



## Appendix 2

# Redditch Borough Council

## Equality Impact Assessment Completion Form

**1. What is the name of the service, policy, procedure or project to be assessed?**

The withdrawal of the Dial a Ride Service

**2. Briefly describe the aim of the service, policy, procedure or project. What needs or duties are it designed to meet?**

The DAR service provides affordable travel around Redditch for people who cannot use public transport. It enables people to maintain independent living, giving customers an improved quality of life with easy access to Health Care, Shopping and Social events. This in turn has a positive impact on the Mental Health of customers, helping to ensure them a healthy and sustainable lifestyle long into their old age; whilst guaranteeing social inclusion

**3. List your customers/ stakeholders**

Council tenants  
Private Customers  
Various Groups who rely on door to door transport  
Palace Theatre Elevenses club  
Sure Start Children's Centres  
Over 60's with a Bus pass  
Disabled Residents with/without bus pass  
People with a temporary disablement

**4. How do you know who they are?**

Data Base  
Surveys  
Registration documents  
Local community groups

**5. Do any of your customers/ stakeholders come from the following Equality Groups?**

<b>Equality Group</b>	<b>Yes</b>	<b>No</b>	<b>Further Evidence Needed</b>
Race / Minority Ethnic Groups	<b>x</b>		
Disability	<b>x</b>		
Gender ( Male/ Female )	<b>x</b>		
Gender Re-assignment (Trans-sexual)			<b>x</b>
Marital Status	<b>x</b>		
Sexual Orientation			<b>x</b>
Religion/ Belief			<b>x</b>
Age	<b>x</b>		
Income group			<b>x</b>
Rural/Urban mix			<b>x</b>
None of these			

**6. What activities have you undertaken to establish the information to answer questions 4 and 5?**

Customer Surveys  
 Database Cleansing  
 Referral forms  
 Feedback forms  
 Consultations

**Who have you consulted and what methods have you used?**

Task and finish group  
 Customer survey feed back

(Examples might be consultation exercise, research activities, feedback from surveys etc

7. is there evidence that any groups are being treated unfairly, directly or indirectly?

<b>Equality Group</b>	<b>Yes</b>	<b>No</b>	<b>Further Evidence Needed</b>
Race / Minority Ethnic Groups	<b>Yes</b>		
Disability	<b>Yes</b>		
Gender ( Male/ Female )	<b>Yes</b>		
Gender Re-assignment (Trans-sexual)			<b>x</b>
Marital Status	<b>Yes</b>		
Sexual Orientation			<b>x</b>
Religion/ Belief			<b>x</b>
Age	<b>Yes</b>		
Income group			<b>X</b>
Rural/Urban mix			<b>x</b>
None of these			

**8. Please detail the information you have gathered to support the answers to question**

<b>Equality Group</b>	<b>Evidence gathered</b>
Race / Minority Ethnic Groups	<p>The DAR service works very closely with Surestart and provides transport to their centres and to community group days such as the athletics at the Abbey Stadium. We have a group of Asian ladies that travel regularly with us and like the fact they can all travel together and use their own child seats. If the service was withdrawn then these ladies would have to find alternative transport and travel individually. A 1/3 of the group does not speak English and would find it difficult to attend without the help of others in the group. The outcome would be that as low income families there is a likely hood that they would not be able to afford alternative travel and those who first language isn't English would be come social excluded from attending health related activities.</p>
Disability	<p>Independence will be affected for the most vulnerable and/or disabled people who attend groups or clubs. Reduction or loss of service will affect well being and the quality of life for those who use the service to meet others at community centres or social activities. This will also reduce attendance of people and may result in the clubs unable to continue due to diminishing customers.</p> <p>Deterioration in health may occur if clients can not attend clinics or appointments which help them to remain fit and healthy.</p> <p>Many disabled people rely on Dial a Ride to convey them to Shopmobility. Those who do not have their own transport would have to pay for taxis or not go into town at all. Dial a ride minibuses are the only buses that stop at Shopmobility. DAR carries our customers who rely on a wheel chair for mobility to either be conveyed in their wheel chair the minibuses have a tail lift so the wheel chair user journey is easy and comfortable. For those who permanently rely on their wheel chair find accessible taxis are very difficult to find (Customer Survey 2009)</p>
Gender ( Male/ Female )	<p>Some female customers have stated in the Residential surveys and in the Task and Finish survey that they feel safer having a door to door service that the driver will get off the vehicle and help with shopping and seeing them to their door step. The service that is given by DAR and its drivers helps to instil the confidence in our residents to go out and enjoy shopping and meeting friends and not worry about getting back home.</p>

