

BLACKPOOL COASTAL HOUSING EQUALITY IMPACT ASSESSMENT RECORD



Team or service area leading the assessment

Title of policy/service/function

Date assessment completed

Details of person completing record

Name

Job Title

Telephone

email

Details of person signing record off

Name

Job Title

Telephone

email

STEP 1 - Identifying The Purpose Or Aims

1.1 What type of policy/service/function is this?

Existing	<input type="checkbox"/>
New/Proposed	<input checked="" type="checkbox"/>
Changing/Updated	<input type="checkbox"/>

1.2 Aim of policy/service/function

The Single Equality Scheme sets out BCH's equality and diversity commitment in terms of employment, service delivery and decision-making and scrutiny processes.

1.3 Outline of any proposals being considered

The Single Equality Scheme aims to provide a structured response to improving equality and diversity.

1.4 Why are the proposals being made – for what reason?

The Single Equality Scheme will support BCH to meet the minimum standards required by the Equality Bill and Local Government Equality Standard and support the development of the capacity to exceed these standards.

1.5 What outcomes do we want to achieve?

Leadership, corporate culture and commitment are supporting a robust inclusive approach to equality and diversity and our approach is contributing to sustainable cohesive communities.

Community engagement, customer involvement, and accountability play a key part in our approach to equality and diversity and can be shown to be making a difference to our communities.

Equality and Diversity play a key and integral part in our approach to providing access to services, service delivery, and customer care, and all customers benefit as a result.

Equality and diversity play a key part in our approach to employment and training and staff, customers and the business all benefit from a diverse and representative workforce.

1.6 Who is the policy/service/function intended to benefit?

All BCH customers and the communities that they live in.

1.7 Who are the main stakeholders/customers/communities of interest?

All BCH customers and the communities that they live in.

1.8 Does the policy/service/function have any existing aims in relation to equality, social inclusion or community cohesion?

The Single Equality Scheme replaces separate schemes currently in place for separate equality strands.

BCH has made a strategic commitment to adopting a Single Equality Scheme (SES) approach. The reasons for this include:

- A recognition that inequalities are rarely experienced in isolation, but are often interdependent; a desire to strive for a holistic approach to service planning and delivery, rather than uncoordinated initiatives;
- A determination to see customers as real people, rather than as 'cases';
- A commitment to maximising the impact of resources and investment.

1.9 How is the resulting policy/service/function being delivered?

In order to ensure that all stakeholders benefit from our approach to meeting our equality duties BCH has prioritised five areas for improvement that will support the achievement of the outcomes we are seeking.

- Knowing our communities and equality mapping
- Place shaping, leadership, partnership and organisational commitment
- Community Engagement and Satisfaction
- Responsive services and customer care
- A modern and diverse workforce

Work will be required in parts of the organisation at all levels to achieve successful outcomes.

STEP 2 – Considering Existing Information & What This Tells You

Summarise the main data/research and performance management information in the boxes below

2.1 Data/Information

	BCH	Blackpool
Customers that have been tenants for two years or less	30%	N/A
Customers that have been tenants for more than 10 years	51%	N/A
One person households	66%	36%
BME customers	3%	2%
LGBT customers	6%	10%
Customers who use a wheelchair	13%	Not available
Long term illness or disability	70%	25%
Under 25	3%	28%
Over 65	41%	20%
Males	48%	48%
Females	52%	52%
Customers with a stated faith	73%	78%
Employed	15%	67%
Unemployed	7%	3%
Permanently sick or disabled	29%	9%
Retired customers	42%	Not available
Customers who get Housing Benefit	80%	13%

2.2 Key Findings From STATUS

In October 2008 Blackpool Coastal Housing commissioned BMG Research Ltd (BMG) to carry out a postal STATUS survey amongst its customers.

A STATUS Survey is a standardised survey of the satisfaction levels of general needs tenants that BCH is required to undertake once every two years. The overall objective of the survey is to learn about levels of customer satisfaction within key service areas.

