



# Understanding your equality needs



In partnership with:

Rugby Disability Forum



## Background

The EQUALITY AND INCLUSION PARTNERSHIP (EQuIP) is a Warwickshire-wide charitable organisation with a vision of a place where everyone embraces difference and diversity, ensures opportunity, eradicates inequality of treatment and operates in a fair environment for all.

EQuIP works towards the elimination of discrimination on the grounds of age, disability, gender (sex), gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.

Our expertise

- Advice & support for victims of discrimination & harassment through 1-2-1 casework
- Engaging with communities to identify need & to influence services
- Promoting good relations by raising awareness of different cultures & bringing all communities together
- Providing key equality information

## Introduction

The Understanding Your Equality Needs Survey was launched online in July 2018. The online version was available from July 2018 until the end of August 2018.

The survey aimed to help shape and influence services and to ensure that service providers continue to provide services that are accessible by all.

This feedback would help capture equality issues in Warwickshire. EQuIP was interested in gathering information that affected individuals and communities.

## Method

EQuIP devised a questionnaire (Appendix 1) that was available to complete in four easy ways:

- Online
- By requesting an electronic copy
- Requesting a hard copy by post
- Arrange for an EQuIP Officer to meet face to face and complete the questionnaire in person.

## Participants

The survey was sent out electronically to all members and contacts. Community groups were contacted to complete the survey face to face. There was also presence at the Peace Festival in Leamington Spa in June 2018, as well as Warwickshire Pride in August 2018.

A total of 102 surveys were completed online and 184 surveys were completed face to face.

All efforts were made to reach out to communities from each of the Protected Characteristics. However the responses received were predominantly from the characteristics of Age, Disability, Gender Reassignment, Race and Sexual Orientation.

