

## DIVERSITY IMPACT ASSESSMENT QUESTIONNAIRE

<b>SERVICE: Public Access</b>	<b>DIRECTORATE: Customer Services</b>
<b>Responsible Officer:</b>	<b>Date of Assessment 19/06/07</b>

### **Introduction:**

As a requirement under the Race Relations (Amendment) Act 2000 all of the council's services have to undergo an impact assessment (IA) to determine their potential impact on the promotion of equalities.

The IA looks at how a service promotes, monitors and consults in their area to ensure that equalities are promoted. Completion of the IA will help the organisation understand what areas need assistance and where best practice can be shared. The information will be used to determine the extent to which services meet the requirements of the Equality Standard for Local Government, the Race Relations (Amendment) Act 2000 and the Disability Discrimination Act 1995. On completion of the IA action plans will be developed which will link to teams service plans. For the year 2006/07 the IA process will be integrated into the service planning process.

In order to complete the IA questionnaire, the following questions, which will enable you to measure your service, will need to be answered.

Where you can provide information and examples please do so, as this will help you to judge the level of impact your service has on the promotion of equalities.

Should you need any help / advice when completing the questionnaire, please refer to the guidance notes issued with this questionnaire or contact Rosie Barnard 823091.

**Q.1 Is your service accessible to all groups /individuals within the community? (i.e are there for example, physical, cultural, linguistic, or geographical barriers to persons wishing to use your service)**

<b>Group</b>	<b>Yes</b>	<b>To some extent</b>	<b>No</b>	<b>If yes, what evidence do you have to demonstrate this?</b>	<b>If no, what do you plan to do?</b>
Racial (inc. culture and nationality)	Yes			As Contact Centres – Language is everything	
Religious Belief	Yes			Religious holidays (face to face). Risk Assessments. 24/7 Helpline – out of hours	
Gender (inc. transvestite, transgender & transsexual)	Yes			Contact Centres. Help Centres – Garnet Foundation	
Sexuality (e.g. homosexuality, lesbian & bisexuality)	Yes			Contact Centres. Help Centres – Garnet Foundation	
Disabled (i.e a physical and or mental impairment)	Yes			Contact Centres – Type Talk, Garnet Foundation. Help Centres – Physically accessible Query disabled toilet – RTH!	

Age	Yes			Contact Centres & Help Centres	
Geographical Location	Yes			Contact Centres & Help Centres	
Any other status (e.g. people with dependants and/or caring responsibilities or people with criminal record/an offending past)	Yes			Contact Centres & Help Centres	

**Q.2 (a) For whatever reason, does your service treat any group differently from its other customers?**

Yes

To some extent  **Yes**

No

If you have answered 'yes' or to 'some extent' , please specify those individuals or groups affected and whether the impact has the potential to be adverse.

**Q.2 (b) Where the impact is considered to be adverse, can it be justified, for example, on grounds of promoting equal opportunity for another group?**

Physical Access

**Q.3. (a) Do you promote equality within your service? (e.g. through the use of briefings at team meetings or the circulation of leaflets and/or other equalities related awareness raising materials)**

Yes  Yes

To some extent

No

**(b) How often do you take the opportunity to promote equality within your service?**

Regularly

Occasionally  Yes

As issues arise

Not at all

**Q.4. Are there plans in place within your service to promote equality more effectively?**

Yes  Yes – Diversity Training

No

**If yes, please outline what you intend to do:**

Diversity Training

**Q.5 Have you consulted in the past three years with any of the following groups regarding the delivery of and access to your service?**

<b>Group</b>	<b>Yes</b>	<b>To some extent</b>	<b>No</b>	<b>If yes, what evidence do you have to demonstrate this?</b>	<b>If no, what do you plan to do?</b>
Racial (inc. culture and nationality)			Contact Centres & Help Centres		
Religious Belief			Contact Centres & Help Centres		
Gender (inc. transvestite, transgender & transsexual)			Contact Centres & Help Centres		

Sexuality (e.g. homosexuality, lesbian & bisexuality)			Contact Centres & Help Centres		
Disabled (i.e a physical and or mental impairment)			Contact Centres & Help Centres		
Age	Yes			Help Centres – Age Focus Group	
Geographical Location	Yes			Contact Centres & Help Centres Questionnaire	
Any other status (e.g. people with dependants and/or caring responsibilities or people with criminal record/an offending past)				Contact Centres & Help Centres	

**Q.6 Do you train your staff on equality issues?**

Yes  Yes

To some extent

No

**If you have answered yes, or to some extent, what training is available, who provides/delivers it and what areas does it cover? (e.g. Disability, Race, Gender, Age, Sexual Orientation, Religious Belief or location)**

Diversity Training – Andy can provide training  
Customer Care Training

**If you have answered no, have you explored the availability of suitable training for your staff? Who have you consulted with?**



**Q.7 Have you received any equality/diversity complaint/comment about your service?**

Yes

No  <sup>1</sup> No

**If yes how was this dealt with:**

**What changes were made as a result of any action taken:**

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<sup>1</sup> Impact Assessment Feb 2005

**Q.8 Is there any evidence to suggest that policies/strategies/practices through their implementation that there is (a) higher or (b) lower participation or uptake by different minority ethnic groups?**

(a)  N/A – First point of contact for the Council.

(b)

If you answered (a) please provide further information and give examples including monitoring data:

If you answered (b) please state below how you will incorporate the General Duty in the review of policy/strategy/practices:

**Q.9 Any additional comments:**

**List of useful contacts:**

**CRE – Commission for Race Equality – [www.cre.gov.uk](http://www.cre.gov.uk)**

**DRC – Disability Rights Commission – [www.drc.gb.org](http://www.drc.gb.org)**

**Disability info – [www.disability.gov.uk](http://www.disability.gov.uk)**

**Equal opportunities Commission – [www.eoc.org.uk](http://www.eoc.org.uk)**

**Employers Organisation – [www.lga-employers.gov.uk](http://www.lga-employers.gov.uk)**

**Local Government Association – [www.lga.gov.uk](http://www.lga.gov.uk)**

**RNIB – Royal National Institute for the Blind - 522205**

**RNID – Royal National Institute for the Deaf – IW contact Sound Advice – Joyce Love 529533**

**Victim Support IW – 530530**

**DIAL – Disability information IW – The Riverside Centre – 522823**

**WIM (Women Into Management) Network – IWC Prue Grimshaw (82)3411 Claire Shand (82)3120**

**DDA – Island Access Group – IWC Rosie Barnard – (82)3091**

**BME (Black Minority Ethnic) Cross Directorate Group – IWC Prue Grimshaw (82)3411 Rosie Barnard 520600 ex 2236**

**Race & Diversity Standing Forum – IWC Rosie Barnard (82) 3091**

**Unison – Equality Rep – Joyce Milford (82) 3093**

**HR – Equality & Diversity Policy - related to employment – Claire Shand (82)3120**

**Vectis Equality Group (BME Group representing IW Communities and individuals) [jane.mckean@iow.nhs.uk](mailto:jane.mckean@iow.nhs.uk)**