Customer Profile

Length of tenancy/leasehold	Tenants %
Under 1 year	10
1 – 2 years	15
3 – 5 years	15
6 – 10 years	16
11 – 20 years	18
21+ years	23
Don't know/ can't remember	2
Not provided	2

Length of time in current property	Tenants %
Under 1 year	12
1 – 2 years	17
3 – 5 years	17
6 – 10 years	17
11 – 20 years	16
21+ years	17
Don't know/ can't remember	1
Not provided	4

Number of People In Household	Tenants %
One	64
Two	24
Three	5
Four	3
Five or more	2
Not provided	2

Number of people aged under 16 in household	Tenant %
None	87
One	6
Two	3
Three	1
Four or more	1
Not provided	2

Number of people aged over 60 in household	Tenant %
None	41
One	47
Two	9
Not provided	3

Household makeup	Tenant %
One adult under 60	23
One adult aged 60 or over	40
Two adults both under 60	7
Two adults, at least one 60 or over	13
Three or more adults, 16 or over	2
1-parent family with child/ren, at least one under 16	6
2-parent family with child/ren, at least one under 16	4
Other	3
Not provided	3

Ethnicity	Tenants %
White – British	96
White – Irish	1
White – other	0
Mixed (White and Black Caribbean)	*
Mixed (White and Black African)	*
Mixed (White and Asian)	*
Mixed (other)	*
Asian – Indian	*
Asian – Bangladeshi	*
Black – Caribbean	*
Black – African	*
Chinese	*
Other ethnic group	*
Not applicable	-
Not provided	1

* less than 1%

Gender	Tenants %
Male	46
Female	48
Not provided	6

Disability in household	Tenants %
Yes	69
No	28
Don't know	1
Not provided	3

Wheelchair user in household	Tenants %
Yes	14
No	83
Don't know	*
Not provided	4

* less than 1%

Employment status - Tenant	Tenants %
Employee in full time job (30 hours or more per week)	8
Employee in part time job (less than 30 hours per week)	5
Self-employed (full- or part-time)	*
Government supported training	*
Unemployed & available for work	6
Wholly retired from work	36
Full-time education at school etc.	1
Looking after the family or home	5
Permanently sick or disabled	25
Doing something else	1
Not provided	14

* less than 1%

Employment status Partner / Spouse	Partner / Spouse %
Employee in full time job (30 hours or more per week)	2
Employee in part time job (less than 30 hours per week)	1
Self-employed (full- or part-time)	*
Unemployed & available for work	1
Wholly retired from work	7
Full-time education at school etc.	*
Looking after the family or home	2
Permanently sick or disabled	6
Doing something else	*
Not applicable	72
Not provided	9

* less than 1%

Age	Tenants %
16 – 24 years	3
25 – 34 years	6
35 – 44 years	10
45 – 54 years	14
55 – 59 years	9
60 – 64 years	14
65 – 74 years	19
75 – 84 years	14
85+ years	6
Not applicable	-
Not provided	5

Religion	Tenants %
None	20
Christian (all)	66
Buddhist	*
Jewish	*
Muslim	1
Other	2
Prefer not to say	5
Not provided	6

* less than 1%

Sexuality	Tenants %
Heterosexual	62
Gay man	2
Gay woman	1
Bisexual	1
Other	3
Prefer not to say	13
Not provided	18

Receives housing benefit	Tenants %
Yes	60
No	13
Don't know	2
Not provided	25

Sources of income	Tenants %
Earnings from employment or self employment	14
Pension from a former employer	11
State pension	45
Child benefit	9
Income support	33
Other state benefits	32
Tax credits	12
Interest from savings	2
Other kinds of regular allowance from outside the household	1
Other sources	5
No source of income	*
Not provided	9

* less than 1%

Net income	Tenants %
Up to £99 per week	21
£100 - £199 per week	38
£200 - £299 per week	14
£300 - £399 per week	3
£400 - £499 per week	1
£500 - £599 per week	*
£1000 + per week	*
Not provided	23

* less than 1%

Overall Satisfaction With Services

Over eight in ten (82%) tenants were satisfied with the overall service provided by Blackpool Coastal Housing, with over two fifths (42%) very satisfied. In contrast, one in ten (10%) tenants were dissatisfied, with just 4% very dissatisfied,

Tenants who expressed a higher level of satisfaction tended to be:

- Non working age tenants
- Non BME aged 65 and over
- Non BME aged 35-64
- BME tenants aged 35-64
- Multi adult households and single adult households aged over 60
- Tenants who have been a tenant for 21 years or more
- Wholly retired tenants
- Tenants satisfied with the repairs and maintenance service

