



EQUALITY IMPACT ASSESSMENT (EIA) PRO-FORMA

This pro-forma is to be used to determine whether an Equality Impact Assessment (EIA) is required for a proposed policy, strategy or significant decision relating to service provision; and for recording details and outcomes of an impact assessment.

Title of policy / strategy, or brief description of the decision relating to service provision	Service User Involvement Strategy.
Lead EIA Officer and Job Title (The EIA lead must be a manager)	Shalene Brooker – Support Services Manager
EIA Team Members	Shalene Brooker Support Services Manager Valerie Feakins - Supported Housing Manager.
Director and Head of Service	Mary Gibbons – Regional Director of Housing Essex
Does the EIA relate to an existing policy? (Yes / No)	Yes
Who implements the Policy?	Supported Housing Department
Date that the Policy / strategy is due for review (if applicable)	The Strategy will next be due for review in November 2012.

This pro-forma should be used to:

- Determine and record whether an Equality Impact Assessment (EIA) is required
- Determine and record the focus of an EIA if one is required
- Record the evidence considered
- Record the outcome of the impact assessment
- Record mitigating actions to be taken and measurable targets to assess progress.

Equality Impact Assessments are required to be undertaken on all proposed policies, strategies and significant decisions that could potentially have an adverse or disproportionate impact on any of the diverse communities for which Swan provides services. An EIA should address potential impact in respect of ethnicity / race, gender, transgender, disability, age, sexual orientation and religion or belief where relevant. This pro-forma also asks you to consider socio-economic status and community cohesion and have due regard for the protected characteristics introduced by the new Equality Act.

It is essential that officers refer to the **Equality Impact Assessment Guidance** when completing this pro-forma. The pro-forma is in two parts.

Part A: This part helps you determine and record whether an EIA is necessary and is essential documentary evidence to show that the Swan considers equality in respect of all significant policy and function decisions it makes. Part A must be completed in respect of all proposed policies, strategies or significant decisions that have an impact on service functions. Part A also helps you determine and record the focus of the EIA, if one is required. Part A covers steps 1 and 2.

Part A should be completed by a manager, with support from staff in the relevant service area (forming an EIA Team). Part A must be authorised by the manager responsible for the policy, strategy, or function before proceeding to Part B of the Impact Assessment. Housing managers should also ensure that drafts of both Part A and Part B are sent to the Housing Diversity Manager for comments before they are finalised.

Part B: Proceed to Part B if it is determined in Part A that a full EIA is required and once the focus of the EIA has been determined and agreed. This part of the pro-forma covers steps 3 to 6 as described in the Guidance.

Please remember that the completion of an EIA and the actions identified within it are the responsibility of the relevant service manager.

Equality Impact Assessment Part A:

Reason and context for the new policy, strategy, proposal or decision

Please set out the aims and objectives of and contextual reasons for the proposed policy, strategy or decision. Contextual reasons may include changes in legislation, demographic changes or budgetary considerations. Alternatively, if this information is provided in another document, please append to this form.

Swan's Service User Involvement Strategy has been developed in line with the requirements from the Department of Communities and Local Government on Involvement and their Supporting People Programme. This is a needs – led local response that delivers a strategic approach in providing support for vulnerable people through an integrated policy and funding framework. It highlights Swan's goal of delivering excellence and promoting communities that our service users have contributed towards and feel proud to live in. The strategy includes the principles of Service User Involvement, our mission statement, aims and objectives and organisational responsibilities. It also outlines our current involvement methods and our commitment to reviewing the effectiveness of our involvement projects as a way of improving our support service and delivering value for money. Several service users and residents were involved in the development of this policy.

STEP ONE: Relevance - Is there potential for the policy, strategy or decision to have an impact on equality?

<p>An EIA should be undertaken if the policy, strategy or decision is <i>relevant</i> to the promotion of equality i.e. there is potential for it to have an impact in respect of the equality strands and protected characteristics listed. Please use the box below to identify how your policy or strategy might be relevant to these strands. Please note you are not asked at this stage to determine whether there will or will not be a negative or disproportionate impact – simply whether there is potential.</p>	
Ethnicity / Race	The Strategy has the potential for both positive and negative equality impacts across all equality strands / protected characteristics. For this reason it is known at this stage that a full EIA will be required on the Strategy.
Disability	As per the explanation under the Ethnicity / Race section.
Gender (including pregnancy and maternity)	As per the explanation under the Ethnicity / Race section.
Transgender (including gender reassignment)	As per the explanation under the Ethnicity / Race section.
Age	As per the explanation under the Ethnicity / Race section.
Sexual Orientation	As per the explanation under the Ethnicity / Race section.
Religion/Belief	As per the explanation under the Ethnicity / Race section.
Marriage and Civil Partnership	As per the explanation under the Ethnicity / Race section.

If you think that your policy / strategy or significant decision has relevance to socio- economic status or community cohesion then please use the box below to describe how it might be relevant. Please note that you are not asked at this stage to determine whether there will or will not be a negative or disproportionate impact – simply whether there is potential.

