

**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: External website
1b	Type of policy, function, procedure, service: Existing <input type="checkbox"/> New/proposed <input type="checkbox"/> Changed <input checked="" type="checkbox"/>
1c	Who has been involved in writing/reviewing this policy/procedure/function? Which specific groups were involved?  Web champions, tenant consultation groups, disabled tenants
2	Lead Officer for this assessment: Andrew Walton
3	Officers assisting with this assessment: Belinda Blake
4	Executive Director: Paul Field
5	Date completed: 12/7/11

<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 provide online services to customers and to provide information and news about what services Sandwell Homes offer</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>everyone</p>
6c	<p><b>What other policies/procedures/functions relate to/impact on this policy?</b></p> <p>None. However, there is a digital communication strategy being developed at the moment</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>Google analytics, local internet usage trends data.</p>
7b	<p><b>If none, what data do you need to collate?</b></p> <p>Need to collect and collate equality data re usage</p>

8	<p><b>What does this information/data tell you?</b> (Are there any gaps, trends, issues?)</p> <p>We don't know at the moment who is accessing/ using the site</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)	✓		Website accessible via computers and mobile phones. Can be accessed anywhere where there is internet access. All services accessible from front home page. Information available via digital TV 'looking local' , access via libraries, information at neighbourhood offices, provided training on internet use	
Disability (e.g. physical / sensory / unseen)	✓		Provides browse aloud, zoom in, easy read documents, others can access it on their behalf  Information available via digital TV 'looking local' , access via libraries, information at neighbourhood offices, provided training on internet use	
Gender/Sex (women/men)	✓			
Transgender	✓			
Race, Ethnicity, Culture (Asian, Black, Chinese, White, Mixed, Travellers and gypsies, other)	✓		Translations available  Browse aloud for those who cannot read.	
Religion / Belief	✓			
Sexuality (lesbian, gay, bisexual)	✓			

	Other protected groups: pregnancy & maternity, marriage and civil partnerships	✓			
	Other socially excluded groups (e.g., deprivation, low literacy, carers, language)	✓		Information available via digital TV 'looking local' , access via libraries, information at neighbourhood offices, provided training on internet use	
	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		✓	No complaints received
	Disability		✓	No complaints received
	Gender		✓	No complaints received
	Transgender		✓	No complaints received
	Race, Ethnicity, Culture		✓	No complaints received
	Religion / Belief		✓	No complaints received
	Sexuality		✓	No complaints received
	Other protected groups		✓	No complaints received
	Other socially excluded groups		✓	No complaints received
<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	At the moment no monitoring is carried out re usage and satisfaction		
	Disability	At the moment no monitoring is carried out re usage and satisfaction		
	Gender	At the moment no monitoring is carried out re usage and satisfaction		
	Transgender	At the moment no monitoring is carried out re usage and satisfaction		
	Race, Ethnicity, Culture	At the moment no monitoring is carried out re usage and satisfaction		
	Religion, Belief	At the moment no monitoring is carried out re usage and satisfaction		
	Sexuality	At the moment no monitoring is carried out re usage and satisfaction		

	Other protected groups	At the moment no monitoring is carried out re usage and satisfaction
	Other socially excluded groups	At the moment no monitoring is carried out re usage and satisfaction
b.	<p>12. What do you do with the data – how will it be used?</p> <p>Once the data is collected this will help us review the accessibility and ease of use of the website</p>	
	<p>13. 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>	
	<p>13. Do you need to alter the policy / function to incorporate under-represented groups? (provide details)</p> <p>no</p>	
	<p>14. 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>	
	<p>15. Will there be any specific improved service outcomes for groups/partners as a result of this assessment?</p> <p>Possibly as a result of carrying out the survey. The survey may identify issues and once these have been addressed there could be improved service outcomes.</p>	
	<p><b>Public Relations:</b></p>	
16 a.	<p>How will the following know about this assessment:</p> <p>Service users / general public <del>published on the internet</del> _____</p> <p>Employees <del>published on the intranet</del> _____</p> <p>Partners <del>published on the internet</del> _____</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>It is search engine optimised, promoted at sign up for new tenants, running PR campaigns</p>
17.	<p>How are you going to share positive outcomes / findings of this assessment? (add to action plan)</p> <p>Promote it via home life magazine and on website</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:**       website      

Question No. (Ref)	Action Required	Lead Officer	Person Responsible	Target Date	Progress
7B and 11A	To collect, collate and analyse usage data re equality strands	Andrew Walton	Andrew Walton	31/10/11	
General	Conduct a new impact assessment when all actions have been completed	Andrew Walton	Andrew Walton		

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