Post course resources: Getting your Equality Impact Assessment right

Colin Heyman

THURSDAY 6 JUNE 2024

hqn TRAINING

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1 Message from Colin

Dear Participant who attened Equality Impact Assessment workshop

Please find attached the slides from the workshop, and as promised some sample answers from the last activity where you carried out an equality impact assessment on the ASB policy.

In addition, I gave out the wrong name when talking about intersectionality and where you might find out more about it. If you would like to understand more about intersectionality, the following 5 minute video is a good starting point: https://www.youtube.com/watch?v=-BnAW4NyOak

Thank you for attending the workshop, and participating in it

Best wishes

Colin

2 hate crime policy EIA poss answers

This document shows some of the possible amendments that come out of the Equality Impact Assessment on the Anti-social Behaviour Policy, using the data supplied, on the Equality Impact assessment course.

It is not comprehensive but gives examples of some of the conclusions you might come to about how the policy should be amended, and other wider organisational actions that arise from consideration of the data.

The assessment comes first, followed by an example action plan.

Protected Group	**Impact or barrier?** (positive or negative impact).	**Actions**
Intersectionality	No mention in policy. Examples are sections relating to abuse of elderly LGBT residents in sheltered housing, and honour-based violence	Policy needs to cover all aspects, including: • How ASB on basis of intersectionality is dealt with and recorded. • Training for employees dealing with ASB on intersectionality and its effects.
All	Staff training is not sufficient. More training needed to identify hate crime and to train staff in skills to ask the questions to establish whether an ASB incident has a hate element. Particularly important when a person with a learning disability phones in to report an incident. (As highlighted by feedback from People First). Training could also be given to involved tenants/residents so that they can recognise ASB and	• Provide specific hate crime training for customer service staff specifically tailored to their role

Protected Group	**Impact or barrier?** (positive or negative impact).	Actions
	hate crime and know how to report it or encourage victims to report it and support them.	• Provide specific hate crime training for involved tenants/residents
Age	**Sheltered Schemes:** Reports of hate crime at sheltered scheme for older people shows that the policy doesn't reference incidents of hate crime in older people's accommodation.	• Raise awareness of issue amongst staff • Include section on older person's accommodation in policy/procedure. • Make clear hate crime of any form will not be tolerated. Eg: develop sessions for tenants of schemes, put up posters. • Ensure training covers hate crime by older people – often assumption made that hate crime comes from younger people.
Disability	Currently the policy doesn't detail what different ways may be used to report incidents. The need for this is shown by the lack of incidents reported, higher level of dissatisfaction for disabled tenants in terms of methods of reporting, and the feedback from Local People First organisation	• Work with local People First Organisation to develop easy read literature and awareness raising sessions. • Amend Policy and procedure to identify other methods including easy read, large print, use of SMS text messaging, communication via support worker or family member • Amend Policy to include a variety of ways of gathering

Protected Group	**Impact or barrier?** (positive or negative impact).	**Actions**
	Gathering evidence: The association's disability group highlighted the needs for accessible ways to gather evidence, e.g. tenants spoke about issues with ASB diaries. **Monitoring low level incidents:** Policy doesn't mention how association will monitor low level incidents. **Preventative Work:** The policy says little about work to prevent hate crime. Feedback from Tenant association highlighted that there is misunderstanding and lack of awareness around mental health and learning disabilities. It is not clear from the policy what support victims or perpetrators with mental health issues can expect – only general support is mentioned. Work needs to be done as pointed out by the Association's Disability Group on organisation's tenancy agreement to ensure that it highlights that committing act of disability hate crime would constitute a breach of tenancy. **Communication and support:** Need to put clearer time frame	evidence, including audio recording. • Amend Policy and procedure to make it clear organisation will monitor low level incidents. • Consider what can be done to educate people about mental health and learning disabilities. Perhaps through community advocates. • Be more specific in policy about what mental health support is available. • Review the tenancy agreement to ensure reference is made to hate crime. • Amend policy and procedure so that it contains clear time frames