Socio-economic Status	There is limited relevance to socio-economic status.
Community Cohesion	There is relevance to community cohesion. The Service User Involvement Strategy is designed to encourage community cohesion and empowerment.

STEP TWO: Determine the Focus of the EIA

Please list below what you will look at when undertaking your EIA i.e. what will be the focus. In most cases the focus will be whether the policy or decision will ensure equality of access to its benefits or outcomes; whether there are likely to be barriers for particular communities or if there are likely to be negative or disproportionate impacts for particular communities.

Key focus of EIA:

The key focus of the EIA will be to:

- Assess access to involvement and contribution to services by equality group to identify and address any potential disparities.
- Review local and national research to ensure that common equality issues have been considered and incorporated in the Strategy.
- Checking that service user involvement is open and welcoming to all equality groups.

Specific Focus in Relation to Equality Strands or Protected Characteristics:	
Ethnicity / Race	As per the overall focus of the EIA. To ensure that we are taking measures to involve harder to reach groups.
Gender (including Pregnancy and Maternity)	As per the overall focus of the EIA.
Transgender (including Gender Reassignment)	As per the overall focus of the EIA.
Disability	To review the involvement opportunities for people with severe learning difficulties and who have varying needs.
Age	As per the overall focus of the EIA.
Sexual Orientation	As per the overall focus of the EIA.
Religion/ Belief	As per the overall focus of the EIA.
Marriage and Civil Partnership	As per the overall focus of the EIA.

Key focus of EIA in relation to socio-economic status and / or community cohesion (if appropriate):

The Strategy aims to ensure that opportunities to promote community cohesion are maximised. As this is already a key aspect of many of the opportunities provided it will not feature as a key focus in this EIA.

Record whether or not an EIA is required:

Is an EIA required? <i>Please tick either yes or no</i>	Yes √	No
If yes, add target date for completion: 30 th November 2010	Signature of Manager	
	Print Name: Shalene Brooker	
	Date: 27 th October 2010	

Please note that:

- 1) **Housing Managers** should send their completed PART A to the Housing Diversity Manager for comments before it is finalised.

- 2) A copy should be passed to the Diversity Action Forum (DAF) once completed.
- 3) Managers should keep a signed copy for their records.
- 4) All other Swan managers should send a copy of the PART A pro-forma to Central Services for the corporate EIA Log (this will be done for Housing Managers by the Housing Diversity Manager once EIA's are agreed).

Equality Impact Assessment Part B:

This part should be completed if it has been determined that an Equality Impact Assessment is required i.e. that the policy, strategy or decision has equality relevance and a service manager has agreed the focus of the assessment as set out in PART A.

STEP THREE: Look at the Evidence

Data sources

Having determined the types of questions or area of focus you want to address in the EIA, consider what data or information sources you may want to look at. For example, you may want to look at data/information that gives you an understanding of diversity in the areas in which Swan and / or your service operates; the needs of different sections in the community in respect of the policy area under review; national or local trends.

Record the data sources considered below in respect of each question / area of focus to be addressed in the EIA, providing a brief summary of what this told you and whether there were gaps in information e.g. if there is no or only limited data available.

Question/Focus to be addressed	Data/information source	Summary	Gap in data
Access to services and information in accessible formats	<ul style="list-style-type: none"> • Service User Forums • Resident Committees • Supported Housing 	The monitoring data for the forums indicates that access to services within Supported Housing involvement is representative	

Question/Focus to be addressed	Data/Source	Summary	Gap in data
	Committee <ul style="list-style-type: none"> • Exit Survey • Examining service activity 	<p>across equality groups. Engaging people with a range of techniques helps to ensure their involvement.</p> <p>Leaflets and correspondence are produced in different formats to suit the needs of the client group. This includes Makaton and large print.</p> <p>The service offers the use of telephone, text messaging, a web portal and the provision of translation and interpretation where necessary.</p> <p>One member of staff is able to sign using British Sign Language which helps to communicate with a wider range of clients to meet their needs.</p> <p>Service users with severe learning difficulties are offered a high level of support to access appropriate involvement activities.</p>	
Access to services and harder to reach groups	Supporting People Review	A Supporting People review took place in October 2009 and part of this review process related to access to services. They found that there were a number of ways to make	

Question/Focus to be addressed	Data/information source	Summary	Gap in data
		<p>the services accessible. Following this review we have introduced surgeries within the district to enable hard to reach groups to engage with us.</p> <p>We also visit people in their homes to ensure that people who are unable to attend involvement activities can still provide their input. This has a positive impact for people who have a disability, elderly, or are particularly vulnerable.</p>	
Access to services and harder to reach groups	Resident profiling information	<p>Although our profiling indicates that the majority of our clients are White British. The team have been accessing ethnic minority groups to publicise the support services and the involvement opportunities available.</p> <p>Letters have also been circulated to various community groups to explain what services are available.</p>	
Involvement / contribution to services	<ul style="list-style-type: none"> • Supporting People Review • Satisfaction surveys • Forums • Telephone Interviews 	At the recent Supporting People review all service users confirmed that they are involved in deciding what support they receive and are consulted about the service provided.	