## Key Findings

### Who do you represent?



Public Organisations **12**

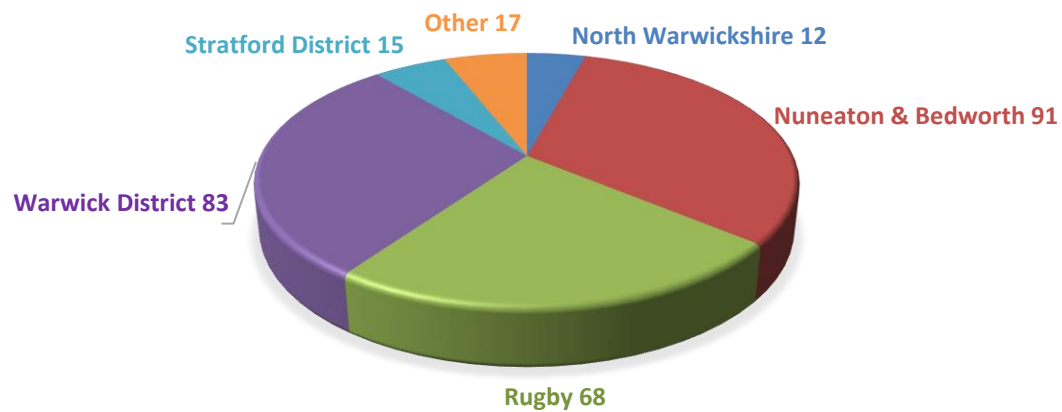


Community and Voluntary  
Organisations **22**



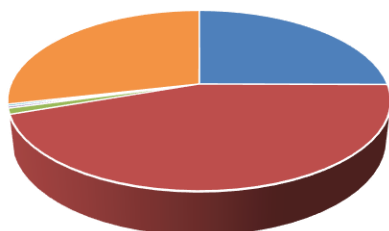
Individuals **252**

### Area you live or work in



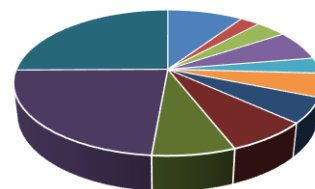
### Equality Monitoring

Gender



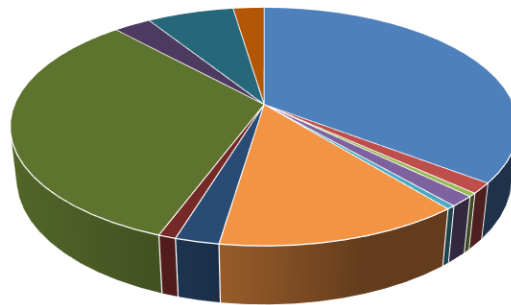
■ Man      ■ Woman  
 ■ Non Binary      ■ Trans Masculine  
 ■ Trans Female      ■ Prefer not to say

Age



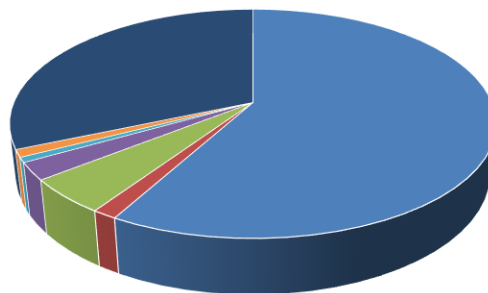
■ 16-24      ■ 25-29      ■ 30-34  
 ■ 35-39      ■ 40-44      ■ 45-49  
 ■ 50-54      ■ 55-59      ■ 60-64  
 ■ 65+      ■ Not answered

Ethnicity



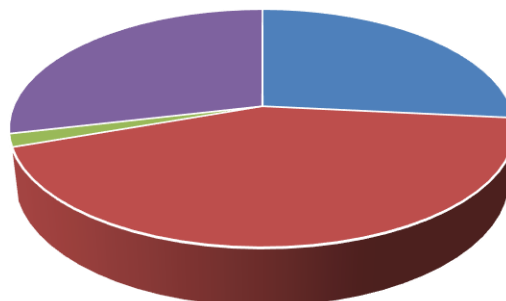
- White English
- White Welsh
- White Scottish
- White Irish
- White Austrian
- White British
- White Gypsy
- Mixed Heritage
- Indian
- Pakistani
- Black African / African
- Other
- Not Specified

Sexual Orientation

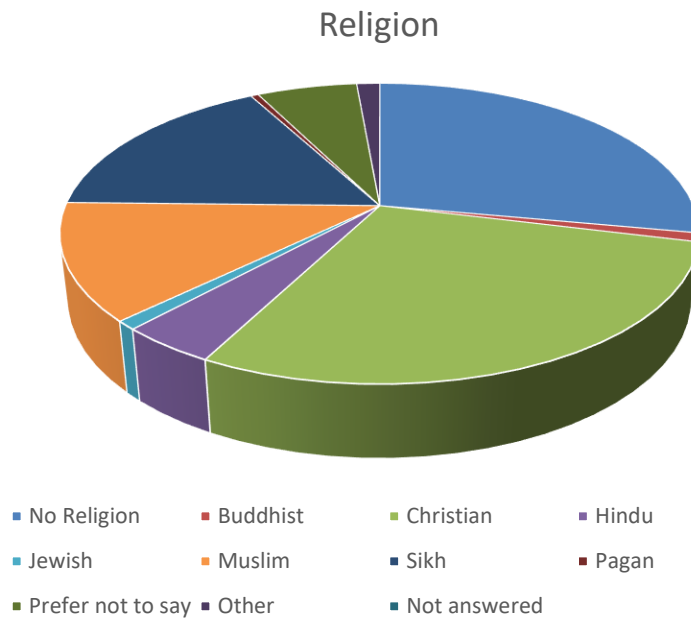


- Straight
- Gay Woman
- Gay Man
- Bisexual
- Pansexual
- Other
- Not answered

Disability



- Yes
- No
- Prefer not to say
- Not Specified



## Are services meeting your equality needs?

### Health and Wellbeing Needs Not Met



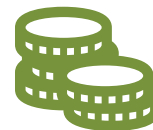
**43 %**

### Community Safety Needs Not Met



**24 %**

### Financial Inclusion Needs Not Met



**38 %**

## Health and Wellbeing Equality Needs

### Sexual Orientation

Respondents from the LGBT community stated that there was an assumption that they were heterosexual and when you mentioned your partner for example, the assumption was that their partner was the opposite sex.