Protected Group	**Impact or barrier?** (positive or negative impact).	Actions
	and guidance on keeping victims informed during cases and on what ongoing support is available. Local People First organisation and Association's Disability Group highlighted the importance of staff proactively following up with tenant and providing ongoing support if action taken against perpetrator.	• Include follow up procedures in staff hate crime training. • Ensure staff are trained in 'disability etiquette', for example talking directly to the disabled person, not their carer/accompanier. • ASB team to develop list of other agencies they can contact who can provide additional and specialist support.
Gender Reassignment	**Hate Crime against Transgender People:** Currently transphobic hate crime isn't referenced in the policy. **Fear of reporting and ensuring staff and organisation is Trans friendly**: It appears that organisation as a whole is not seen as Trans friendly and that tenants may not be comfortable reporting, especially when they are not out, or to staff member they don't know well. Local LGBT group concerned that organisation is not proactively LGBT friendly in how it promotes itself e.g. images, rainbow flag etc. and that people as a result may be reluctant to disclose information about incident if it may out them.	• Amend policy so that it references Hate Crime against transgender people. • Organisation has done little work on transgender issues, work with Diversity and Inclusion officer to identify ways in which organisation can improve its practice in this area. Eg: training, events where trans support organisations can speak, attending Pride.

Protected Group	**Impact or barrier?** (positive or negative impact).	Actions
	Important that people asking questions and staff throughout the process are sensitive. Need wider staff training on gender identity. **Working with Partners and addressing transport issues:** Following feedback from support worker organisation needs to consider more broadly how it can assist tenants who may not be able to access office due to concerns about hate crime on public transport.	• Provide transgender training for staff • ASB officer to get in contact with local bus provider to talk about transport issues and if there is anything we could do in partnership.
Gender (Sex)	**Staff and Home Visit:** Procedure needs to provide greater guidance on home visits when tenant requires female staff member to be present (3 tenants require this at present). Race Equality Council Feedba**ck** highlighted need to consider incidents relating to honour killing and forced marriage and how this relates to the policy.	• Amend procedure so that it gives guidance on home visits when tenant requires female staff member to be present. Include in customer profiling data and ensure it is accessible to people making home visits • Include section in policy to cover honour related violence and forced marriage
Race	**Preventative Work**: Preventative work not included in policy. Local REC surprised that association had only dealt with 4 incidents of racist hate crime in previous four quarters, despite peak in reports to them following media reports and wider events leading to increased hostilities to people from minority groups.	• Work with community development team and other agencies to look at how the association can develop initiatives for communities to help prevent racist hate crime. • Increased publicity in various languages

Protected Group	**Impact or barrier?** (positive or negative impact).	Actions
	Tenant association confirmed that media and current political climate can impact on community relations Need to link in with community development team to address some of these issues **Meeting Language Needs:** Although we subscribe to a language line service, no information on how to use service included in policy. Knowledge of how to use language line varies. More guidance/training needed for staff to ensure consistency.	• Ensure that tenants of different races are informed about how to report hate crime when they move in • Provide specific hate crime training for customer service staff specifically tailored to their role • Reissue guidance to staff on using language line and procuring interpreters, and provide training from experienced staff.
Religion or Belief	**Under reporting:** Police data on religious hate crime shows we are not capturing these incidents. Need to raise awareness and build trust to increase confidence in reporting. Need to ensure staff are asking right questions when incidents are reported to enable them to classify incidents correctly. Need to work with specific faith groups to build up greater trust of the association. Race Equality Council Feedba**ck** highlighted need to consider incidents relating to honour killing	• Work with community initiatives team to develop activities to increase links with different faith groups • Specific hate crime training for customer service staff to improve identification of ASB cases that have a hate element. • ASB manager to contact different local faith leaders to see what association can do around building trust and increasing reporting

Protected Group	**Impact or barrier?** (positive or negative impact).	Actions
	and forced marriage and how this relates to the policy. **Preventative Work**: More preventative work is needed. No incidents reported despite peak in reports to REC following media reports and wider events leading to increased hostilities to people from minority groups. Tenant association confirmed that media and current political climate can impact on community relations causing tensions especially for people from specific ethnic or religious backgrounds. especially for people from specific ethnic or religious backgrounds.	• Include section in policy to cover honour related violence and forced marriage • Work with community development team and other agencies to look at how the association can develop initiatives for communities to help prevent religious hate crime.
Sexual Orientation	**Sheltered Schemes:** Mapping of incidents showed two reports of hate crime at sheltered scheme. Currently policy and procedure doesn't address incidents of hate crime in older person's accommodation settings. Tenants who had reported incidents said they hadn't felt supported or taken seriously and where wanting to transfer from the scheme. Warning given to alleged perpetrators in scheme – need to consider if this intervention was effective in these cases and what	• Include section in policy and procedure on older person's accommodation with guidance for staff. • Make clear hate crime of any form will not be tolerated, for example. Work with community by developing sessions with tenants of schemes to create inclusive environments, and posters for schemes. • Get reception area staff, communications team to have meeting with Rainbow organisation to identify