- Tenants satisfied that their views are taken into account
- Tenants who feel the service from Blackpool Coastal Housing has got better over the last 12 months
- Mereside off estate tenants

Tenants who expressed higher levels of dissatisfaction tended to be:

- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their home
- Tenants who use wheelchairs
- Tenants dissatisfied with their neighbourhood as a place to live
- Tenants who feel they are poorly informed
- Tenants who are dissatisfied that their rent offers value for money
- Queens Park on estate tenants

Service Improvement

Over half (51%) of tenants indicated that the service had got better in the last 12 months. Fewer than one in ten (7%) felt the service had got worse and around a third (35%) indicated it had stayed the same.

Tenants who tended to rate their services as getting better in the last 12 months tended to be:

- Female tenants
- Older tenants aged 55-64 and 65+
- Multi adult households
- Single adult households aged over 60
- Tenants who have been a tenant for 21 years or more
- Wholly retired tenants
- Tenants satisfied with the repairs and maintenance service
- Tenants satisfied that their views are taken into account

Tenants who tended to rate their services as getting worse in the last 12 months tended to be:

- Working age tenants
- BME tenants aged 35-64
- Wheelchair users
- Tenants dissatisfied with the overall service
- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their property
- Queens Park on estate tenants

Satisfaction With Neighbourhood

Over two thirds (69%) were satisfied with their neighbourhood as a place to live, with a third (33%) very satisfied. Conversely, around one in six (16%) were dissatisfied.

Tenants expressing a higher level of satisfaction tended to be:

- Older tenants 55-64 and 65+
- Non BME tenants aged 65 and over
- Tenants who have lived in their home for 21 years or more
- Economically inactive tenants
- Tenants satisfied with the overall service
- Tenants satisfied with the overall quality of their home
- Tenants who feel the service they receive from Blackpool Coastal Housing has improved in the last 12 months

- Grange Park and Mereside off estate tenants

Tenants expressing a higher level of dissatisfaction tended to be:

- Working age tenants
- BME tenants aged 35-64 years old
- Tenants dissatisfied with the general condition of their home
- Tenants dissatisfied that their rent offers value for money
- Tenants dissatisfied with the repairs and maintenance service
- Queens Park on estate tenants

Contact With Blackpool Coastal Housing

Over three fifths (62%) of tenants indicated they had been in contact, whereas 24% had not. Approaching seven in ten (69%) did so via the telephone. Nearly a fifth (19%) visited an office and fewer than one in twenty emailed (2%).

The majority (68%) made contact about repairs. One in eleven (9%) made contact about neighbours or neighbourhood issues and around one in twenty regarding rent/housing benefit (6%).

Tenants more likely to have been in contact with BCH tended to be:

- Tenants of working age
- Families
- Tenants who had been a tenant of Blackpool Coastal Housing for less than 1 year
- Tenants from Mereside estate

Aspects Of The Contact Experience

Approaching three quarters (72%) found getting hold of the right person easy, whereas one in seven (13%) found it difficult.

Tenants more likely to have found it difficult to get hold of the right person tended to be

- BME tenants aged 35-64
- Disabled tenants
- Tenants dissatisfied with the overall service provided
- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their property
- Tenants dissatisfied with the neighbourhood as a place to live
- Tenants dissatisfied with value for money for their rent
- Tenants dissatisfied with the repairs and maintenance service
- Tenants dissatisfied with about their views being taken into account
- Tenants who feel the service they receive from Blackpool Coastal Housing in the last 12 months have got worse
- Queens Park off estate tenants.

Over four fifths (85%) indicated that the member of staff had been helpful, whereas fewer than one in ten (6%) had found them unhelpful.

Tenants more likely to have found staff unhelpful tended to be:

- Tenants aged 35-64
- Families
- BME tenants aged 35-64
- Tenants dissatisfied with the overall service provided
- Tenants dissatisfied with the overall quality of their home
- Tenants dissatisfied with the general condition of their property

- Tenants dissatisfied with the repairs and maintenance service

The majority (78%) indicated that the member of staff had been able to deal with their problem, whereas one in seven (13%) had found them unable to do so.

