

Equality Analysis Toolkit

Procedures, projects, policy,
services, processes and functions

An easy guide for staff
who need to complete
an Equality Analysis



Welcome to the new Equality Analysis (EA) toolkit. We hope that you find the toolkit easy to use and helpful – in just seven easy steps you will have your EA completed.

What is the toolkit all about?

This toolkit links with the new EA form so that each section of the toolkit will explain how to complete each section of the form. The toolkit is designed to make life a little bit easier for you when you're doing an EA and hopefully make the process and outcomes meaningful for you and others involved. We've used an example of abandoned vehicles on our housing estates to show you what line of thought you will need to take in relation to the work we undertake here in Brent Housing Partnership.

What is an equality analysis (EA)?

It's a really good way to look at current and new policies, procedures, projects and services in depth to see what impact they may have on different equality groups as specified under the nine protected characteristic listed below and other socially excluded communities or groups:

- Pregnancy and maternity
- Marriage and civil partnership
- Sex orientation
- Sex
- Race
- Religion or belief
- Gender re-assignment
- Disability and
- Age

Some examples might be those on low income or unemployed, single parents or the gypsy or travelling community, carers and those who live in areas of high deprivation.

The aim of an EA is to:

- allow you to have more contact with the diverse groups in our community
- help you to think more about the needs of various groups so that equality is at the heart of everything you do
- change the way you think about your work and the decisions you make

Why do I need to do an EA?

First and foremost an EA should be a tool to allow you to find out whether your work has a negative impact on different groups. Under new legislation, all companies are now required to complete an EA before any decision is made or any policy, procedure, project, process or service has been set up. If changes are needed it is easier to make these sooner rather than later!

EA's can be used to:

- stop direct and indirect discrimination from happening now and in the future
- highlight diversity as a strength and an integral part of your work, not just an add on that you feel you must do
- recognise the fact that we don't all have an equal chance in life, and you may find ways to address this through your work
- make sure that your services are accessible to **everyone** in the community.

The process is not the most important thing – it's the outcomes that matter.

EA's can also be used to:

- help improve the way you treat customers
- help with the decisions that you need to make
- improve relations with your residents by publicising our commitment to equality as an organisation
- ensure that we all comply with current legislation.

When do I need to assess?

- Before you complete new policies or set up new projects, processes or services, and as part of an ongoing 3 year programme
- Before completing a full assessment you should complete a preliminary EA which is a screening process to see if your policy, procedure, process, project or service has an impact on any of the equality groups.

You don't need to complete a preliminary EA for:

- information updates where no decisions are required
- financial update unless it is relating to cutting budgets for a service that will have an impact on the equality strands.

You will need to complete a preliminary EA for:

- changes to existing policies, services, processes and/or procedures
- creating new policies, services, processes or procedures
- projects
- strategies.

Making sure that EA's are in place **before** setting them up, could save you time, problems and even money in the future.

See the example overleaf where not completing an EA properly has caused problems.

Southall Black Sisters judgement

The judgement by Lord Justice Moses in the case of Southall Black Sisters and London Borough of Ealing was published on 29 July 2008.