Protected Group	**Impact or barrier?** (positive or negative impact).	**Actions**
	future approaches the association can adopt. **Fear of reporting – need to ensure organisation is LGBT friendly**: Organisation as a whole is not seen as LGB friendly and that tenants may not be comfortable reporting homophobic and biphobic hate crime, especially where it would out them Local LGBT group concerned that organisation is not proactively LGBT friendly in how it promotes itself e.g. images, rainbow flag etc. and that this also contributes to reluctance to disclose information about incident if it may out them Need to look at how organisation can promote itself as LGB friendly, so people feel able to approach the organisation to discuss incidents.	practical things we can do to become more LGBT friendly. For example putting rainbow flag on website and sticker of it on reception window. • Procure specific training for staff on LGB awareness • Invite LGB support organisations to speak at events we hold • Formulate plan for the organisation to forge links with LGB organisations and promote itself as LGB friendly
Socio-economic status **(Protected group in Scotland and Wales)**	Not mentioned at all. Poverty can make people a target of hate crime and can also be a factor in people committing hate crime	Include socioeconomic status as a consideration in policy and address issues for both victims and perpetrators

Protected Group	**Impact or barrier?** (positive or negative impact).	Actions
Literacy **(Not a protected characteristic group)**	**Need for easy read, awareness raising and alternate ways of reporting:** - 4 tenants who request easy read information - Information/ terms ASB leaflets used were complicated.	The comments relating to Learning Disability are relevant here also: • Work with local People First Organisation to develop easy read literature and awareness raising sessions. • Amend Policy and procedure to identify other methods including easy read, large print, use of SMS text messaging, communication via support worker or family member • Amend Policy to include a variety of ways of gathering evidence, including audio recording.

Action Plan

Action	Lead Officer	Target for completion
Amendment to policy and procedure to include references to: How ASB on basis of intersectionality is recorded.		
Training for employees dealing with ASB on intersectionality and its effects.		
Amendment to policy and procedure to include references to: hate crime in older person's accommodation, monitoring low level incidents, transphobic hate crime, commitment to undertaking preventative work, home visits and tailoring services, time frames (including removal of hate graffiti), accessibility issues around reporting and evidence gathering and list of other support agencies staff can contact. Be more specific in policy about what mental health support is available.		
Provide specific hate crime training for customer service staff specifically tailored to their role		
Provide specific hate crime training for involved tenants/residents		
Develop list of agencies staff can contact who provide additional and specialist support.		
Review reporting methods available and identify other methods including easy read, large print, use of SMS text messaging, communication via support worker or family member		
Produce guidance tailored to role of customer service staff		
Invite LGBT support organisations to speak at events we hold		

Training to staff on how to use language line and reissue guidance to staff on using language line and procuring interpreters		
Formulate plan for the organisation to forge links with LGB organisations and promote itself as LGB friendly		
Include section in policy to cover honour related violence and forced marriage		
Make clear hate crime of any form will not be tolerated, for example. Work with community by developing sessions with tenants of schemes to create inclusive environments, and posters for schemes.		
Develop activities to increase links with different faith groups.		
Work with Local People First Organisation to develop easy read literature and run awareness raising sessions.		
Address accessibility issues through reviewing reporting methods available, exploring SMS text and instant chat function / Review evidence gathering options.		
Introduce new monitoring arrangements to identify issues around low level repeat ASB incidents		
Review Tenancy agreement to ensure reference is made to hate crime.		
Meet with Rainbow to identify practical things we can do to become more LGBT friendly.		
Include socioeconomic status as a consideration in policy and address issues for both victims and perpetrators		

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Rockingham House, St Maurice's Road, York, YO31 7JA
Tel: +44 (0)1904 557150 Email: hqn@hqnetwork.co.uk Visit: hqnetwork.co.uk

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