Tenants more likely to say that staff are able to deal with their problem were:

- Multi adult households
- Single adult households under 60 years of age
- Single adult households over 60 years of age
- Mereside off estate tenants

Tenants least likely to say that staff are able to deal with their problem were:

- Families
- Mereside on estate tenants

Over two thirds (67%) reported they were satisfied with the final outcome of their last contact with Blackpool Coastal Housing. Conversely, just over one in five (21%) expressed a level of dissatisfaction.

Tenants expressing a higher level of satisfaction tended to be:

- Multi adult households
- Mereside off estate tenants

Least satisfied tenants tended to be:

- Queens Park off estate tenants
- Grange Park Tenants
- Families

Estate Offices

All tenants were asked how satisfied they were with the current opening times of the estate offices. The majority (71%) were satisfied with the current opening time with over two in five (42%) very satisfied. Just 4% were dissatisfied.

Repairs and maintenance

Approaching four in five (79%) tenants were satisfied, with more than two in five (44%) very satisfied. One in nine (11%) were dissatisfied.

Tenants more likely to be dissatisfied with their repairs and maintenance service tended to be:

- Younger tenants
- Working age tenants
- Families
- Tenants who are dissatisfied with the overall service provided
- Tenants who are dissatisfied with the overall quality of their home
- Tenants who are dissatisfied with the general condition of their property
- Tenants who feel in the last 12 months the service they receive from Blackpool Coastal Housing has got worse
- Queens Park off estate tenants

Preferred Methods For Information And Consultation

Overall, the largest proportion of tenants (76%) prefer to be contacted about issues via a personal letter. Around a third (36%) would like to be informed or consulted in the tenant magazine or a newsletter or via a telephone call (30%).

Satisfaction That Views Are Taken Into Account

Over three in five (61%) tenants were satisfied that Blackpool Coastal Housing takes their views into account, with over a quarter (26%) very satisfied. Just under one in ten (9%) were dissatisfied that Blackpool Coastal Housing does not take their views into account.

Tenants more likely to be satisfied that BCH takes their views into account tended to be:

- Older tenants
- Non working age tenants
- Non BME tenants aged 65 and over
- Multi adult households
- Single adult households over the age of 60
- Wholly retired tenants
- Economically inactive tenants
- Tenants satisfied with the overall service provided by Blackpool Coastal Housing
- Tenants satisfied with the overall quality of their home
- Tenants satisfied with the general condition of their property
- Tenants satisfied with the neighbourhood as a place to live

Tenants more likely to be dissatisfied that BCH takes their views into account tended to be:

- Tenants that have lived in their home for 1 – 10 years
- Tenants dissatisfied with the repairs and maintenance service
- Tenants who have rated Blackpool Coastal Housing as poor at keeping them informed
- Tenants who feel the service they receive has got worse in the last 12 months

Tenant Newsletter

All tenants were asked if in the last 12 months they had received a copy of Blackpool Coastal Housing tenant's newsletter Viewpoint. Encouragingly the majority (86%) had received a copy and just 4% had not.

All tenants who had received a copy of viewpoint in the last 12 months were asked to rate the magazine against a seven topics. Encouragingly the newsletter was rated very highly by tenants with over four in five rating the newsletter as good at telling them about BCH services (86%) and the news (83%).

Younger tenants aged 16-34 and tenants who have been a tenant of Blackpool Coastal Housing for less than a year were more likely to indicate they had not received a copy of the newsletter.

Anti-social behaviour

Approaching one in five (17%) tenants reported ASB to Blackpool Coastal Housing.

Males are significantly more likely to have reported ASB than females. Disabled respondents were more likely to have reported ASB than those who were not disabled. Queens Park off estate tenants were more likely to have reported ASB than any other management area.

Helpfulness of staff

The same sample was then asked whether or not they had found the member of staff they had dealt with helpful or unhelpful. The majority (71%) indicated that the member of staff had been helpful, whereas one in nine (11%) indicated staff had been unhelpful. Also worth noting is the high level of ambivalence (15%).

Satisfaction with aspects of how ASB was dealt with

Tenants who made an ASB report were presented with six aspects relating to how Blackpool Coastal Housing dealt with their ASB report.

Tenants express the highest level of satisfaction with the advice provided by staff (57%). More than two in five (45%) are satisfied with how the report was dealt with, support provided by staff (43%), speed with which their report was dealt (43%) and being kept informed (41%)

Relatively higher proportions are dissatisfied with the final outcome of the report (30%); speed with which the report was dealt (25%); and being kept informed (22%).