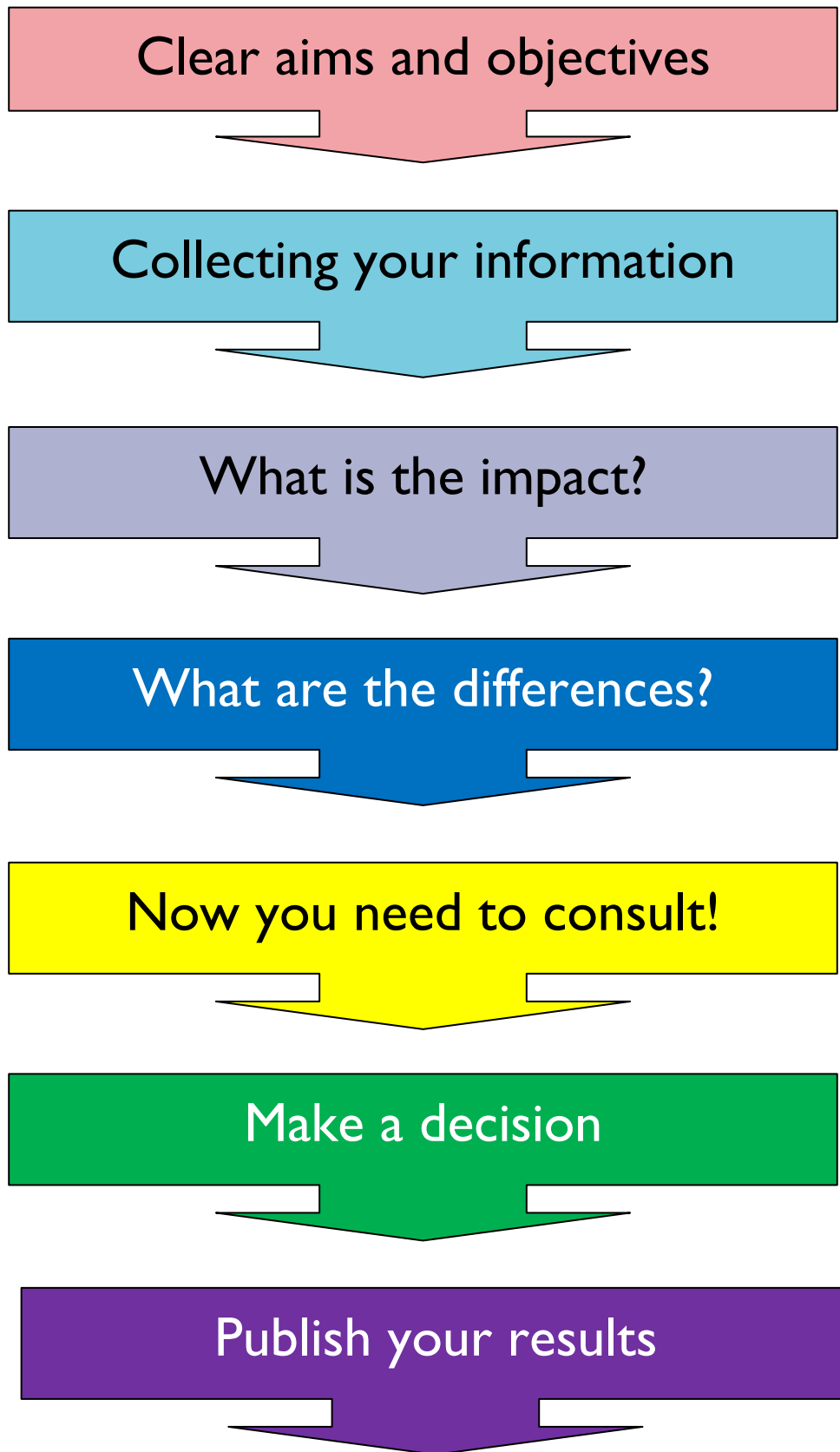
Southall Black Sisters (SBS) successfully challenged Ealing Council's decision to end funding their services to Asian and Afro-Caribbean women experiencing domestic violence.

Southall Black Sisters won the case and Ealing Council was charged with failing to carry out a proper EA and misinterpreting the race equality legislation. Subsequently Ealing carried out a full EA including consultation and had to pay £100,000 in compensation because of the case.

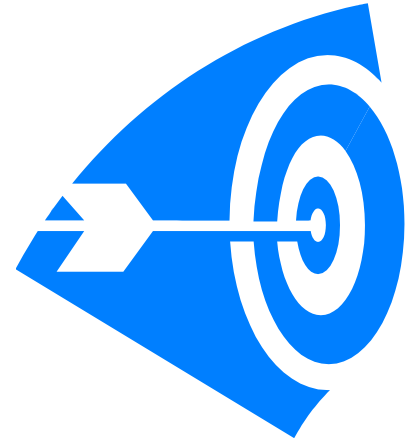
The ruling stresses the need to carry out an equality analysis before formulating policies or processes.

