

## Four Lenses for service user groups

The Outcomes Matrix monitors the outcomes of individuals and groups in relation to the different outcome areas.

The ways in which service users are able to experience target outcomes depends on different characteristics and elements of disadvantage.

It is important to consider how your service users may be experiencing intersectional discrimination and/or disadvantage, and how this may influence the outcomes they are able to achieve.

Taking an intersectional approach with the four lenses, offers a way to do this. More information on ways to do this can be found in the guidance document.

These are captured through the four lenses dimensions listed below.

***Intersectionality refers to how people may experience a combination of multiple forms of discrimination or disadvantage.***

### Lense One: People at high risk of harm disadvantage and discrimination

A classification way of describing or understanding service users based on their experience of particular forms of disadvantage or discrimination.

***An individual can be at higher risk of harm, abuse, discrimination or disadvantage if they face adverse external conditions and/or have difficulty coping due to individual circumstances (EHRC)***

### Lense Two: Protected characteristics

Protected characteristics are defined in the Equality Act 2010 and include age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race and ethnicity, religion or belief, sexual orientation

### Lense Three: Socio-economic group

There are a few options available for determining socio-economic background.

For adults, socio-economic groups can be based on the National Statisticians Socio-Economic Classification (N3-SEC).

This is based on current or former occupation, plus those who have never worked or are long-term unemployed.

For children, socio-economic group can be identified from the classification of adults in their family. In a school context, children in receipt of free school meals can be a proxy for families with low-paid or no employment.

Other options for assessing socio-economic status could be income levels, looking at income bands and where an individual or family's income is along national, regional or local income distributions.

Another option would be to consider which IMD area people live in and use this as a proxy or indication of their socio-economic status

## Lense Four: Geography

Geography can be considered at various levels in the analysis of service users.

The first is at the country level, for the UK this will be determining if your organisations base or area of operations is England, Scotland, Wales or Northern Ireland.

England can then be broken down into nine regions: North East, North West, Yorkshire and the Humber, East Midlands, West Midlands, East of England, London, South East and South West.

This can break down even further depending on the needs of your organisation. Geographical analysis can also refer to the IMD area as defined in socio-economic status.