2.3 Specific Issues For Equality Strands

Has Our Service Got Better Or Worse In The Last 12 Months?

16 to 34 year olds, 35 to 54 year olds and gay customers are less likely to think that things have got better in the last 12 months compared to all customers as a whole.

Customers with a disability, gay customers and wheelchair users, are more likely to think that things have got worse in the last 12 months.

Length Of Tenancy

Customers over the age of 65 tend to have been tenants for the longest time and are the least likely to have been tenants for a short time.

Customers between the ages of 16 to 34 tend to have been tenants for the shortest time.

Men and customers aged 16 to 34 are more likely to have been customers for under 2 years.

Time In Current Home

Customers over the age of 65 tend to have been in their current home for the longest time and are the least likely to have been in their current home for a short time.

Customers between the ages of 16 to 34 tend to have been in their current home for the shortest time.

Household Members Under 16 Years Of Age

Customers aged 55 to 64, customers aged 65 and over are the most likely to have one child under 16 living with them.

Customers aged 35 to 54 and customers who get Housing Benefit are most likely to have two children under 16 living with them.

Customers aged 16 to 34 and BME customers are most likely to have three children under 16 living with them.

Households with larger households are more likely to be in receipt of Housing benefits.

Household Members Over 60 Years Of Age

Single person households over 60 years of age are the most likely to be in receipt of Housing Benefit.

There are more female over 60 single households than male over 60 single person households.

Customers over the age of 60 living in single person households are likely to have a disability.

Two person over 60 households are the most likely to contain at least one person who uses a wheelchair.

Ethnicity

Numbers of BME customers are low and BME customers are more likely to be of mixed race.

BME customers are most likely to be Mixed White and Black Caribbean, Mixed White and Asian, or Black or British Black African.

BME customers are less likely than the general population to have a disability or use a wheelchair.

The percentage of LGBT BME customers is very low.

Longstanding Limiting Health Problems

Customers with a longstanding limiting illness are likely to be aged over 55.

The proportion of BME customers with a longstanding limiting illness or disability is lower than the general population.

Customers in receipt of Housing Benefit are more likely to have a longstanding illness or disability.

Customers with a longstanding illness or disability are slightly more likely to be male.

Customers aged 16 to 34 are the least likely to have a longstanding limiting illness or disability.

A high proportion of households containing at least one person with a longstanding illness or disability are likely to contain at least one wheelchair user.

Wheelchair Users

Wheelchair users are most likely to be over the age of 65.

Approximately one fifth of households that include someone with a disability include a wheelchair user.

The percentage of BME wheelchair users is about the same as the general population.

Wheelchair users are equally likely to be male or female.

Overall Satisfaction

Customers aged 16 to 54 are the least likely age groups to be satisfied with services overall.

Gay and bisexual customers are the least satisfied group overall.

16 to 34 year olds and wheelchair users express the highest levels of dissatisfaction with service overall.

Satisfaction With The Neighbourhood As A Place To Live

Customers aged 16 to 54, gay customers, Muslim customers and BME customers are the least satisfied with their neighbourhood as a place to live.

Muslim customers are most likely to be ambivalent about their neighbourhood as a place to live.

Customers aged 16 to 54 and gay and bisexual customers express the highest levels of dissatisfaction with their neighbourhood.

Satisfaction With How Enquiries Are Dealt With

Customers aged 16 to 34 have the lowest levels of satisfaction with how enquiries are dealt with and also the highest levels of dissatisfaction.

Gay, bisexual and Muslim customers have low levels of satisfaction with how enquiries are dealt with.

Gay customers have high levels of dissatisfaction with how enquiries are dealt with.

To What Extent Is Racial Or Other Harassment A Problem

Overall, customers do not think that racial or other harassment are a problem.

Customers aged 35 to 54, gay customers and Muslim customers are the most likely to think that racial and other harassment is a problem.

Customers with a stated faith other than Muslim are least likely to think that racial and other harassment is a problem.

To What Extent Is Other Crime A Problem

Overall, customers tend not to think that other crime is a big problem.

Customers aged 16 to 54 and Muslim customers are the most likely to think that other crime is a problem.

How Did You Last Contact Bch

Overall, customers' preferred method of contact is telephone, followed by visiting offices.