Lord Justice Moses' ruling provides helpful clarification for local authorities, particularly in relation to the timing and importance of equality impact assessments.





Make sure you have clear aims and objectives



- What is the aim of your policy, procedure, process or new service?
- Who is the policy, procedure, process or service going to benefit and how?
- What outcomes do you want to achieve?
- What barriers are there to achieving these outcomes?

Example – Abandoned vehicles on an estate

What is the aim of the service?

- To reduce the number of vehicles causing an eyesore on estates and increase the number of parking spaces available for residents.

Who is the service going to benefit and how?

- The service will benefit all our residents living on our estates.

What barriers are there to achieving these outcomes?

- Staff resources available to monitor and deal with abandoned vehicles in line with our procedures
- Residents who insist that the car is not abandoned
- Legal issues and use of legal 'jargon' i.e. SORN (statutory off the road notice)

What outcomes do you want to achieve?

- To eliminate health and safety hazards from wrecked cars being left on estates
- Increase parking spaces available for residents
- Improve the appearance of the estate.

Collecting your information

Some things you could have a look at when collecting your information:

- Census information
- Residents surveys
- Data about the people who use your service (housing repair system V5)
- Satisfaction or complaints feedback
- Previous EA's
- Your knowledge and the knowledge of people in your team
- Other departments within BHP.



**Top
tip**

Aim for practical outcomes – use what you can.
Fill in any gaps in information; don't use it as an
excuse not to carry on but.....**know when to stop.**
This part is a means to an end, focus on the outcome.

Example – Abandoned vehicles on an estate

Information that was used:

- Resident feedback from road shows
- Knowledge of estates by estate officers
- Complaints feedback
- Resident surveys
- Local environment quality check lists (LEQ) carried out by estate officers.

Using your existing data what does it tell you?

- Customer feedback and knowledge of areas by estate staff, highlighted that there were many wrecked and abandoned vehicles on an estate where no action had been taken to deal with them
- Complaints feedback highlighted that there was no clear procedure to deal with abandoned vehicles and confusion with staff regarding what constituted an 'abandoned vehicle'.

Fill out step 2 on the form

What is the impact?

- Who does and doesn't use the service?
- Is the take up representative of the community?
- What do different minority groups think? (you might think your policy, procedure, project or service is accessible and addressing the needs of these groups, but asking them might give you a totally different view)
- Does it really meet their varied needs?
- Are some groups less likely to get a good service?



Top tip

Being accessible can include how physically accessible your service is or the use of jargon or language that is too complex to understand.

Example – Abandoned vehicles on an estate

Ethnicity or race

- Residents whose first language is not English may have difficulty in reporting abandoned vehicles
- Complaints information received are from mainly White British residents.

Gender re-assignment

- Equal proportion of men and women will be affected by abandoned vehicles
- No significant impact could be determined for trans-gender groups due to low numbers living on the estate.

Age

- Burnt out and wrecked vehicles pose a serious health and safety risk for young children who have been seen trying to climb inside the vehicles
- Abandoned vehicles are sometimes located in areas where emergency access is required for emergency services and their vehicles
- As the wrecked vehicles take up valuable parking spaces, this is restricting access to carers who come and visit the vulnerable and elderly on a daily basis.

Disability

- Dumped cars are impeding access for residents who may need to use crutches or who use a wheelchair
- Abandoned vehicles are sometimes found on disabled parking bays and users have to park elsewhere, away from their residences
- Abandoned vehicles prevent access to emergency services i.e. ambulance and fire services
- As the wrecked vehicles take up valuable parking spaces, this is restricting access to carers who come and visit disabled residents on a daily basis.

Religion or belief

- No one predominant religion affected.

Pregnancy and maternity

- Lack of parking spaces near to flats may causing mothers-to-be or new mothers to walk further or to carry heavy shopping
- Abandoned vehicles prevent access to emergency services i.e. ambulance
- Dumped cars are impeding access on the walk way for new mothers and prams.