Question/Focus to be addressed	Data/information source	Summary	Gap in data
		<p>It was also confirmed that everyone had received information about the service and that this was easy to understand. Clients feel that they have a strong voice in shaping the way the service is being delivered. Clients have worked with Swan staff to create leaflets, news letters and a DVD.</p> <p>Clients who were invited to the Supporting People review confirmed that they had a support plan and that staff had spoken to them about health and safety, equality and diversity, what do to if someone was treating them unfairly and what staff could and could not do.</p>	
Ensuring that service user involvement is open and welcoming to all equality groups	Service area activity	We acknowledge that it is vital to ensure that service user involvement is open and welcoming to all equality groups. Promoting a message about equality, inclusion and understanding in relation to both the provision of services and involvement is a key in achieving this. Equality and diversity training has been received by many of the Supported Housing and Floating Support staff. Team members also participate in	

Question/Focus to be addressed	Data/information source	Summary	Gap in data
		Swan's Essex Housing Diversity Action Forum. Further awareness building work will be undertaken in the new year.	
Research, partnership working and good practice	Service area activity	<p>We work in partnership with Local Administering Authorities and the Supporting People strategies to ensure that we take a flexible approach to the support needs of our clients and good practice is implemented.</p> <p>Research and examples of good practice are also reviewed through the Diversity Action Forums.</p>	

Consultation

Most proposed policies, decisions or changes to existing policies will require consultation in order to understand the views of those likely to be affected. This consultation should take place when proposals are at a formative stage to enable staff to have an understanding of differences in views of diverse communities.

Please record below the consultation that was undertaken or considered as part of the assessment and a brief summary of findings.

Question/Focus to be addressed	Description of consultation considered <i>Please include details of who was consulted, numbers taking part, methodology</i>	Key Findings <i>Please include differences in views/needs as expressed by different sections of the community</i>
Overall Consultation on the Service User Involvement Strategy, including equality and diversity issues.	The Strategy was discussed as part of the Service User forum on 30/9/09 and the Resident Consultative Committee on 27/9/09.	The needs expressed at the service user forum, highlighted that more detail was needed with regard to Floating Support. This was implemented.

STEP FOUR: Assess Impact

Having considered the data and information and the findings of consultation, make an assessment of whether there may be a positive, adverse or disproportionate impact in respect of the questions or areas of focus for the EIA. If there is likely to be an adverse or disproportionate impact upon a particular community, make a judgement as to whether this is justifiable. Please record your conclusions below.

Question/Focus to be addressed	Is there likely to be a positive, negative or disproportionate impact? (Please explain briefly the evidence that supports this.)	Is this impact justifiable? (Please explain briefly.)
Access to service user involvement	There is a positive impact in relation to access to service user involvement as this is largely representative of the client group. Measures have already been put in place to support people with a disability and to encourage involvement and wider service take up from	

Question/Focus to be addressed	Is there likely to be a positive, negative or disproportionate impact? (Please explain briefly the evidence that supports this.)	Is this impact justifiable? (Please explain briefly.)
	people from an ethnic minority background.	
Ensuring that service user involvement is open and welcoming to all equality groups.	There is a largely positive impact, however further work will be undertaken on awareness building in 2011 (see the EIA Action Plan), including work on the separate topics of sexual orientation and mental health.	

STEP FIVE: Action to Mitigate Adverse Impact

Where there is likely to be an unjustifiable negative or disproportionate impact, consider what mitigating action might be taken and if an improvement performance target needs to be set. Complete the box below.

STEP SIX: Plan and Set targets

The actions and targets should be incorporated into any relevant strategic documents and work plans.

Adverse or negative impact to be addressed	Action required	Performance/outcome target	Lead Department/Section/Officer	Timescale
Further work to be undertaken on increasing equality and diversity awareness.	Support staff to attend the equality and diversity awareness planned for 2011. These are likely to cover the separate topics of sexual orientation and mental health.		Shalene Brooker	June 2011

STEP SEVEN: Reporting and Logging the EIA

- 1) The EIA must be approved by the relevant service manager
- 2) Managers may also wish to consider writing a covering report for EIA's of strategic documents
- 3) Housing Managers should send a copy to the Housing Diversity Manager for comments
- 4) The completed EIA should be reported to the Diversity Action Forum (DAF)
- 5) An electronic copy of the finalised EIA should be sent to Central Services for the corporate log.

Signed.....

Print Name Shalene Brooker

Job Title Support Services Manager

Date 28th October 2010

Date sent to Housing Diversity Manager (if applicable) 29th October 2010

Date sent to DAF

Date sent to Central Services for Corporate Log