

**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: Standard Satisfaction Surveys
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? Sonia Ward, Bill Tindale (VMS) & Service Managers agreed the format of the questions along with the Service Improvement Groups, Repairs, Wardens, Tenancy Support (Floating Support)
2	Lead Officer for this assessment: Tony Carty
3	Officers assisting with this assessment: Sukie Virk & Sonia Ward
4	Executive Director: Adrian Scarrott
5	Date completed: Tuesday 5 <sup>th</sup> July 2011

<b>The Impact Assessment</b>	
6a	<p><b>Policy / Function</b> - summarise the aims, objectives and purpose of the function or policy and service provided</p> <p>To gather satisfaction data, to analyse and identify areas for improvement for Sandwell Homes</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, Leaseholders, Sandwell Homes, Sandwell MBC, employee's, Service Areas, Partners (Gas), Decent Homes,</p>
6c	<p>What other policies/procedures/functions relate to/impact on this policy?</p> <ul style="list-style-type: none"> <li>• Service Improvement Plans</li> <li>• Unit Plans</li> <li>• Business Plans</li> <li>• Directorate Plans</li> <li>• Team Briefs</li> <li>• PPD's</li> </ul>

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> <ul style="list-style-type: none"> <li>• Analysing all Getting To Know You strands</li> <li>• Customer Feedback Reports <ul style="list-style-type: none"> <li>• Complaints</li> <li>• Satisfaction Data</li> <li>• Tenant inspectors Reports</li> <li>• Employee Suggestions</li> </ul> </li> </ul>
7b	<ul style="list-style-type: none"> <li>• Customer Suggestion Scheme</li> </ul> <p>If none, what data do you need to collate?</p>

	Not Applicable

8	<p>What does this information/data tell you? (Are there any gaps, trends, issues?)</p> <p>SHAPE Business Support cannot capture data (comments) on Repairs surveys</p> <p>Disabled People are usually more satisfied</p> <p>16-25 year olds are usually least satisfied</p> <p>Low scores from Asian communities for Responsive Repairs</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)	×		Information is captured – Satisfaction Surveys, Complaints, Compliments , Customer Insights	
Disability (e.g. physical / sensory / unseen)	×	×	Positive Impact Information is captured - Hard of hearing - Communication	Ensure that we capture information/data for all vulnerable groups
Gender/Sex (women/men)	×		Information is captured – Satisfaction Surveys, Complaints, Compliments , Customer Insights	
Transgender				
Race, Ethnicity, Culture (Asian, Black, Chinese, White, Mixed, Travellers and gypsies, other)	×	×	Positive Action Information is captured -Concerns about language barriers	Ensure we capture information from people who have specific needs ie people who experience language barriers ie people who require the Bi Lingual scheme or Language Line to communicate
Religion / Belief	×		Information is captured – Satisfaction Surveys, Complaints, Compliments , Customer Insights	
Sexuality (lesbian, gay, bisexual)	×		Information is captured – Satisfaction Surveys, Complaints, Compliments , Customer Insights	

	Other protected groups: pregnancy & maternity, marriage and civil partnerships	Not Applicable			
	Other socially excluded groups (e.g., deprivation, low literacy, carers, language)	Not Applicable			
	All				

	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	<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		x		All areas are captured using results from Satisfaction surveys, Complaints, Compliments, Customer Insights, Learning From Feedback reports
	Disability		x		All areas are captured using results from Satisfaction surveys, Complaints, Compliments, Customer Insights, Learning From Feedback reports
	Gender		x		All areas are captured using results from Satisfaction surveys, Complaints, Compliments, Customer Insights, Learning From Feedback reports
	Transgender			N/A	Not Applicable
	Race, Ethnicity, Culture		x		All areas are captured using results from Satisfaction surveys, Complaints, Compliments, Customer Insights, Learning From Feedback reports
	Religion / Belief		x		All areas are captured using results from Satisfaction surveys, Complaints, Compliments, Customer Insights, Learning From Feedback reports
	Sexuality		x		All areas are captured using results from Satisfaction surveys, Complaints, Compliments, Customer Insights, Learning From Feedback reports
	Other protected groups			N/A	Not Applicable
Other socially excluded groups			N/A	Not Applicable	
	<b>Monitoring:</b>				
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	All areas are captured using results from Satisfaction surveys, Complaints, Compliments, Customer Insights, Learning From Feedback reports			
	Disability	All areas are captured using results from Satisfaction surveys, Complaints, Compliments, Customer Insights, Learning From Feedback reports			
	Gender	All areas are captured using results from Satisfaction surveys, Complaints, Compliments, Customer Insights, Learning From Feedback reports			
	Transgender	Not Applicable			

