

## Sandwell Homes

### Legislation - General duties:

As a social housing service provider, Sandwell Homes has a legal responsibility to ensure that:

#### **Race:**

- Eliminate unlawful racial discrimination
- Promote equality of opportunity
- Promote good relations between people of different racial groups

#### **Disability:**

- Promote equality of opportunity between disabled persons and other persons
- Eliminate discrimination that is unlawful under the Act
- Eliminate harassment of disabled persons that is related to their disabilities
- Promote positive attitudes towards disabled persons
- Encourage participation by disabled persons in public life
- Take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons

#### **Gender:**

- Eliminate unlawful discrimination and harassment on the grounds of sex
- Eliminate unlawful discrimination and harassment on the grounds of gender re-assignment
- Promote equality of opportunity between women and men
- Not to discriminate on the grounds of marital status

#### **Age, Sexuality, Religion and / or Belief, Transgender:**

- Eliminate direct discrimination
- Eliminate indirect discrimination
- Eliminate Harassment
- Eliminate Victimisation

# Equality Impact Assessment



## Sandwell Homes

If you require assistance completing this assessment, contact the Equality Team on: 6384 / 6030

1	<p>Title of Function/ Policy/ Procedure/ Service to be assessed: Supporting Vulnerable People to Live Independently – A Strategy Document</p>
	<p>Type of policy, function, procedure, service:</p> <p>Existing <input checked="" type="checkbox"/></p> <p>New/proposed <input type="checkbox"/></p> <p>Changed <input type="checkbox"/></p>
	<p>Who has been involved in writing/reviewing this policy/procedure/function? Sue Johnson – Community Care (Housing) Manager Neville Rowe – Partnerships and Housing Directorate</p> <p>Were any customers/employees/equality groups involved in writing/reviewing this policy/function/procedure/service? Attendees at consultation event June 2008 – stakeholders from range of voluntary and statutory organisations Employees of Community care Division Operations Directorate Management Team</p>
2	<p>Lead Officer for this assessment: Sue Johnson</p>
3	<p>Officers assisting with this assessment: Kashmir Randhawa – Equality Manager and Mandy Saunders – Equality Co-ordinator</p>
4	<p>Executive Director: Adrian Scarrott</p>
5	<p>Date completed: 21/6/2010</p>

## The Impact Assessment

6 Policy / Function: (summarise the aims, objectives and purpose of the function or policy and service provided)

Sandwell Homes' first strategy on supporting vulnerable people.

- It demonstrates our commitment and duty of care to support vulnerable people through direct service provision or through partnership working.
- It provides a definition of vulnerability
- It recognises and attempts to identify the needs of vulnerable people and the diversity of those needs
- It provides information on existing support services
- It identifies future development
- It clarifies Housing's role in supporting people to live independently

What specific groups is this policy designed to benefit /affect? (e.g., employees, people with disabilities, young people)

Vulnerable Adults

Those who might be potentially vulnerable may include but are not limited to:

- Older people with support needs
- People with a physical or sensory disability
- People with a learning disability
- People with mental health difficulties
- People with alcohol problems
- People with drug problems
- People with HIV or Aids
- People who are seriously ill
- Refugees
- Teenage parents
- People suffering domestic abuse
- Homeless families
- Single homeless people
- Young people leaving care
- People considered to be financially excluded
- People who have a history of failed tenancies
- People who have difficulty in understanding, speaking or reading English

	<p>What other policies/procedures/functions relate to/impact on this policy?</p> <p>Supporting people services provided by Sandwell Homes</p> <p>Housing Options function</p> <p>Financial Inclusion Strategy</p> <p>Allocations Policy</p> <p>Anti Social behaviour function</p> <p>Housing Management function</p>
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7	<p>What existing information / data do you have on the community/equality groups in relation to this service/policy/function/procedure? (Equalities profile, service reports, customer feedback etc)</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Getting to Know You data</td> <td>Status Survey</td> </tr> <tr> <td>Community Care Data</td> <td>Customer feedback through surveys</td> </tr> <tr> <td>Housing Options Data</td> <td>Information through referral process</td> </tr> </table> <p>If none, what data do you need to collate?</p>	Getting to Know You data	Status Survey	Community Care Data	Customer feedback through surveys	Housing Options Data	Information through referral process
Getting to Know You data	Status Survey						
Community Care Data	Customer feedback through surveys						
Housing Options Data	Information through referral process						

8	<p>What does this information/data tell you? (Are there any gaps, trends, issues?)</p> <p>Identifies emerging issues – lack of service for offenders, drug and alcohol users, hoarders</p> <p>Lack of information and actions re vulnerable people who are subject to hate crime</p> <p>Lack of procedures re vulnerable people who are or who are about to be made homeless through eviction</p> <p>How to support people who do not engage</p>
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9	In light of the data and your own knowledge and awareness, please identify whether the policy has a positive, negative or neutral impact on the groups specified below, in relation to equal access. (please refer to the general duties on the front page)				
	Positive Impact	Negative Impact	Neutral Impact	Comments / Concerns (please identify data used when making judgement)	Actions (Also include in your unit plan)
Age (younger/older)	✓ 18plus		✓ Under 18	Strategy applies to over 18 only Below 18 is part of children procedures and safeguarding	
Disability (e.g. physical / sensory / unseen)	✓				
Gender (women/men)	✓				
Transgender		✓		There is no specific reference to this group and lack of awareness amongst managers and frontline staff	Feedback from Gender Advisory Group to be included in strategy Raise need for frontline staff to undertake awareness training
Race, Ethnicity, Culture (Asian, Black, Chinese, White, Mixed, Travellers and gypsies, other)	✓		✓ Gypsy/traveller groups	Little to no engagement or contact with gypsy/travellers, resulting in lack of awareness or needs.	Contact SMBC with view to establish links with gypsy/traveller community. Include gypsy/traveller community in marketing strategy
Religion, Belief	✓				