Other respondents felt that staff at doctor's surgeries were judgmental. They felt that they were being treated differently and judged for who they are. Some

respondents stated that it happened more when they were younger but as a result they dread going to the doctors.

## Gender Reassignment

A respondent highlighted an issue where they were fast tracked into the mental health service by their GP but was discharged after a short single appointment. At this appointment they were told that their suspected bipolar could not be dealt with due to them being transgender and the appropriate service (given this person was transgender) would be the Gender Identity Clinic. At the appointment at the Gender Identity Clinic they were told that the clinic does NOT deal with these issues. The respondent felt that the mental health service was too keen to “pass the parcel”. The respondent referred to this as a “trans broken arm syndrome” where services dismiss health issues as something attributed to gender identity and being trans.

## Disability

### Accessibility (Physical)

A number of respondents stated that the buildings where health services are delivered are not always inclusive. Accessing buildings where some of the services at the hospitals, GP practice or mental health services can be difficult. This is due to limited access for wheelchairs. The issue is worse when buildings are busy.

A number of responses also stated that as GP surgeries were crowded, it was sometimes difficult to get around the surgery in a wheelchair.

### Accessibility (Mental Health)

One of the main concerns was around mental health services. Respondents felt that access to mental health services were difficult and waiting times were too long.

One respondent stated that for members of the Asian community in Nuneaton, more so the elder community, access to mental health services is difficult as they are not informed where the sessions or support groups take place. More needs to be done to make people aware, more than posters and leaflets which some people might not be able to read.

One respondent stated that problems were not thoroughly checked by hospitals especially when the patient is Autistic. Autism is often seen as the cause of the

problem when reality it could be a totally unrelated issue. An example given was a failure to X-ray a broken ankle and failure to realise that the treatment prescribed is unlikely to be tolerated (particularly when the person is already taking medication or when someone has an allergy).

## Race

There were a number of comments from the Gypsy and Traveller communities stating that as a 'Gypsy' they were treated differently by health services.

Language appeared to be a barrier for many of the respondents. This was both an issue at hospitals and at GP surgeries. Some of the respondents we spoke to face to face (Warwick District) stated that their GP used a member of the admin team to act as interpreter. Although some of the respondents preferred this to having no interpreter, others were worried about privacy, as they knew the admin staff were from the community.

Other respondents used family members as interpreters, again this did not always afford them privacy.

Some respondents could not get as far as booking the appointment as they did not have an interpreter available at that time in the morning, which is the time they are usually required to book appointments .

In terms of Adult Social Care one respondent stated that her religious and cultural needs were not being met as she needed to get up early and pray. However, the care staff did not arrive until 12 noon so she had to get herself washed and ready.

## Age

Respondents stated that elders have poor access in health care. Sometimes information is not communicated well. This can be due to the over use of jargon or terms that older patients do not understand. Another way that information may not be communicated well is the use of literature or materials that are not easy for some elders to understand, this could be due to jargon or the fact that they cannot read.

One respondent had to ask her daughter to book everything online. She failed to do this for a blood test and the respondent had to wait three hours. If she had booked online, she would have been seen straight away.



Another respondent stated that when you take a younger person with you to the GP, the GP talks over the older person and talks to the younger person.

## Safer Communities

Accessing probation services is difficult as people have to travel from Rugby to Nuneaton to meet their Probation Officers and pay for their travel to get there. They can only be reimbursed once they have been to the service. As a consequence, for those who have no money, they breach their probation as they fail to attend.

