

**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: Housing Vulnerable People 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?  This was previously known as the Community Care Housing Service. The following were involved; the Community Care Division and young people.
2	Lead Officer for this assessment: Frankie Higgins
3	Officers assisting with this assessment: Belinda Blake
4	Executive Director: Adrian Scarrott
5	Date completed: 19/7/11

<b>The Impact Assessment</b>	
6a	<p><b>Policy / Function - summarise the aims, objectives and purpose of the function or policy and service provided</b></p> <p>The Housing Vulnerable People Service provides housing options and advice to individuals and agencies where a housing need has been identified and works with vulnerable people to identify appropriate housing and support.</p> <p><b>What specific groups is this policy designed to benefit /affect? (e.g., employees, people with disabilities, young people, tenants, residents)</b></p>
6b	<p>Any vulnerable people with mental health, learning disabilities, physical disabilities, older people, young people leaving care, young single homeless people, and teenage parents.</p> <p><b>What other policies/procedures/functions relate to/impact on this policy?</b></p>
6c	<p>Housing allocations policy, reviews and appeals policy, arrears policy, medical policy, hospital discharge policy, children subject to care proceedings, move on policy, adapted properties, children leaving care, single referral panel, hardship/ welfare policy.</p>

7a	<p><b>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)</b></p> <p>Getting to know you data, service user profiles, customer feedback every six months, and annual service reports.</p>
7b	<p><b>If none, what data do you need to collate?</b></p>

8	<p><b>What does this information/data tell you? (Are there any gaps, trends, issues?)</b></p> <p>It tells us the satisfaction levels with the service and whether there are any trends or issues occurring regarding re-housing vulnerable people.</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)	✓		Majority of referrals are made via professionals e.g. through social services, hospitals, occupational health, wardens, community alarms, carers and family members, housing officers. Referrals are made via internet, neighbourhood offices and through self referral by phoning up either the customer contact centre or team directly. The assessments are face to face and can be held anywhere within the borough including at home. Provides assistance and advice throughout the process to secure appropriate accommodation. <b>However, anyone may find it difficult to access the service without professional support</b>	

<p>Disability (e.g. physical / sensory / unseen)</p>	<p>✓</p>		<p>Majority of referrals are made via professionals e.g. through wardens, community alarms, social services, hospitals, occupational health, adult and children's disability teams, carers and family members. However, can make referrals via internet, neighbourhood offices and through self referral by phoning up either the customer contact centre or team directly. The assessments are face to face and can be held anywhere within the borough including at home. Provide BSL if needed. Advocates can support too. Work with vulnerable person's choice based lettings officer, Offices DDA compliant, provide or adapt properties that meet the person's individual need. Provide ongoing support if needed</p>	
<p>Gender/Sex (women/men)</p>	<p>✓</p>		<p>Majority of referrals are made via professionals e.g. through wardens, community alarms, social services, hospitals, occupational health, adult and children's disability teams, carers and family members. However, can make referrals via internet, neighbourhood offices and through self referral by phoning up either the customer contact centre or team directly. Provide specific service to young teenage mums and women fleeing domestic violence.</p>	

<p>Transgender</p>	<p>✓</p>		<p>Majority of referrals are made via professionals e.g. through wardens, community alarms, social services, hospitals, occupational health, carers and family members. However, can make referrals via internet, neighbourhood offices and through self referral by phoning up either the customer contact centre or team directly. The assessments are face to face and can be held anywhere within the borough including at home. Provides assistance and advice throughout the process to secure appropriate accommodation.</p>	
<p>Race, Ethnicity, Culture (Asian, Black, Chinese, White, Mixed, Travellers and gypsies, other)</p>	<p>✓</p>		<p>Majority of referrals are made via professionals e.g. through wardens, community alarms, social services, hospitals, occupational health, carers and family members. However, can make referrals via internet, neighbourhood offices and through self referral by phoning up either the customer contact centre or team directly. The assessments are face to face and can be held anywhere within the borough including at home. Translators available either through in-house translators or language line. Provides assistance and advice throughout the process to secure appropriate accommodation. Will try to accommodate in areas requested so that can receive cultural and faith support.</p>	