Marriage or civil partnership

- Equal proportion of men and women will be affected by abandoned vehicles including single residents.

Who does and doesn't use the service?

- There is currently no data to see if some groups do not use the service and why.

Is the take up representative of the community?

- There is currently no information.

What are the differences?

- Are any groups affected in a different way to others as a result of the policy, procedure, process, project or service?
- Is this difference a negative one?
- Does your policy, procedure, process, project or service either directly or indirectly discriminate?
- Is the aim of your policy, procedure, or service to create equal opportunities through positive action?
- You must explain your reasons to show that you have give it due regard.

Top tip

Think about each group and try to see your service from their perspective.

Example – Abandoned vehicles on an estate

Are any groups affected in a different way to others as a result of the policy, project or service?

- No, the proposed new policy will provide clear guidelines for the removal of vehicles benefiting all residents.

Does the service either directly or indirectly discriminate?

- No, the service does not directly or indirectly discriminate residents or community groups



Fill out step 4 on the form

You're almost there - now you need to consult!

- Make sure that the way you ask for views is open, inclusive and accessible for everyone
- Use methods appropriate for the procedure or service being looked at
- Make sure that anyone who may be affected by, or with an interest in the procedure are asked for their views
- Use a wide variety of community based and practical approaches
- Use previous consultations and improve on them if you can.



Top tip

Think about how and who you are going to consult:

- your residents including tenants and leaseholders
- your staff that are involved in operating the policy, procedure, process, project, service, function or strategy
- include the resident involvement team in your consultation planning
- how are you going to word your consultation paper to ensure that you get your message across
- do you need to arrange resident meetings or drop-in surgeries? Consider accessibility to venues for any meetings held
- think about questions that residents may ask in a meeting and get your answers prepared i.e. hard or difficult questions that may need further investigations **before** the consultation meeting.

Example – Abandoned vehicles on an estate

Who have you consulted with?

- Staff from estate services team, senior management team and Board of Directors.

If you have not consulted yet please list who and how you are going to consult with specific groups or communities?

- Resident groups via the area housing boards.

Fill out step 5 on the form

Make a decision based on steps 2 – 5

- Clearly show how your policy, procedure, process, project or service was decided on
- What will be its main effects and benefits?
- Make sure that you record how these decisions were made.

Future monitoring:

It is important to:

- Set up a way of regularly monitoring your policy, procedure, process, project or service that includes collecting and reviewing equality information
- Carry out a review and feed this into the annual review cycle
- Carry out any amendments to your policy, procedure, process, project or service as a result of the monitoring.

Example – Abandoned vehicles on an estate

Using steps 2-5 are you in a position to change or introduce the procedure, process, project or service?

Yes

Clearly show how the procedure, process, project or service was decided on

- There was a clear demand from residents to have 'abandoned vehicles' removed from their estates and to reduce the risk of health and safety of all residents who live on the estate
- There was a need to define how staff deal with abandoned vehicles.

What changes or benefits have been made as a result of your consultation?

- A policy has been introduced and available on our web site for staff and residents to view
- The policy was relayed to residents via Partnership News
- There has been a significant reduction in the number of abandoned vehicles on our estates.

If **you are** in a position to introduce the procedure, process, project or service but still have information to collect or actions to complete to ensure all equality groups have been covered please list with timescales.

- not applicable in this example.

How are you going to monitor this procedure, project or service, how often and who will be responsible?

- monitoring of complaints
- feedback from road shows
- annual review of the service provided
- reduction of the number of abandoned vehicles reported in the Local environment quality check lists (LEQ) carried out by estate officers.



Fill out step 6 on the form



Congratulations you've made it! Now all you need is to publish your results.

- Your results should be published and monitored in an accessible and user friendly way
- Make sure that you record publicly what you've done and the decisions you've made
- Let people who've given their views know how these have been used.

**Top
tip**

Make sure the language you use is jargon free

Finally.....

If you are struggling with one or more steps, we can help. Contact one of us on the team below:

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Samantha Joseph	x 2853
Sharon Carter	x 2829

Fill out step 7 on the form



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