

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: Gas Repairs - Responsive
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? QAP ISO written with input from Gas Services by Quality Team
2	Lead Officer for this assessment: Adrian Evans
3	Officers assisting with this assessment: Humaa Noori
4	Executive Director: Chris Poulton
5	Date completed: 18/2/2011

The Impact Assessment	
6a	<p>Policy / Function - summarise the aims, objectives and purpose of the function or policy and service provided</p> <p>It is Landlords responsibility (Regulation 36) to maintain gas appliances (which are Sandwell Homes owned) in a safe working order.</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 dwellings in the Gas Servicing schedule which includes tenants and residents (EPH schemes such as Holly Grange)</p>
6c	<p>What other policies/procedures/functions relate to/impact on this policy?</p> <p>Service Standard, New Local Offer (CSI group), Gas Servicing</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 contact information held on Shape Customer satisfaction performance reports Customer Insights</p>
7b	<p>If none, what data do you need to collate?</p> <p>N/a</p>

8	<p>What does this information/data tell you? (Are there any gaps, trends, issues?)</p> <p>Low satisfaction performance results from 16-24 age group. Overall Gas customer satisfaction is above target. The largest complaint category is related to the delay in service, which is dependent on the resources available at the time to respond to Gas Repairs as soon as possible.</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)		✓	Low satisfaction in age group 16-24	Undertaking specific additional survey on this group
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)				

	All	✓		Access to service – to address access issues gas services offer out of hour's repairs/services. The purpose of the service is to ensure that all of our customers have gas appliances which are in safe working order and therefore is to ensure their safeguard and health and safety.	
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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	✓		
	<p>There has been a rise in customer complaints over certain periods however analysis of the nature of these complaints has shows that they are predominantly related to a delay in service, and due to the increased demand for gas repairs over the winter months the gas servicing engineers were unable to meet demand.</p> <p>We also acknowledge that day time appointments may not be suitable for everyone especially for those who are working or who have children. Therefore we also offer out of hours repairs.</p>			
	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	Engineers look at equality information on Shape before they go out to ensure that they meet the needs of customers. This information is also incorporated into satisfaction surveys through Customer Insights.		
	Disability	Same		

b.	Gender	Same
	Transgender	Same – note: There is limited information on this group for all of our tenants
	Race, Ethnicity, Culture	Same
	Religion, Belief	Same
	Sexuality	Same – note: There is limited information on this group for all of our tenants
	Other protected groups	Corporately we do not currently collate data on pregnancy and maternity and marriage and civil partnerships for our tenants.
	Other socially excluded groups	Same
12.	<p>What do you do with the data – how will it be used?</p> <p>Equality data is incorporated into customer satisfaction survey results to identify gaps and trends.</p> <p>Customer contact data is shared with Gas Engineers before they go out to a tenant's home so that they are aware of any needs highlighted by the customer to us.</p>	
13.	<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>Yes – we have identified a gap relating to lower satisfaction from the 16-24 age group and we are intending to carry out a further survey to investigate this (as highlighted in 9.</p>	
14.	<p>Do you need to alter the policy / function to incorporate under-represented groups? (provide details)</p> <p>No</p>	
	<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>Yes – improved satisfaction in 16-24 group.</p>
	<p>Public Relations:</p>
16.	<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>
17.	<p>How are you going to share positive outcomes / findings of this assessment? (add to action plan)</p> <p>Feedback outcome and findings through CSI group</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	<p>Signed (Lead Officer): Adrian Evans</p>
	<p>Conclusion: (to be completed by the <u>Executive Director</u>)</p>
19	<p>I agree / disagree with this assessment / action plan</p>
20	<p>If <i>disagree</i>, state action/s required, reasons and details of who is to carry them out with timescales:</p>
21	<p>Signed (Executive Director): Chris Poulton</p>
22	<p>Date: 20/4/2011</p>

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: Gas Repairs - Responsive

Question No. (Ref)	Action Required	Lead Officer	Person Responsible	Target Date	Progress
9/12	To carry out an additional survey with the 16-24 age group to identify why there are lower satisfaction levels.	Adrian Evans	Adrian Evans	October 2011	
17	To share the outcomes and findings of this assessment and any actions with the CSI group	Adrian Evans	Adrian Evans	October 2011	
General	Conduct a new impact assessment when all actions have been completed			December 2011	

Are there any actions within the action plan that need to be included in any other service area action plans? No