b.	Race, Ethnicity, Culture	All areas are captured using results from Satisfaction surveys, Complaints, Compliments, Customer Insights, Learning From Feedback reports
	Religion, Belief	All areas are captured using results from Satisfaction surveys, Complaints, Compliments, Customer Insights, Learning From Feedback reports
	Sexuality	All areas are captured using results from Satisfaction surveys, Complaints, Compliments, Customer Insights, Learning From Feedback reports
	Other protected groups	Not Applicable
	Other socially excluded groups	Not Applicable
12.	<p>What do you do with the data – how will it be used?</p> <p>Data is used to inform :</p> <ul style="list-style-type: none"> <li>• Directorates</li> <li>• Service Managers</li> <li>• Service Reports</li> <li>• Homelife</li> <li>• Ezine</li> </ul>	
	<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>Internally - Business Support Team / Customer Services Centre</p> <p>Externally – Service Improvement User Groups</p>	
13.	<p>Do you need to alter the policy / function to incorporate under-represented groups? (provide details)</p> <ul style="list-style-type: none"> <li>• Hard of Hearing</li> <li>• Partially Sighted</li> <li>• Learning Difficulties/Mental Health</li> <li>• Illiteracy</li> </ul>	

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>Using results of monitoring to help identify areas where barriers may occur</p>
15.	<p>Will there be any specific improved service outcomes for groups/partners as a result of this assessment?</p> <p>Short – term may identify areas of concern, however, information once analysed should provide data which can be used to provide areas for improvement</p>
<p><b>Public Relations:</b></p>	
<p>16 a.</p> <p>16 b.</p> <p>17.</p>	<p>How will the following know about this assessment:</p> <p><b>Service users / general public</b></p> <ul style="list-style-type: none"> <li>• Homelife</li> <li>• Internet</li> </ul> <p><b>Employees</b></p> <ul style="list-style-type: none"> <li>• Published Reports/Surveys</li> <li>• Intranet</li> <li>• Ezine</li> </ul> <p><b>Partners</b></p> <ul style="list-style-type: none"> <li>• Sharing information from published reports/surveys</li> </ul>
<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 style="padding-left: 40px;">Internally Only</p> <p>How are you going to share positive outcomes / findings of this assessment? (add to action plan)</p> <ul style="list-style-type: none"> <li>• Articles in Homelife</li> <li>• Internet</li> <li>• Ezine</li> <li>• Team Briefs</li> </ul>	

	<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	<b>Signed (Lead Officer):</b>
	<b>Conclusion:</b> (to be completed by the <b><u>Executive Director</u></b> )
19	<b>I agree / disagree with this assessment / action plan</b>
20	<b>If <i>disagree</i>, state action/s required, reasons and details of who is to carry them out with timescales:</b>
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:** Standard Satisfaction Surveys

Question No. (Ref)	Action Required	Lead Officer	Person Responsible	Target Date	Progress
9 - Disability	Ensure that we capture information/data for all vulnerable groups	Tony Carty	Sonia Ward	December 2011	
9 – Race & Ethnicity	Ensure we capture information from people who have specific needs ie people who experience language barriers ie people who require the Bi Lingual scheme or Language Line to communicate	Tony Carty	Sonia Ward	December 2011	

General	Conduct a new impact assessment when all actions have been completed				
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Are there any actions within the action plan that need to be included in any other service area action plans?