### Hate Crime

*The following responses were received via the online survey. These comments were left anonymously and as a result EQuIP was unable to probe the issues further with the respondents. Had the comments been made face to face, EQuIP would have had the opportunity to explore these issues further and liaise with colleagues at Warwickshire Police to address and resolve these grievances.*

There were many responses that related to hate crime. The strands included by the respondents included Race, Disability and Sexual Orientation.

#### Race

There was a feeling that Racism was an issue in Nuneaton but also Stratford upon Avon and Rugby. Respondents felt that their concerns were not being taken seriously by the police.

The lack of confidence resulted in some respondents not reporting the Hate Crime.

One respondent stated that they do not feel safe in their community (North Warwickshire) as many people there have racist and antisemitic views.

One of the views was that Racism was a long standing issue in Leamington Spa and Warwick.

There were a number of responses relating to the Gypsy and Traveller Community not being treated respectfully by the Police.

A respondent from the Polish community felt that the Police would benefit from having Polish officers so that they can be culturally more aware.

### Sexual Orientation

There were a number of respondents that commented on homophobic hate crime.

Respondents commented that the LGBT community have had a difficult time in Stratford upon Avon and nothing has been done. Stratford District Council and the police need to make this a priority.

Other respondents from the LGBT community stated that they hear too many negative and homophobic comments when they are out in public. This person states that they used to dress differently, however given the abuse they have had to change the way they dress. This person also states that hate crime against LGBT communities in Rugby is normal and accepted.

Another respondent stated that they were gay and that Rugby is a narrow minded place to live. There need to be more awareness campaigns.

### Disability

Respondents felt that disability hate crime is not being taken seriously. When this occurs the term used is harassment not hate crime. One respondent stated that they do not have the confidence in the police to address disability hate crime.

One respondent stated that they had been a victim of disability hate crime on many occasions. This respondent had young people throwing things at them and on one occasion they threw chewing gum in their hair and as a result they had to get their hair cut short. The experiences have left this person feeling in low mood.

One person stated that they tried to report a perceived disability hate crime in Rugby but they felt ignored and that the officer was disinterested.

### General Community Safety

There were concerns around anti social behaviour in Rugby and Leamington Spa that were not being dealt with by the police. This was leaving respondents feeling unsafe. These comments were anonymous and no further details were given.

## Financial Inclusion

### Awareness

There were many responses that highlighted the lack of awareness around what benefits people were eligible for. This was particularly the case for BME elders who felt that they were not being made aware of changes to benefits and were not sure of whether they were entitled to benefits. They struggle financially as a result of this.

### Personal Independence Payment (PIP)

There were many responses that stated that the assessment process was degrading and that PIP was not fit for purpose.

In addition, it was felt that the paperwork was confusing and a nightmare for people with disabilities.

One person felt that PIP was confusing especially for those with learning disabilities. People with learning disabilities struggle with change and these changes have not been explained very well.

One respondent stated that they have anxiety due to their Autism and speaking to someone on the telephone is really hard. The people on the other end of the telephone do not even try to understand.

### Universal Credit

There were issues around delays in getting benefits and the impact on family members. One respondent felt that the staff at the local council were not very friendly and they felt that this was because this person was 'foreign'.

### Digital Exclusion

People from BME communities felt that as many of the benefits are now online, they are missing out and not able to apply.

## Recommendations

### Health and Wellbeing

#### Individuals

- **Awareness raising around patient rights, especially around the right not to be discriminated against**

From both the online and the face to face responses it is evident that there is a lack of awareness around patient rights. BME communities and LGBT communities, in particular, feel that they are discriminated against. More work is needed to raise awareness around what is discrimination and how you can challenge providers of health services.

There also needs to be awareness raising around patient rights in general, for all sections of the community.

