

Equality Impact Assessment Form

Revised June 2009



(Equality target groups are those which cover the 6 equality strands: race, disability, gender, age, sexual orientation and religious belief)

Part 1 Aims & implementation of the service

This section is the title of what is being assessed, responsible officers, purpose, where it fits within the council's wider aims and how it supports the legislation to eliminate unlawful discrimination and the promotion of equal opportunities. *(Please refer to the guidance for additional information)*

1.1 What is being assessed

Existing service that is delivered by the Office Support Team to customers accessing Environmental Health and Trading Standard services via the telephone or in person (face to face) within offices based at Jubilee Stores, The Quay, Newport, Isle of Wight, PO30 2EH.

1.2 Officer(s) and section or service responsible for completing the assessment

Shane Batchelor (Acting Office Services Manager), Natalie Ross (PA to Head of Service), Daniel Faulkner and Emma White (Senior Operational Support Officers).

1.3 What is the main purpose or aims of the service

Deliver a specialist response service to all customers contacting Environmental Health and Trading Standards. To resolve up to 50% of all enquiries without the involvement of an EH/TS officer. On average, the team is dealing with over 36,000 enquiries per year.

1.4 Who is affected by the service? Who is it intended to benefit and how?

Both internal and external customers, including residents, visitors and businesses.

1.5 Has the service, been promoted or explained to those it might affect directly or indirectly?

The service is being promoted via several channels, these include: road shows, workshops, events, educational visits, presentations, advertising, initiatives (e.g. 'Scores On Doors' scheme, 'Best Bar None' initiative, 'Buy With Confidence' scheme), partnership working, publications and websites (www.iwight.com/eh , www.iwight.com/licensing, www.iwight.com/tradingstandards)

1.6 How does the service contribute to better community cohesion?

The service offers guidance and information to all sectors of the community, ensuring all parties are aware of current legislation (e.g. noise, pollution, food standards, health and safety, consumer rights, animal health etc). By doing so the service will promote an equal and fair environment for all parts of the community.

1.7 How does the service fit in with the council's wider aims?

As part of the council's corporate themes – Delivering Better Services, we aim to deal with enquiries at first point of contact. Supporting and enabling trained staff to deal with specialized enquiries allows officers to remain focused on other core aspects of their roles .This assists the council's aims of improving performance and value for money whilst delivering better services in a high quality and cost effective manner. This ultimately is enhancing the council's reputation.

1.8 What is the relevance of the aims of the service to the equality target group and the

council's duty to eliminate unlawful discrimination and promote equality of opportunity?

Our aims are to actively engage with all sectors of the community, in both our service promotion and with those parts of the community that choose to contact our service area. With the relevant training and support, staff are able to deal with each individual's requirements in a fair and just manner as to ensure that no individuals or groups feel disadvantaged in any way.

1.9 How is, or how will the service be put into practice and who is responsible for it?

All staff receive equality and diversity training and, as mentioned above, have the skills to adapt their approach to service delivery in accordance with the individual's needs. The service is already operational and is currently under review to identify any service improvements. The service area will remain the responsibility of the Head of Service for Community Safety Services.

Part 2 Consideration of data and research

To conduct the assessment, you will need information about service users and staff that provide the service. This section is to help you identify the sort of information that will be needed to help you assess whether there may be barriers to different equality groups who access your service, policy, procedure, practice or project. *(Please refer to the guidance for additional information)*

2.1 List all examples of quantitative and qualitative data or any consultation information available that will enable the impact assessment to be undertaken

Discussions and consultation with EQUALS, a group representing minority groups within the local community with regards to existing service

Team discussions on current method of service delivery

Bi-monthly customer satisfaction surveys/questionnaires

Building impact assessment carried out by Property Services department

Demographic data of Island population

http://www.ecoisland.org.uk/information_observatory/jsna2/jsna_2009.aspx

http://www.iwight.com/equality_and_diversity/demographic_information.asp

2.2 Equalities profile of users and beneficiaries

The existing service is currently available and provided to all residents (including visitors) of the Island.

2.3 Evidence of complaints against the service, policy, procedure, practice or project on the grounds of discrimination

All complaints received are recorded within the Customer Relationship Management system (CRM). To date no complaints have been received on grounds of discrimination in relation to the equality target groups

2.4 What does the consultation, research and/or data indicate about the negative impact on the service, policy, procedure, practice or project

To date there is no evidence to suggest that there is any negative impact of the service upon any equality groups, either through surveys, assessments or complaints received. The service provided by the team is universal.