BME customers and customers aged 35 to 54 prefer to visit offices.

Women are more likely to make contact by telephone than men.

Men are more likely to visit offices than women.

Customer use of email to make contact is low across all strands. Similarly, letters are not a popular method of making contact.

Preferred Method For Information/Consultation

Overall, all strands prefer to be contacted with information and for consultation by letter.

Open meetings are preferred by BME customers, wheelchair users and customers with a stated faith.

Customer groups/ forums are preferred by BME customers, wheelchair users and customers with a stated faith.

Online forums are preferred by BME customers and wheelchair users.

Letters are preferred by customers aged 35 to 54, BME customers, gay customers and customers with a stated faith.

Telephone contact is preferred by 16 to 34 year old customers, BME customers, bisexual customers and customers with a stated faith.

Personal visits are preferred by gay and bisexual customers.

Email is preferred by 16 to 34 year old customers, gay customers and Muslim Customers.

Magazines/ Newsletters are preferred by 16 to 34 year old customers, gay customers, and Muslim customers.

2.5 What does the data tell us about our communities

Race/ethnicity

BCH has low numbers of BME customers which reflects the low numbers in the Blackpool Population. There are no BME 'communities' within BCH customers, which means that BCH customers are spread amongst the housing stock and likely to be isolated and thus more vulnerable.

Gender and transgender

It is difficult to know exactly how many trans customers BCH has because it is difficult to obtain accurate information on such a personal issue. Trans customers are likely to represent only a very small percentage of all customers and are likely to be isolated and thus more vulnerable.

Age

The average age of BCH customers is higher than the average for Blackpool. Younger people under 25 are underrepresented in the BCH customer base. Older people are overrepresented in the customer base and tend to be happier with BCH services. Younger people under 25 tend to be less happy with BCH services. The differential is likely to be due to different needs and aspirations.

Disability

BCH has a significantly higher proportion of customers with long term illnesses or disabilities than the Blackpool average. With disabled people accounting for a third of all BCH customers, disability related issues need to be a priority.

Religion or belief

A lower number of BCH customers have a stated faith than the Blackpool average. Numbers of people with a stated faith which is not Christian are also very low.

Lesbian, gay, bisexual people

Generally BCH has similar number of LGBT customers to the Blackpool profile. This represents a significant minority who may be vulnerable.

Other socially excluded communities or groups

Whilst statistics are not yet sufficiently robust to support a definitive statement on carers, the high incidences of disability and long term illness within the Blackpool population and the even higher levels within the BCH customer base would seem to suggest that a significant proportion of BCH customers provide care to someone with a long term illness or disability. Caring responsibilities can exclude people from paid work and social activity.

Relationships between or within communities

There is little evidence from crime reports of any specific tensions between different communities within the BCH customer. Historically, incidences of hate crime tend to be isolated and centred around race and homophobia.

Health

The evidence suggests that the health of BCH customers is poorer than that of the general population, with high incidences of long term illness and disability far higher than the general population. It is likely that this will have an impact on deprivation levels amongst customers.

What do you know about how proposals will impact on different communities?

The Single Equality Scheme has been designed as a mechanism to make improvements for all equality strands and component communities. Impact will be measurable against the outcomes and priorities during the life of the Scheme.

STEP 3 – Assessing The Impact

3.1 Is there any evidence of higher or lower take-up by any group or community, and if so, how is this explained?

There are a number of variations between the BCH customer profile and the Blackpool profile particularly around age and disability. These differences are likely to be due to the fact that BCH provides social housing services which by their nature are aimed at people whose housing choices may be limited by their circumstances.

3.2 Does the geography or demography of service users reveal anything?

There is evidence to suggest that customers whose properties are within the Mereside Management area are less likely to be satisfied with services than other management areas.

3.3 Do any rules or requirements prevent any groups or communities from using or accessing the service?

The Single Equality Scheme is designed to promote equal access rather than prevent access.

3.4 Does the way the service is delivered, or the policy, create any additional barriers for any groups of disabled people (Duties arising out of DDA 1995)

The Single Equality Scheme is designed to remove barriers for disabled people and does not create any additional barriers.

3.5 Does the way the service is delivered, or the policy, create any additional barriers for any other groups or communities, for example. Due to limited income or because of the time during the week when the service is available?