	Sexuality (lesbian, gay, bisexual)	✓				<p>To include in marketing strategy</p> <p>Raise need of older LGB</p> <p>Raise need of older people affected by Domestic Abuse</p>
	Other socially excluded groups (e.g., deprivation, low literacy, carers)	✓		✓ Vulnerable older people in private sector	<p>Concerns that most communication undertaken formally and in writing which will have negative impact on people with language difficulties , low literacy .</p> <p>Low take up of services by Older people in private sector – do not know about council services</p>	<p>Strengthen strategy to improve communication by people visiting people in their own homes.</p> <p>Promote services to older people in the private sector</p> <p>Monitor vulnerability due to hate crime.</p>

	<b>Evidence of Discrimination? (Is the service being delivered the way the policy / procedure / function states it should be?)</b>			
10	<b>Is there any evidence of discrimination against the following groups: (are any groups affected in different ways to others?)</b>			
	please refer to the general duties 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			✓	Gypsies/Traveller groups – as above
Religion / Belief		✓		
Sexuality		✓		
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	Complaints Numbers of referrals Satisfaction surveys Referral and assessment process		
	Disability	Ditto		
	Gender	Ditto		
	Transgender	Do not monitor		
	Race, Ethnicity, Culture	As “Age”		
	Religion, Belief	As “Age”		

	Sexuality	As "Age"
	Other socially excluded groups	Referral and assessment process Do not currently monitor vulnerability due to <b>health crime</b>
b,	<p>What do you do with the data – how will it be used?</p> <p>To identify groups of people not currently reached.</p> <p>To identify trends, emerging issues</p> <p>To enable reshape of service to meet need – develop workforce skills through training or recruitment</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 Q.8? (provide details)</p> <p>Contact SMBC re info on existing user groups for Gypsy/travellers</p> <p>Make further contact with G.A.B to promote services</p>	
13	<p>Do you need to alter the policy / function to incorporate under-represented groups? (provide details)</p> <p>Include transgender as a specific group</p> <p>Include gypsy/traveller groups</p> <p>Strengthen approach to improve communication with people who have low literacy levels – telephone, home visit, follow-up letter with a phone call.</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>Marketing to include gypsy/traveller</p> <p>People in private sector</p> <p>Transgender people</p>	

15	<p>Will there be any specific improved service outcomes for groups/partners as a result of this assessment?</p> <p>Improve access to services and support</p> <p>Improved quality of life indicators – safety and security, improved sense of well being, participating in community activities, increased numbers of people achieving independent living</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 celebrate positive outcomes/findings of this assessment? (add to action plan)</p> <p>Report on performance</p> <p>Team Briefs</p> <p>Share positive outcomes with partners and agencies supporting vulnerable people – eg Annual report, events,</p> <p>Newsletters to customers</p> <p>E zine and Homelife</p>
	<p>Actions</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	<p>Signed (Lead Officer): Sue Johnson</p>
19	<p>Date: 28<sup>th</sup> June 2010</p>

	<b>Conclusion:</b> (to be completed by the <a href="#">Executive Director</a> )
20	I agree / disagree with this assessment / action plan
21	If <i>disagree</i> , state action/s required, reasons and details of who is to carry them out with timescales:
22	<b>Signed (Executive Director):</b> <a href="#">A Scarrott</a>
23	<b>Date:</b> <a href="#">14.9.10</a>

[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: Supporting Vulnerable People to Live Independently – A Strategy Document**

Question No. (Ref)	Action Required	Lead Officer	Person Responsible	Target Date	Progress
7. Transgender	Feedback from Gender Advisory Group re Transgender to be included in strategy	Sue Johnson	Sue Johnson	Oct 2010	
7. Race,ethnicity,culture	Raise need for frontline staff to undertake awareness training	Sue Johnson	Sue Johnson	March 2011	
7. Sexuality	Lesbian, gay and bisexual to be included in marketing strategy Raise need of older LGB Raise need of older people affected by Domestic Abuse	Sue Johnson		March 2011	
7. Other socially excluded groups	Strengthen strategy to improve communication by people visiting people in their own homes.  Promote services to older people in the private sector	Sue Johnson		March 2011	

	<p>Monitor vulnerability due to hate crime.</p> <p>Raise need of older people affected by Domestic Abuse</p>				
9c .	Contact SMBC re info on existing user groups for Gypsy/travellers	Sue Johnson		August 2010	
	Make further contact w/ G.A.B to promote services	Sue Johnson			
9d	<p>Include transgender as a specific group</p> <p>Include gypsy/traveller groups</p> <p>Strengthen approach to improve communication with people who have low literacy levels – telephone, home visit, follow up letter with a phone call.</p> <p>Include hate crime in strategy and identify groups at high risk</p> <p>Marketing to include gypsy/traveller</p> <p>People in private sector</p> <p>Transgender people</p>	Sue Johnson			

12.	Publicise EIA on Internet and Intranet  Discuss positive outcomes of assessment at Team Briefings and in appropriate publications – E Zine , Homelife	Sue Johnson			
General	Conduct a new impact assessment when all actions have been completed	Sue Johnson			

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