The Impact Assessment |
| 6a | <p>Policy / Function - summarise the aims, objectives and purpose of the function or policy and service provided</p> <p>Housing related support service for vulnerable people to assist them to sustain their tenancy and home and maintain their independence</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 and residents in Sandwell who are vulnerable</p> |
| 6c | <p>What other policies/procedures/functions relate to/impact on this policy?</p> <p>Safeguarding procedures Health and safety Complaints Lone working Risk assessments Needs assessments Data protection</p> |

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| 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>Database of service users, getting to know you data, annual reports and customer feedback survey</p> |
| 7b | <p>If none, what data do you need to collate?</p> <p>none</p> |

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| 8 | <p>What does this information/data tell you? (Are there any gaps, trends, issues?)</p> <p>It tells us who is accessing the service, whether there are any gaps or trends. We compare year on year figures to monitor whether there are any changes in use and referrals</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 publicised in and through; posters, leaflets, neighbourhood offices, voluntary sector and other agencies, hospitals, at sign up, landlords forum, supporting people directory, on the internet, homeless directory. Can be self referral or third party referral with consent. Service is tailored to the individuals need and a support plan is created with them. Service is provided to people in their own homes. Support workers are allocated based on their language and skill | To develop a contact list in order to promote service and keep people up to date with any changes |
| Disability (e.g. physical / sensory / unseen) | ✓ | | Some employees are BSL trained. Leaflets available in pictorial format, browse aloud available on internet and large print copies available. Braille available upon request | |
| Gender/Sex (women/men) | ✓ | | | |
| Transgender | ✓ | | | |
| Race, Ethnicity, Culture (Asian, Black, Chinese, White, Mixed, Travellers and gypsies, other) | ✓ | | Support workers are allocated based on their language and skill, language line is also used, bilingual staff and leaflets available in other languages if requested | |

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| | 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, language) | ✓ | | | |
| | All | ✓ | | | |

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| | 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 | For all categories; service user data is broken down into equality strands, also use satisfaction and complaints data. | | |
| | Disability | | | |
| | Gender | | | |
| | Transgender | | | |
| | Race, Ethnicity, Culture | | | |
| | Religion, Belief | | | |
| | Sexuality | | | |

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| | Other protected groups | See above |
| | Other socially excluded groups | |
| b. | <p>What do you do with the data – how will it be used?</p> <p>It goes into the annual report and assist us in monitoring any gaps in service</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>There may be, as a result of raised awareness about the service to our partners</p> | |
| | Public Relations: | |
| 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> | |

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| 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>Leaflets, home life magazine, posters, through neighbourhood offices and by briefing partners</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: floating support service

| Question No. (Ref) | Action Required | Lead Officer | Person Responsible | Target Date | Progress |
|--------------------|---|--------------|--------------------|--------------|----------|
| 9 | Develop contact list of partners to promote the service to and keep up to date with any changes | Vicky Moses | | January 2012 | |
| 16 a | Publicise the impact assessment | Vicky Moses | Kashmir Randhawa | October 2011 | |
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| General | Conduct a new impact assessment when all actions have been completed | | | January 2012 | |

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