- **Awareness raising in the community around interpreting services and your right to an interpreter at a health appointment**

This was more apparent in the face to face surveys. Respondents were either having to take a family member with them for appointments or they were having to rely on practice staff to interpret for them. Either way this is not ideal as confidentiality could be breached and the family interpreter may not be relaying the information correctly. Independent professional interpreters would be the ideal option and patients need to be aware that they have the right to request an interpreter both at the GP and for hospital appointments.

- **Awareness raising in communities around wellbeing hubs and other mental health services in the community.**

A number of responses indicated that there is a lack of awareness, especially with BME elders, around mental health support. Information available to this group needs to be more accessible and displayed at community venues.

## Service providers

- **LGBT / Gender Reassignment Training for health professionals**

Respondents felt that there was a lack of awareness amongst health professionals around LGBT and gender reassignment issues. This has resulted in people from this community being reluctant to use health services. The attitude towards LGBT and gender reassignment patients has been a barrier for some respondents in using health services.

- **Health professionals to ensure that patients are aware that they have the right to an interpreter and also professionals should alert the patient of the process to access interpreting support**

There should be a record of a patient's preferred language and whether the patient needs access to an interpreter. A GP surgery should have these records readily available with a prompt to ask whether someone needs an interpreter when appointments are booked. Patients should be aware that they have the right to an interpreter and GP surgeries should ensure all patients are aware of this.

- **Services to ensure that they are reaching out to seldom heard communities around wellbeing hubs and other mental health services available**

There needs to be a campaign to raise awareness in LGBT, older BME and Disability communities. Information needs to be in a format that they understand. The information needs to be available in commonly used spaces such as GP surgeries, town centres, schools, college and family centres. Consideration also needs to be given to targeted outreach and visits to community groups.

- **Consider how online services can be made accessible for those who are digitally excluded**

There should be mechanisms in place to support patients who are unable to go online to book online appointments. Either the staff at the GP or hospital staff should be able support patients to book appointments online.

## Safer Communities

### Individual

- **Awareness raising for community members around what constitutes a Hate Crime and a Hate Incident.**

There is a reluctance to report hate crimes and hate incidents either due to previous bad experiences or knowing that a hate crime or incident has taken place. These hate crimes/hate incidents involve the race, disability and sexual orientation strands.

- **Awareness raising in communities around the different ways in which they can report a Hate Crime or Hate Incident.**

More awareness raising in the community is needed particularly around ways in which people can report and the choices they have when reporting. Workshops targeting community members in the areas identified (North Warwickshire, Nuneaton and Bedworth, Leamington Spa and Stratford upon Avon) is needed.

### Service Providers

- **To ensure that each Hate Crime or Hate Incident is recorded and taken seriously**

Police staff and officers need regular training on hate crime and hate incidents so that they are aware of the impact that this has on individuals. The police need to be culturally aware and understand the demographics within their area.

- **To ensure that Warwickshire Police implement a zero tolerance approach to hate crime**

Some respondents felt that they were not taken seriously when they reported hate crimes or incidents. Warwickshire Police need to engage with communities to provide the reassurance that hate crimes and incidents will be taken seriously.

## Financial Inclusion

### Individuals

- **Community based awareness sessions around welfare rights and specifically around disability benefits**

There is a need for workshop type sessions in the community to raise awareness of disability benefits, in particular Personal Independence Payment (PIP). The sessions should include how to appeal against decisions and who to approach for support.

- **Arrange benefit eligibility drop ins within the community (EQuIP to work with Age UK)**

This eligibility particularly refers to BME older people who are not sure of what benefits they are entitled to and how to apply. Structured and planned drop ins would encourage BME elders to find out more from professional Information and Advice officers (Age UK Warwickshire) and learn how to apply. This would be in a safe space such as a day centre.