Gender Re-assignment (Trans-sexual)	Not identified
Marital Status	<p>From the Task and Finish survey there were a number of comments from customers regarding visiting their husband/wife/partners in nursing homes and hospital.</p> <p>'My husband is in a nursing home and I visit at least once a day I couldn't do this if I had to pay taxi fares' Female over 80</p> <p>We always register couples as individuals so if they do need to travel on their own they can. This will also build up confidence in the service so if one of the couple has to go in to a nursing home or dies the other can still travel with us. If the service was withdrawn then it is likely that the person left at home would not have the funds or the confidence to get out and will become socially isolated.</p>
Sexual Orientation	Not identified
Religion/ Belief	Not identified
Age	<p>We have no age limit as long as the criteria is met then we can accommodate all those who are vulnerable, older or disabled. The disability can be permanent or temporary. For those who are younger and want to be involved in more activities the withdrawal of the DAR service would have an adverse affect of the integration of those who have a disability who need low level support to get out and about.</p>
Income group	<p>I cannot supply any evidence regarding income group but there is national statistics to confirm that the older generation will have less money to live on and will find it a challenge to pay for alternative transport, such as taxis, that will cost over £3.00 for one single journey. If you have to rely on this sort of transport then it is likely that you would become isolated in your property as you won't be able to afford social trips as medical appointments would take priority.</p>
Rural/Urban mix	Not identified
None of these	

**9. Is there any justification for any unfairness identified in question 7 - for Example, disproportionate cost? Describe the supporting evidence.**

There is no justification to discontinue The DAR service as it supports Redditch Partnership's priority to improve health inequalities. The service provides affordable travel around Redditch for people who cannot use public transport and enables people to maintain independent living, giving our residents an improved quality of life with easy access to health care

Those who use DAR frequent the Kingfisher Shopping centre and local small business for personal care or shopping enabling those generally excluded to contribute to the wider society within Redditch this is very important to the local economy and to those who use the transport for social activities

**10. If you have identified any area of unfairness that cannot be justified, how will you eliminate or minimize this?**

The council has been asked to agree a number of recommendations for a sustainable service into the future. If all items are agreed at the meeting of the 20th of October then endorsed by full council on the 1<sup>st</sup> of November work can begin on providing a service that will be financially viable.

**11. The results of your research and any justifications must be easily available to the public. When, where and how will you publish this information?**

All impact assessments will be published on the intranet and internet for public viewing.

**12. In support of the Single Equalities Scheme, you are required to regularly monitor all policies and services for fairness. What plans do you have to monitor this particular service, policy, procedure or project?**

**13. Your findings now need to be managed through your Departmental 3 Year Rolling Equality Action Plan. Please complete the final section of this form.**

Action Required	By Whom	By When	Signed when completed	Priority	How has this Promoted Equality?
To approve the recommendations of the JMP report	Executive committee Full council	20 <sup>th</sup> October 2010 1 <sup>st</sup> of November 2010		High	

**Equality Impact Assessment undertaken by (Signed)**

**Full name (in capitals please)**

**Position in the council: .....**

**Date:**

**When you have completed this form, please retain a copy and give a copy to Sarah Kelsey Strategy and Partnership Assistant**

# Glossary

## Adverse impact

- where one or more group of people is disadvantaged by a policy or procedure.