Resource constraints will mean that early activity will need to be directed towards the areas where the greatest volume of catch up work is required. Disability and sexuality will be priority strands for BCH. This may mean that whilst impact should be equal for all groups, things will improve for priority groups faster than they will for others.

3.6 Do any of these limitations amount to unlawful discrimination?

Yes

No

If 'Yes' please explain (referring to legislation) in the box below.

3.7 If 'No' do they amount to differential impact which should be addressed?

Yes

No

If 'Yes' please give details below

3.8 If the impact or effects are adverse for any community or group, can they be defended in order to provide equality for another community or group under legislation or policy?

Yes

No

If 'Yes' please give details below

3.9 Do you have enough information to make a judgment?

Yes

No

If 'No' what information do you required about which groups or communities?

3.10 Is it possible to get the information quickly and easily or is it recommended that the collection of such information be included as an action for the action plan that will be developed? Please detail below.

The following action is suggested for the action plan:

Ensure that new Housing Management IT System is able to produce data to test for any low uptake or dissatisfaction with services by Equality & Diversity segment.

3.11 Impact Assessment Summary

Equality Strand	Groups	Positive Impact			Negative Impact			Comments
		L	M	H	L	M	H	
Gender	Women							
	Men			✓	✓			
	Trans			✓	✓			
Ethnicity	Non BME			✓	✓			
	BME			✓	✓			
Disabled People				✓	✓			
LGB People				✓	✓			
Age	Older people 60+			✓	✓			
	Younger people 17 to 25			✓	✓			
Faith groups				✓	✓			
Equal opportunities and/or improved relations				✓	✓			

STEP 4 – Dealing With Adverse Or Unlawful Impact

4.1 What can be done to improve the policy/service/function or any proposals in order to reduce or remove any adverse impact or effects identified?

Ensure that the document is easy to understand and avoids using unnecessary jargon.

Ensure that employees are sufficiently trained to deal with a range of E&D issues.

4.2 What would be needed to be able to do this? Are the resources likely to be available?

Consultation with customers, staff and partners.

Continue with mandatory E&D training for staff.

4.3 What other support or changes would be necessary to carry out these actions?

None

STEP 5 – Consulting Those Affected For Their Views

5.1 Please outline the steps taken to test out your findings and possible courses of action below.

The following groups were asked to provide comments and suggestions on our Single Equality Scheme and the data in this report:

- Customers
- BCH Staff
- General Public
- Council
- Partner Agencies

5.2 What feedback or responses have you received to the findings and possible courses of action? Please give details below.

Customers, via the Tenant Liaison Forum meeting held on 14th September 2010 made the following suggestions.

- Language – to ensure that BCH documents were easy to understand and avoided using unnecessary jargon.
- Training – to ensure that employees were sufficiently trained to deal with a range of issues in a professional and respectful manner.
- Communication – it was important for employees to have face-to-face communication with tenants in order to better understand their needs.

BCH Staff, The Public, The Council and Partners provided the following information:

Do you think we have missed any key facts?

- Yes 21%
- No 79 %

If we have missed some key facts what facts do you think we have missed?

- The E&D makeup of the Board
- Although it was mentioned I didn't feel that there was much emphasis on accessibility and funds set aside to ensure that consideration is given to make all of our services accessible in terms of physical and communication barriers
- When it comes to Customer Involvement there is very little consideration given to working tenants when it comes to meeting times,

What changes to the Single Equality Scheme do you think we could make to reflect any facts we have missed?

- In section 8 I think we should be stating a clear commitment to access to services by means of adaptations to public buildings and in overcoming language and sensory difficulties within our communications
- I see no problem, as long as all the separate groups do come together at some point in a larger forum.

Having looked at the key facts above do you feel there is anything in the Single Equality Scheme document that could have a negative impact on any of the following groups?

People from an ethnic minority group	7.7%	92.3%
Younger or Older People - Yes	14.3%	85.7%
People who are married, single, separated, divorced or widowed - Yes	0%	100%
Men, women or transgender people - Yes	0%	100%
People with a disability - No	7.7%	92.3%
People with dependents (including Carers) - No	7.7%	92.3%
People with a particular religious belief - No	0%	100%
Gay men, lesbian women or people who are bisexual - Yes	0%	100%
People whose health and wellbeing is poor or at risk - No	7.7%	92.3%
Communities that are not cohesive - No	0%	100%

What changes do you think we could make to remove or reduce any negative impact?

