

**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: Tenant Inspectorate Project
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 & Jan Macmillan (SCIPS) The pilot scheme with TPAS & Sandwell Homes involved Service Users. 'A Toolkit for Tenant Auditors & Inspectors' document was produced and is available from <a href="http://www.tpas.org.uk">www.tpas.org.uk</a>
2	Lead Officer for this assessment: Sonia Ward
3	Officers assisting with this assessment: Tony Carty, Humaa Noori
4	Executive Director: Adrian Scarrott
5	Date completed: 24 <sup>th</sup> February 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>Improve service by tenant led inspections, gaining an independent view from customers &amp; ensuring that there is a customer focus in monitoring the service</p>
6b	<p><b>What specific groups is this policy designed to benefit /affect?</b> (e.g., employees, people with disabilities, young people, tenants, residents)</p> <p>Tenants</p>
6c	<p><b>What other policies/procedures/functions relate to/impact on this policy?</b></p> <p>ISO Procedures, Service Standards, Service Improvement Plans, Unit Plans</p>

7a	<p><b>What existing information / data do you have on the community/equality groups in relation to this service/policy/function/procedure?</b> (customer profiles, service reports, customer feedback, complaints etc)</p> <p>Profile of Current Tenant Inspectors – Held data on the TI's</p> <p>EG: Age, gender, ethnicity, sexuality, disability, religion, vulnerability, town.</p>
7b	<p><b>If none, what data do you need to collate?</b></p> <p>Not Applicable</p>

8	<p><b>What does this information/data tell you?</b> (Are there any gaps, trends, issues?) Tenant Inspectors are under-represented in the Rowley &amp; Wednesbury Town areas – No Tenant Inspectors are under 40 yrs – TI's are predominately female – Not all religions represented – 75% of TI's are disabled-No Asians or Mixed race groups are represented.</p>
---	--

9

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)		×	No under 40's are represented but marketing campaigns encourage all users – targeted HSP's / TRA's	Unintentionally people are not involved. Have tried evening meetings to accommodate all groups, but project is predominantly day-time so may not encourage younger people to join.
Disability (e.g. physical / sensory / unseen)	×		75% of all current Tenant Inspectors are disabled	
Gender/Sex (women/men)	×		Females represented on project is in line with tenant base data	
Transgender		×	No information collated corporately	
Race, Ethnicity, Culture (Asian, Black, Chinese, White, Mixed, Travellers and gypsies, other)	×	×	Are represented by population – Potential negative impact only White & Black communities.	No Action – All customers are invited to take part – Promoted equally via the internet and Neighbourhood offices – Customers need to express an interest
Religion / Belief	×	×	Proportionate to customer base under-represented across religions & may have an impact on current or new inspectors	No Action – All customers are invited to take part – Promoted equally via the internet and Neighbourhood offices – Customers need to express an interest
Sexuality (lesbian, gay, bisexual)	×		Representative of customer base	

	Other protected groups: pregnancy & maternity, marriage and civil partnerships	×	×	Open for all to join - Health & Safety would need to be discussed for pregnant women carrying out TI tasks	
	Other socially excluded groups (e.g., deprivation, low literacy, carers, language)	×	×	Language barrier to carrying out role of TI – leaflets have straplines/ Homelife magazine	Review processes & budgets to accommodate customer where language or any other barrier exists
	All	×		Purpose of the project to improve the service to all	

	<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		×		Unintentionally
	Religion / Belief		×		Unintentionally
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</b> (please explain)				
	Age	Information is monitored against the Getting To Know You data available			
	Disability	Information is monitored against the Getting To Know You data available			
	Gender	Information is monitored against the Getting To Know You data available			
	Transgender	Low level of corporate information available			
	Race, Ethnicity, Culture	Information is monitored against the Getting To Know You data available			
	Religion, Belief	Information is monitored against the Getting To Know You data available			
	Sexuality	Information is monitored against the Getting To Know You data available			

	Other protected groups	Information is monitored against the Getting To Know You data available
	Other socially excluded groups	Information is monitored against the Getting To Know You data available
b.	<p>What do you do with the data – how will it be used?</p> <p>Recruitment stage – use Getting You Know You information to target under-represented groups where possible</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>Not currently, but reviewed if recruitment is successful</p>	
13.	<p>Do you need to alter the policy / function to incorporate under-represented groups? (provide details)</p> <p>Not Applicable</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>See Number 11 &amp; 12 above</p>	
15.	<p>Will there be any specific improved service outcomes for groups/partners as a result of this assessment?</p> <p>Awareness &amp; involvement of diverse groups</p>	
	<p>Public Relations:</p>	
16 a.	<p>How will the following know about this assessment:</p> <p>Service users / general public <u>Internet</u></p> <p>Employees <u>Intranet</u></p> <p>Partners <u>SCIPS</u></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>Publicity – Future Information Share information with Tenant Inspectors</p>
17.	<p>How are you going to share positive outcomes / findings of this assessment? <b>(add to action plan)</b></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	<p><b>Signed (Lead Officer): Sonia Ward</b></p>
	<p><b>Conclusion:</b> (to be completed by the <u><b>Executive Director</b></u>)</p>
19	<p>I agree / <del>disagree</del> 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><b>Signed (Executive Director): Adrian Scarrott</b></p>
22	<p><b>Date: 12/4/2011</b></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:** Tenant Inspectorate Project

Question No. (Ref)	Action Required	Lead Officer	Person Responsible	Target Date	Progress
9	Assess requirements of communication needs for customer if relevant	Sonia Ward	Sonia Ward	Ongoing	
11/12	Use GTKY information to carryout targeted promotion and recruitment to under-represented groups	Sonia Ward	Sonia Ward	Ongoing	
17	Share information with customers	Sonia Ward	Sonia Ward	Ongoing	
General	Conduct a new impact assessment when all actions have been completed			April 2012	

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