

**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: Re-chargeable Repairs Procedure (QP9.3)
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?  Sandwell Homes Employees, Tenants/Tenant Groups
2	Lead Officer for this assessment: Steve Greenhouse
3	Officers assisting with this assessment: Sutinder Bassi, Kashmir Randhawa
4	Executive Director: Chris Poulton
5	Date completed: 31st August 2011

<b>The Impact Assessment</b>	
6a	<p>Policy / Function - summarise the aims, objectives and purpose of the function or policy and service provided</p> <p>In accordance with Sandwell Metropolitan Borough Council Tenancy Agreement; Re-charging repair work, to the property, identified as tenant's responsibility.</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>All Sandwell Homes' Tenants</p>
6c	<p>What other policies/procedures/functions relate to/impact on this policy?</p> <p>Repairs Process, Tenancy Agreement</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), Complaints / Enquiries Customer Satisfaction Data.</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>Information allows decisions to be taken with regard to who is re-charged i.e. a vulnerable tenant may have the charge waived.</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)

	<b>Positive Impact</b>	<b>Negative Impact</b>	<b>Comments / Concerns (please identify data used when making judgement)</b>	<b>Actions (Also include in your unit plan)</b>
Age (younger/older)			See comments in 'All' below	
Disability (e.g. physical/sensory / unseen)	A customer with a disability that affects their mobility will not be penalised with regard to forced entry.			
Gender/Sex (women/men)			See comments in 'All' below	
Transgender			See comments in 'All' below	
Race, Ethnicity, Culture (Asian, Black, Chinese, White, Mixed, Travellers and gypsies, other)			See comments in 'All' below	
Religion / Belief			See comments in 'All' below	
Sexuality (lesbian, gay, bisexual)			See comments in 'All' below	
Other protected groups: pregnancy & maternity, marriage and civil partnerships			See comments in 'All' below	
Other socially excluded groups (e.g., deprivation, low literacy, carers)			See comments in 'All' below	
All	The procedure allows for a re-charge to be waived in exceptional circumstances; and a payment plan			

	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
	Age		✓	
	Disability		✓	
	Gender		✓	
	Transgender		✓	
	Race, Ethnicity, Culture		✓	
	Religion/Belief		✓	
Sexuality		✓		
	Other protected groups		✓	
	Other socially excluded groups		✓	
No complaints received relating to equality issues				
Monitoring:				
11a.	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	The GTKY data ensures that tenants are charged within the procedure as laid down.  There is a requirement to undertake analysis of the profile of tenants being re-charged, using the GTKY data		
	Disability			
	Gender			
	Transgender			
	Race, Ethnicity, Culture			
	Religion, Belief			
	Sexuality			
	Other protected groups			
Other socially excluded groups				

b.	<p>What do you do with the data – how will it be used?</p> <p>Will identify trends as to who is re-charged, and any related issues.</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>None identified</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 &amp; 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>Do not know until the analysis has been carried out.</p>
	<p>Public Relations:</p>
16a.	<p>How will the following know about this assessment:</p> <p>Service users / general public )</p> <p>Employees ) To publish on the Internet and Intranet</p> <p>Partners )</p>
16b	<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>1. Included in the Tenancy Agreement</p> <p>2. In the ISO Procedure</p>

17	<p>How are you going to share positive outcomes / findings of this assessment? <b>(add to action plan)</b></p> <p>To share the outcomes with the Customer Service Improvement Group</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	<b>Signed (Executive Director):</b>
22	<b>Date:</b>

**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: The Repairs Process

Question No. (Ref)	Action Required	Lead Officer	Person Responsible	Target Date	Progress
11a	To analyse Customer Profile of those being re-charged	Steve Greenhouse	Andy Menzies	January 2012	
17	Share the assessment with CSI Group	Steve Greenhouse	Steve Greenhouse	January 2012	
General	Conduct a new impact assessment when all actions have been completed	Steve Greenhouse	Steve Greenhouse	September 2012	

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