It would be nice if carers could get involved in the wider community and give them more confidence and a greater feeling of worth, but this could have a high cost as the cared for would need attending to when the carer was attending meetings etc. Noting that the carer is usually a family member.

5.3 If you have not been able to carry out any consultation, how will consultation take place in future?

N/A

5.4 If you are impact assessing some proposals, what steps have been taken to ensure that stakeholders have been able to voice their opinions on the proposals or the need for change?

N/A

STEP 6 – Action Planning

Issues/adverse impact identified	Proposed action/ objectives to deal with adverse impact	Target/Measures	Timeframe	Responsibility	Indicate whether agreed
<p>Current Systems do not capture fully accurate data to test for any low uptake or dissatisfaction with services by Equality and Diversity characteristic, nor is this ideally linked to the issue or individual.</p>	<ul style="list-style-type: none"> • Ensure new Housing Management IT system is able to produce the data to link and test this. • Identifying where dissatisfaction is and work with each service area on why there has been a negative impact on that particular individual / group. • Identifying difficult to engage with groups and individuals from this data, then finding other ways, methods of customer involvement that may not be currently in place now. i.e. Holding a meeting early evening for those who work in the day, crèche facilities for a mother with young children. 	<ul style="list-style-type: none"> • Regular and easy-to-attain performance figures on Equality and Diversity across each service area. • Improved satisfaction results across the services. • Improved and higher satisfaction results across the areas that were not performing as well prior to review. • Satisfied and happier customers who feel more involved due to flexibility on BCH's part as their needs have been considered, therefore a more positive attitude toward BCH. 	<p>Early 2011 when new system is up and running.</p>	<ul style="list-style-type: none"> • SMT • ICT • Performance and Equalities Officer. • Customer Involvement • All staff 	
<p>Staff are not consistently aware of E&D issues for individual customers.</p>	<ul style="list-style-type: none"> • Mystery shopping across each service areas picking up where further training is needed. • SIPS (Service Improvement Panels) also provide feedback to staff and team managers on where necessary changes and improvements need to be made. 	<ul style="list-style-type: none"> • New aims and objectives arising from fresh perspectives. • Higher customer satisfaction levels across all services from various outcomes arisen and actioned. 	<p>October 2010 Ongoing</p>	<ul style="list-style-type: none"> • SMT • Team Managers • All staff • Service Improvement Panels • Consultation groups • Forums 	

	<ul style="list-style-type: none"> • Awareness sessions/training courses to help staff with their role. • Motivational support from the individual's team manager. 	<ul style="list-style-type: none"> • Motivated/ knowledgeable staff who feel more confident and satisfied in their job role means more effort given, therefore providing higher level of customer service. 			
Written language of the Single Equality Scheme and other BCH documents can be too 'corporate' and hard to comprehend so readers do not always understand the purpose of the policy or procedure of the document.	<ul style="list-style-type: none"> • Go through existing policies and use easier-to-comprehend vocabulary in them. • New and future policies will be easier to understand, free from 'corporate jargon' language. 	<ul style="list-style-type: none"> • Staff and customers will have a better understanding of the content written on all BCH policy and procedure documents. • Higher consultation participation figures on all policy reviews and Equality Impact Assessments, resulting in more achievable outcomes and positive changes to services. 	October 2010 Ongoing	<ul style="list-style-type: none"> • SMT • Policy and Performance Manager • Team Managers • All staff 	
When BCH wishes to obtain information from customers, there is an over reliance on paper based surveys.	<ul style="list-style-type: none"> • 'Fewer Surveys' and 'tick box' exercises, and instead more discussion and perspectives from customers. • Some staff needs to communicate more with customers on a face-to-face basis rather than from afar. 	<ul style="list-style-type: none"> • Improved qualitative and quantitative feedback from all stakeholders with consultation exercises. • Customers can put 'names to faces' with staff and vice versa, helping to build more trust in BCH. 	October 2010 Ongoing	<ul style="list-style-type: none"> • SMT • E & D Officer • All Staff 	

STEP 7 – Arrangements For Monitoring & Review

Agreed action	Monitoring arrangements	Timeframe	Responsibility	Which plan added to