### Service Providers

- **To establish whether the Department of Work and Pensions (DWP) provide information in other languages.**

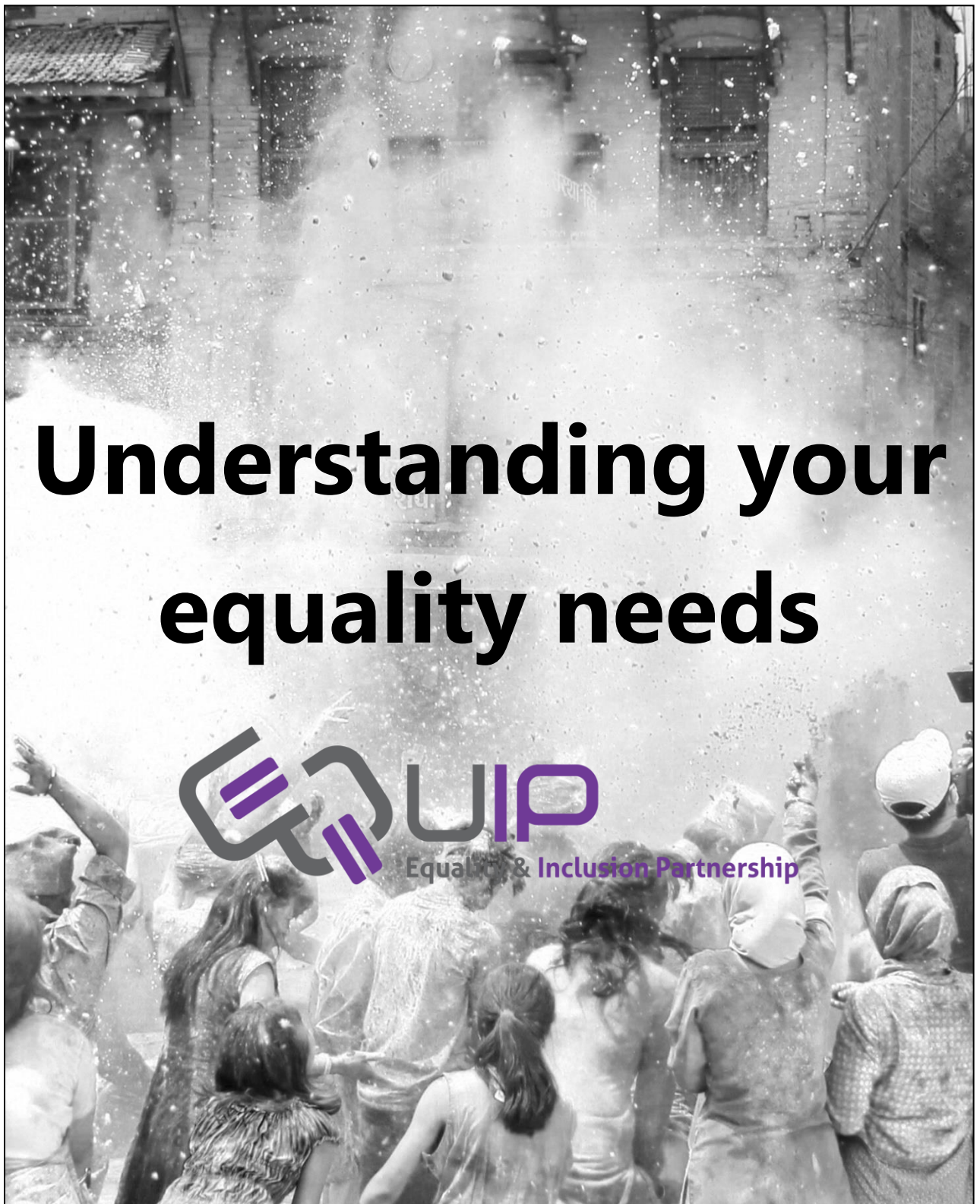
It is not clear whether the DWP provide information in other languages. Research into whether this information is available and if so in what languages and which benefits they cover.