## Direct discrimination

- Treating someone less favourably than someone else in the same circumstances, egg:
  - Racist or sexist banter, derogatory comments and innuendo
  - Failure to treat grievances seriously
  - Failure to investigate grievances effectively
  - Inconsistent, irrational and subjective behaviour by employer
  - Failure to train staff and managers.

## Indirect discrimination

- Where an unjustifiable condition, e.g. in the provision of a service or job specification, has the effect of excluding a particular group. Even if this is unintentional, it can still be unlawful, egg:
  - Unnecessary height restrictions
  - Refusing training for promotion to part-timers
  - Fluency in language
  - Not allowing wearing of religious clothing
  - Word of mouth recruitment
  - Qualification requirements being too demanding for the level of the job.

## Policy, Practices and Services

- refers to any activity the council does, be that a service we provide, an initiative we run, a policy we write or a procedure we observe.
- It may refer to the way we do things which are customary
- It may refer to activities we undertake such as meetings, focus groups or publications we produce



## Equality Groups

- all equality groups referred to in the assessment can be broken down into further sub groups as follows
  - Race/ Minority Ethnic Groups - consider all the categories in the Census
    - Consider issues around race, colour, nationality, national or ethnic origin
    - Ethnic origin legally applies to Jews, Gypsies, Sikhs Irish and Scottish Travellers
    - White British
    - White Irish
    - Any other White Background
    - Black Caribbean
    - Black African
    - Any other Black background
    - Pakistani
    - Indian
    - Any other Asian Background
    - White & Black Caribbean
    - White & Black African
    - White & Asian
    - Any other Mixed Background
    - Chinese
    - Any other Ethnic Group
  - Disability - consider all types of impairment, physical and mental, sensory, visible and hidden
    - People with learning disabilities
    - Disabled children
    - Young disabled people
    - Parents of disabled children
    - People with mobility impairments
    - Wheelchair users
    - Mental health system users/ survivors
    - People with HIV/ Aids
    - People with visual impairments
    - Deaf or hearing impaired people
    - People with hidden impairments
    - People with cancer
  - Gender ( Male/ Female ) - consider whether something has a different impact on men or women - particularly if its more of an impact on women, consider the impact if they have carer responsibilities whether its childcare or other types of care
  - Gender Re-assignment ( Trans-sexual )
    - Consider all stages of re-assignment, before, during and after

- Marital status
  - Consider all marital statuses
  - Married, widowed, divorced, separated, co-habiting, civil partnership
- Sexual orientation
  - Consider orientations
  - Gay – usually refers to men with sexual orientation towards other men although sometime refers to women with sexual orientation towards other women
  - Lesbian – refers to women with sexual orientation towards other women
  - Bisexual – refers to men and women with sexual orientation to either their own sex or the opposite sex
  - Heterosexual refers to men and women with sexual orientation towards the opposite sex
- Religion/ Belief – for more detailed information refer to the Acas Booklet – Religion or Belief in the Workplace - consider the main and the minority religions
  - Christianity
  - Hinduism
  - Islam
  - Judaism
  - Sikhism
  - Baha'i
  - Buddhism
  - Jainism
  - Paganism
  - Parsi or Zoroastrianism
  - Rastafarianism
- Consider beliefs e.g.
  - Atheism
  - Agnosticism
  - Humanism
- Age - consider all age groups
  - Children pre school and school age
  - Teenagers
  - Young adults
  - Middle aged adults
  - The elderly

- Income group - consider all income groups
  - Those in employment
  - Those on high incomes
  - Those on low incomes
  - Those on benefits
- Rural/ urban mix
  - Consider all types of location in the district
  - Wholly rural areas
  - Villages
  - Towns
  - Urban fringe areas
- None of these