<p>Religion / Belief</p>	<p>✓</p>		<p>Majority of referrals are made via professionals e.g. through wardens, community alarms, social services, hospitals, occupational health, carers and family members. However, can make referrals via internet, neighbourhood offices and through self referral by phoning up either the customer contact centre or team directly. The assessments are face to face and can be held anywhere within the borough including at home. Provides assistance and advice throughout the process to secure appropriate accommodation. . Will try to accommodate in areas requested so that can receive cultural and faith support.</p>	
<p>Sexuality (lesbian, gay, bisexual)</p>	<p>✓</p>		<p>Majority of referrals are made via professionals e.g. through wardens, community alarms, social services, hospitals, occupational health, carers and family members. However, can make referrals via internet, neighbourhood offices and through self referral by phoning up either the customer contact centre or team directly. The assessments are face to face and can be held anywhere within the borough including at home. Provides assistance and advice throughout the process to secure appropriate accommodation.</p>	

<p>Other protected groups: pregnancy &amp; maternity, marriage and civil partnerships</p>	<p>✓</p>		<p>Majority of referrals are made via professionals e.g. through wardens, community alarms, social services, hospitals, occupational health, carers and family members. However, can make referrals via internet, neighbourhood offices and through self referral by phoning up either the customer contact centre or team directly. The assessments are face to face and can be held anywhere within the borough including at home. Provides assistance and advice throughout the process to secure appropriate accommodation. Provide support to teenage parents into and out of supported housing, families re-housed regardless of their make up.</p>	
<p>Other socially excluded groups (e.g., deprivation, low literacy, carers, language)</p> <p>Offenders with mental health</p> <p>Drug and alcohol dependency</p> <p>Asylum seekers</p>	<p>✓</p>		<p>Majority of referrals are made via professionals e.g. through wardens, community alarms, social services, hospitals, occupational health, carers and family members. However, can make referrals via internet, neighbourhood offices and through self referral by phoning up either the customer contact centre or team directly. The assessments are face to face and can be held anywhere within the borough including at home. Provides assistance and advice throughout the process to secure appropriate accommodation. Can offer extra support e.g. floating support and translators.</p>	
<p>All</p>	<p>✓</p>			

	<b>Evidence of Discrimination?</b> (Is the service being delivered the way the policy / procedure / function states it should be?)			
10	<b>Is there any evidence of discrimination against the following groups:</b> please refer to the guidance on the front page			
		<b>Yes</b>	<b>No</b>	<b>Don't Know</b>
				<b>Please give details:</b> <ul style="list-style-type: none"> <li><b>Obvious</b> – e.g. cases / complaints against your organisation , consultation</li> <li><b>Non-Obvious</b> – potential evidence of indirect / institutional discrimination: - statistical profiles / user information / commissioned research etc</li> </ul>
	Age		✓	
	Disability		✓	
	Gender		✓	
	Transgender		✓	
	Race, Ethnicity, Culture		✓	
	Religion / Belief		✓	
Sexuality		✓		
	Other protected groups		✓	
	Other socially excluded groups		✓	
	<b>Monitoring:</b>			
11 a.	<b>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)</b>			
	Age	We use customer / service user profile statistics, and the 6 monthly customers' satisfaction feedback.		
	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>Annual report is created and the information is shared with senior management team and funders. Elements of data are shared with providers and steering groups and feeds into business plans.</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>Yes need to need to carry out focus groups/ surveys on how best to publicise access to the service without professional help</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 &amp; marketing to specific targeted programme of activities? (provide details)</p> <p>Provide targeted marketing as a result of focus group/ survey input on how to access the service without professional help.</p>	
15.	<p>Will there be any specific improved service outcomes for groups/partners as a result of this assessment?</p> <p>Increased accessibility for potential service users as a result of targeted marketing.</p>	
	<p><b>Public Relations:</b></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>Available on the internet, need to produce further literature to publicise service and promote through professional and partners.</p>
17.	<p>How are you going to share positive outcomes / findings of this assessment? (add to action plan)</p> <p>Team brief, single referral panels and move on steering groups, internet</p>
	<p><b>Actions</b></p> <ol style="list-style-type: none"> <li>1. Complete the attached action plan addressing any issues / concerns identified in this assessment.</li> <li>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. <b>(See Action Plan)</b></li> </ol>
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:** Housing Vulnerable People Service

Question No. (Ref)	Action Required	Lead Officer	Person Responsible	Target Date	Progress
12	Carry out focus groups/ surveys with various equality groups to ask how service should be promoted publicised.	Frankie Higgins	Frankie Higgins	March 2012	
14	Targeted marketing campaigns / literature	Frankie Higgins	Frankie Higgins	March 2012	
17	Publicise outcomes of this assessment	Frankie Higgins	Frankie Higgins	September 2011	
General	Conduct a new impact assessment when all actions have been completed	Frankie Higgins	Frankie Higgins	May 2012	

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