- **To raise these issues with local MPs**

The issues around accessibility and the discrimination people face when applying for benefits such as PIP need to be raised with local MP's. The people these benefits are there to help are struggling to access them.



## Appendix 1





The Equality and Inclusion Partnership (**EQuiP**) provides a range of equality services throughout Warwickshire. These services include discrimination casework, specialising in community engagement, promoting diversity through the Equality Network and offering training and development to individuals, groups and organisations to support diversity and inclusion for all.

### Our expertise

- Advice & support for victims of discrimination & harassment through 1-2-1 casework
- Engaging with communities to identify need & to influence services
- Promoting good relations by raising awareness of different cultures & bringing all communities together
- Providing key equality information

The Equality Act 2010 provides a legal framework to protect the rights of individuals and advance equality of opportunity for all. The Equality Act protects individuals from unfair treatment and promotes a fair and more equal society.

Protected characteristics are nine groups that are protected by the Act. These protected characteristics are;

- |                      |                                  |                       |
|----------------------|----------------------------------|-----------------------|
| • Age                | • Disability                     | • Gender reassignment |
| • Race               | • Religion or belief             | • Sex (Gender)        |
| • Sexual orientation | • Marriage and civil partnership | • Maternity           |

**We need your help** to shape and influence services and to ensure that service providers continue to provide services that are accessible by all.

Your feedback will help us capture equality issues in Warwickshire. We will gather issues and concerns that affect both individuals and communities. We will then work with key service providers to ensure that these concerns are addressed

There are four easy ways to complete this survey:

- Complete this questionnaire online
- Request an electronic copy by emailing [advice@equipequality.org.uk](mailto:advice@equipequality.org.uk)
- Request a hard copy and post it to our office: EQuiP, Room 127, Morgan Conference Suite, Warwickshire College – Rugby Centre, Technology Drive, Rugby, Warwickshire, CV21 1AR.

- Arrange for us to come and meet with you and complete the questionnaire in person by contacting 01788 863117.

If you require a member of the EQuIP team to discuss this survey with you, please contact us and we will be happy to assist.

**The deadline for completing and returning this survey is Monday 20<sup>th</sup> August 2018**

Thank you for your time,

Junaid Hussain  
Chief Executive

**All individuals that leave their details, in the monitoring section of this survey, will be entered into a prize draw for a £50 high street voucher.**

## Survey 2018

### Understanding your equality needs

1. Who do you represent?

- Public Organisation ☐ Community or Voluntary Organisation ☐
- Individual ☐

2. Please specify the area that you live or work in

- North Warwickshire ☐ Nuneaton and Bedworth ☐
- Rugby Borough ☐ Warwick District ☐
- Stratford upon Avon ☐ Other (please specify) ☐

3. **Health and Wellbeing** - Have you or any member of your household accessed (or tried to access) any health and wellbeing service? (This could include adult social care services, mental health services, dementia services, GP or hospital services).

Yes ☐ No ☐

4. **Health and Wellbeing** - If you or a member of your household HAVE accessed (or tried to access) any health and wellbeing service, do you feel it met your equality needs?

Yes ☐ No ☐

If you answered no, please provide further details

5. **Safer Communities** - Have you or a member of your household accessed (or have tried to access) any Police or Criminal Justice services e.g. local Police services, Hate Crime support, or Court Services?

Yes ☐ No ☐

6. **Safer Communities** – When you or a member of your household HAVE accessed any Police or Criminal Justice services e.g. local Police services, Hate Crime support or Court Services, did you feel that your equality needs were met?

Yes ☐ No ☐

7. **Safer Communities** - If you do NOT feel that your equality needs were met when you or a member of your household accessed any Police or Criminal Justice services e.g. local Police services, Hate Crime support or Court Services, please provide further details.

