

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: Warden 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? The warden service has been in place since the early 1980's and was owned by SMBC. It transferred to SMBC Housing Service in 1991/2 and then moved across to Sandwell Homes when it became an ALMO. It is not known who was involved in its development. The service is currently being reviewed by SMBC
2	Lead Officer for this assessment: Louise Butler
3	Officers assisting with this assessment: Belinda Blake
4	Executive Director: Adrian Scarrott
5	Date completed: 4/8/11

The Impact Assessment	
6a	<p>Policy / Function - summarise the aims, objectives and purpose of the function or policy and service provided</p> <p>The warden service offers support to older or vulnerable people to maintain independence in their own home.</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>People with disabilities, physical ailments, older people over 55, people with safeguarding issues, isolated people, people who are terminally ill, residents and tenants.</p>
6c	<p>What other policies/procedures/functions relate to/impact on this policy?</p> <p>Safeguarding policy, health and safety, data protection, confidentiality, equal opportunities, complaints, code of conduct, respect and dignity at work, dealing with challenging behaviour, first-aid at work, lifting and handling, lone working, consultation with service users, referral and eligibility criteria.</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 data, customer profiles data, vision management system re; customer satisfaction, complaints data on shape, tenant inspections, supporting people review</p>
7b	<p>If none, what data do you need to collate?</p> <p>None</p>

8	<p>What does this information/data tell you? (Are there any gaps, trends, issues?)</p> <p>It tells us who uses the service, how useful the service is, any issues and complaints, and maps users.</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)	✓		APPLIES TO ALL CATEGORIES: Service is designed to support older people (Younger people access floating support). Referrals can be made via; housing officers at sign up, adult services, hospital discharge, GP, family or self referral. Advertised through; easy read leaflets; on the internet/ intranet, Browse aloud and offered in other formats. Also hold road shows / demonstrations at community groups. Service is received in own home through face to face contact. Service is tailored to clients need.	
Disability (e.g. physical / sensory / unseen)	✓		As above. Also have wardens who are BSL trained	
Gender/Sex (women/men)	✓		There is the opportunity to have same sex warden if requested	
Transgender	✓			
Race, Ethnicity, Culture (Asian, Black, Chinese, White, Mixed, Travellers and gypsies, other)	✓		There is the opportunity to have same sex warden if requested. Bi lingual wardens available, translators and language line can be used.	
Religion / Belief	✓		Mindful of holy days and religious festivals when organising visits.	

Sexuality (lesbian, gay, bisexual)	✓		Employees have been on LGBT (lesbian, gay, bi-sexual & transgender) awareness training.	
Other protected groups: pregnancy & maternity, marriage and civil partnerships	✓			
Other socially excluded groups (e.g., deprivation, low literacy, carers, language)	✓		Service is free if on benefits, otherwise a nominal fee is payable, if the customer has over £1600 in savings	
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	Please give details: <ul style="list-style-type: none"> • Obvious – e.g. cases / complaints against your organisation , consultation • Non-Obvious – potential evidence of indirect / institutional discrimination: - statistical profiles / user information / commissioned research etc
	Age		✓		Applies to all categories: no complaints received about service provided, user satisfaction data demonstrates this and user profile data demonstrates we meet equality targets.
	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	
	Monitoring:				
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	Applies to all categories: we monitor equality by using the user profiles, VMS data, getting to know you data, equality targets.			
	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>Profile data helps us identify what support is needed and satisfaction data is used to identify any issues or problems</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>NO</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 & 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>NO</p>	
	<p>Public Relations:</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>Via easy read leaflets, internet, in the home life magazine, NHS plasma screens, GP surgeries,, libraries, council house, neighbourhood offices</p>
17.	<p>How are you going to share positive outcomes / findings of this assessment? (add to action plan)</p> <p>In the annual report and by publishing it on the internet</p>
	<p>Actions</p> <ol style="list-style-type: none"> 1. Complete the attached action plan addressing any issues / concerns identified in this assessment. 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. (See Action Plan)
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: ____ wardens service

Question No. (Ref)	Action Required	Lead Officer	Person Responsible	Target Date	Progress
17	To publicise the finding of this EIA in annual report	Louise Butler	Louise Butler	January 2012	
17	To publicise the EIA on the internet / intranet	Louise Butler	Kashmir Randhawa		
General	Conduct a new impact assessment when all actions have been completed				

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