

## Potential Issues that impact on the equality of provision of or access to services

The table below describes some potential issues you may wish to consider when working with groups or individuals who may have a protected characteristic.

Group	Description	Potential Issues
Disability	<p>This is a very diverse group. It includes disabilities that are related to; mobility, sight, hearing, speech and language disability or difficulty, mental illness, learning difficulty or learning disability, chronic illnesses such as cancer and HIV.</p> <p>A person might have more than one disability.</p> <p>The Council has adopted the Social Model of Disability which focuses on getting rid of the barriers such as:</p> <ul style="list-style-type: none"> <li>Badly designed buildings</li> <li>No Lifts / lifts not working</li> <li>No parking spaces</li> <li>Hypocritical or prejudiced attitudes</li> <li>Poor job prospects</li> <li>Insufficient number of support workers/ enablers/ communicators</li> </ul>	<p>Accessibility of formats and communication, signage (e.g. Braille / audio tape / induction loop/ easy read).</p> <p>Physical and sensory access including transport and the built environment.</p> <p>Allowing a service user sufficient time for example a person who is deaf, or who has a speech impediment, or a learning disability, will require a longer appointment time to be able to either express, fully, their point of view or to taken in the information being presented. This also need to be considered when organising public meetings, consultations etc</p> <p>Many of the barriers people face can be prevented if a little thought is given to how and where a service is provided.</p> <p>The Council has a legal duty to anticipate the needs of disabled customers and to take reasonable steps to remove or reduce barriers that prevent disabled people from accessing services and should take positive steps to ensure that disabled people can access services including making reasonable adjustments. There is also a duty to make reasonable adjustments in terms of employment practice.</p>

<b>Group</b>	<b>Description</b>	<b>Potential Issues</b>
Race	<p>Race includes colour, nationality and ethnic or national origins. A person has the protected characteristic of race if they fall within a particular racial group which is a group of people who have or share a colour, nationality or ethnic or national origins.</p>	<p>Communication formats, language needs, translation and cultural consideration.</p> <p>Impact of living in a majority white environment.</p> <p>Direct and indirect racial harassment and Hate Crime.</p> <p>Consider how cultural issues are taken into account when planning and delivering the service.</p> <p>Isolation and work patterns of minority businesses.</p> <p>Underachievement or under representation in some areas of work and life.</p>
Transgender	<p>A transgender or transsexual person is someone with a condition called 'gender dysphoria', which means the physical sex characteristics they were born with are wrong for them.</p> <p>Most transgender people wish to live as a member of the gender with which they identify and they are entitled to do so by law.</p>	<p>For transgender people it can be very distressing and demeaning to receive services that force them to be seen as their biological gender.</p> <p>The Gender Recognition Act 2004 allows transsexual people who have undergone gender reassignment to apply for a gender recognition certificate.</p> <p>When a full gender recognition certificate has been issued, the person is considered in the eyes of the law to be of the acquired gender.</p>

<b>Group</b>	<b>Description</b>	<b>Potential Issues</b>
Gender	Women/ girls, men/ boys	<p>Hours of access.</p> <p>Women predominantly have main caring responsibility for young children and older relatives.</p> <p>Many lone parents experience high socio-economic inequality.</p> <p>Physical access (e.g. pushchairs and toddlers).</p> <p>Single fathers - baby changing facilities are often sited in women's toilets.</p> <p>Terminology of services preferential to mothers e.g. mother and toddler should be parent and toddler.</p> <p>Stereotypical gender assumptions.</p> <p>Underachievement or under representation, balance on groups.</p>
Age	Children, young people and young parents, the elderly or older people, retired.	<p>Assumptions about the age range, capability and generation viewpoints.</p> <p>Services should ensure they are not based on age assumptions and take in to account such things as teenage parents, children as carers, and elderly as service users.</p>

<b>Group</b>	<b>Description</b>	<b>Potential Issues</b>
Faith or Belief	<p>Communities or individuals with diverse beliefs and religions.</p> <p>Legislation also covers people who have no religion.</p>	<p>Respecting and reflecting diverse cultures, lifestyles, customs and values for women and men, boys and girls (single sex provision).</p> <p>Observing food rules including rules about preparation and storage of food.</p> <p>Observing religious celebrations, e.g. how are service users and staff members allowed to observe religious practices such as fasting during Ramadan?</p> <p>It needs to be recognised and understood that not all people who are a particular faith will necessarily conform to all parts of that faith.</p> <p>Within each specific Faith there may be individual groups who have different beliefs and practices.</p>
Sexual Orientation	Lesbian, gay, bi-sexual and heterosexual	<p>Assumptions about partners or family types, invisibility, dignity, and assumptions that all people are in heterosexual relationships. Forms that do not include the options civil partnership / partners</p> <p>Older lesbian, gay and bi-sexual people. Other people may assume they are heterosexual if they are/have been married.</p> <p>Rest / care homes may not cater for the needs of elderly gay people.</p>

<b>Group</b>	<b>Description</b>	<b>Potential Issues</b>
Income	Low or no income, unemployed, part time and seasonal workers	Access to personal transport and information technology, child care costs, shift work, double disadvantaged groups (e.g. single young parents, older visually impaired person).
Welsh Language	People who want to / need to communicate in the Welsh language	<p>Inequality of access to information in Welsh</p> <p>Having to mentally 'translate' verbal information during meetings</p> <p>Impact of living in a majority English environment</p> <p>Dealing with lack of understanding of the importance of being able to use their first language and / or chosen language and a lack of commitment by organisations to provide services and events in the Welsh language</p>
Other	For example: Carers Parents Ex- offenders Pregnant Women	<p>Opening hours, accessibility of information, cost and availability of relief care.</p> <p>Mobility /Accessibility transport, parking.</p> <p>Toilet facilities.</p>