If you answered no, please provide further details below

8. **Financial Inclusion** - Have you or any member of your household accessed (or tried to access) any welfare support services, such as Food banks, benefits support for Universal Credit, Personal Independence Payment or Housing Benefit?

Yes ☐ No ☐

9. **Financial Inclusion** - If you or any member of your household HAVE accessed any welfare support services, such as Food banks, benefits support for Universal Credit, Personal Independence Payment or Housing Benefit, did you feel that your equality needs were met?

Yes ☐ No ☐

10. **Financial Inclusion** - If you or any member of your household HAVE accessed any welfare support services, such as Food banks, benefits support for Universal Credit, Personal Independence Payment or Housing Benefit and DID NOT feel your equality needs were met, please provide further details below.

11. **EQuIP Services** - Have you benefited from an EQuIP service before?

Yes ☐ No ☐

12. **EQuIP Services** - If you have benefited from an EQuIP service, please tick all the boxes that apply.

Advocacy	<input type="checkbox"/>	Awareness Sessions	<input type="checkbox"/>
Casework	<input type="checkbox"/>	Equality & Diversity Support	<input type="checkbox"/>

Other, if other please detail in the box below:

13. **EQuIP Services** - If you benefited from an EQuIP service, how satisfied were you with the service you received?



**Extremely  
dissatisfied**

**Dis-satisfied**

**Satisfied**

**Very satisfied**

☐☐☐☐

14. **EQuIP Services** - What support would you like to receive from EQuIP?

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE****EQUALITY MONITORING****Please complete by ticking the appropriate boxes:****15. Equality Monitoring:** What is your gender?Man ☐Woman ☐Non-binary ☐Prefer not to say ☐

If you prefer to use your own term, please specify here

.....

**16. Equality Monitoring:** Are you married or in a civil partnership?Yes ☐No ☐Prefer not to say ☐**17. Equality Monitoring:** What is your age?16-24 ☐25-29 ☐30-34 ☐35-39 ☐40-44 ☐45-49 ☐50-54 ☐55-59 ☐60-64 ☐65+ ☐Prefer not to say ☐**18. Equality Monitoring:** What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box below:

***White:***English ☐Welsh ☐Scottish ☐Northern Irish ☐Irish ☐British ☐Gypsy or Irish Traveller ☐Prefer not to say ☐***Mixed/multiple ethnic groups:***White & Black Caribbean ☐White & Black African ☐White & Asian ☐

***Asian/Asian British:***

Indian ☐ Pakistani ☐ Bangladeshi ☐ Chinese ☐

***Black/ African/ Caribbean/ Black British:***

African ☐ Caribbean ☐

***Other ethnic group:***

Arab ☐

***Other ethnic group:***

Any other ethnic group not found above, please specify in the box below:

19. **Equality Monitoring** - Do you consider yourself to have a disability or health condition?

Yes ☐ No ☐ Prefer not to say ☐

20. **Equality Monitoring** - What is your sexual orientation?

Straight ☐ Gay woman/lesbian ☐ Gay man ☐ Bisexual ☐

Prefer not to say ☐

If you prefer to use your own term, please state here .....

21. **Equality Monitoring** - What is your religion or belief?

No religion or belief ☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐

Muslim ☐ Sikh ☐ Prefer not to say ☐

If another religion or belief, please state here: .....

22. **Equality Monitoring** - What is your name? (If you wish to be entered into the prize draw please answer this question).



23. **Equality Monitoring** - What is your address? (If you wish to be entered into the prize draw please answer this question).

24. **Equality Monitoring** - What is your telephone / mobile number? (If you wish to be entered into the prize draw please answer this question).

25. **Equality Monitoring** - What is your email address? (If you wish to be entered into the prize draw please answer this question).

26. Do you wish to be put on our mailing list to receive information on events & activities supported by EQuIP?

Yes ☐ No ☐

If yes, please leave your name and email below:

**You can unsubscribe at any time.**