2.5 What does the consultation, research and/or data indicate about the positive impact on the service, policy, procedure, practice or project

To date there is no evidence to suggest there is any specific positive impact of the service upon any equality groups through the current surveys. The service provided by the team is universal.

Part 3 Assessment of impact

Now that you have looked at the purpose etc of the service, policy, procedure, practice or project (part 1) and looked at the research (part 2), this section asks you to assess the impact, positive and negative, of the service, policy, procedure, practice or project on each of the 6 strands of diversity covered in the Authority's single equality scheme.

3.1 Complete this section with the following information – relating to all of the identified groups: *(please refer to the guidance for additional information)*

	Reason, evidence, comment					
	Race	Disability	Gender	Sexual Orientation	Age	Religious Belief
Barriers, negative impact						
Neutral impact	Y	Y	Y	Y	Y	Y
Positive impact						

No statistical data is readily available, however, the service does provide the following:

- Use of translation service (telephone interpretation and written translation)
www.languageiseverything.com
- Information can be made available in large print, braille and audio
- Loop system available
- Low level reception points in line with DDA
- Automatic doors and level entrances
- Accessible lift
- Different coloured doors for visually impaired
- Accessible toilet facilities
- Low level leaflet dispenser

Part 4 Measures to mitigate disproportionate or adverse impact or improve on neutral or positive impacts: (Please refer to the guidance for additional information)

4.1 If there is any negative impact on any target equality group identified in part 3, is the impact intended or legal?

No

4.2 Specify measures that can be taken to remove or minimize the disproportionate or adverse effect identified in part 3. If none were identified, identify how disproportionate or adverse effect could be avoided in the future.

An annual evaluation of all examples listed in 2.1, including re-assessment of service if required will remove or minimize any adverse or disproportionate effects

4.3 If there is no evidence that the service, policy, procedure, practice or project promotes equality, equal opportunities or improves relations within equality target groups, what amendments can be made to achieve this?

See answer 1.5

In addition to this and by communicating with groups such as EQUALS to promote the service and raise awareness we can ensure that all equality target groups are reached.

4.4 If a neutral or positive impact has been identified, can that impact be improved upon (continuous improvement)?

As above

4.5 How will any service, policy, procedure, practice or project be implemented?

Effective service delivery will be implemented by the staff, supported and empowered by the line manager.

4.6 As 4.5 above please identify training requirements.

Ongoing training for new staff and appropriate refresher training for existing staff. Such needs can be identified via regular 1-1 supervision ,personal development reviews and the induction process for new staff.

Part 5 Conclusions & recommendations

This section ensures that what ever we are impact assessing, whether it be a service, policy, procedure, practice or project that ensure that we abide by the general and specific duties to promote race, disability and gender equality. *(Please refer to guidance for additional information)*

5 Does the service, policy, procedure, practice or project comply with equalities legislation?

Yes

5 What are the main areas requiring further attention?

From feedback from consultation there are no areas which require further attention, however a review of the EIA will take place if any significant details change within sections 1-4.

5 Summary of recommendations for improvement

None

5 What equality monitoring, evaluation, review systems have been set up to carry out regular checks?

See answer 2.1.

In addition to this the EIA will be reviewed annually or when significant changes to service or location of service occur

5 When will the amended service, policy, procedure, practice or project be reviewed?

Annually

Part 6 Action / improvement plan

The table below should be completed using the information from the equality impact assessment to produce an action plan for the implementation of the proposals to:

1. Lower the negative impact, and/or
2. Ensure that the negative impact is legal under anti-discriminatory law, and/or
3. Provide an opportunity to promote equality, equal opportunity and improve relations within equality target groups, i.e. increase the positive impact

Please ensure that you update your service/business plan within the equality objectives/targets and actions identified below:

Area of negative impact	Changes proposed	Lead officer	Timescale	Resource implications	Comments
Race	None Identified				
Disability	None Identified				
Age	None Identified				
Religious and Philosophical belief	None Identified				
Gender	None Identified				
Sexual orientation	None Identified				
Geographical location	None Identified				
All of the above	None Identified				

Part 6 continued – Equality Impact Assessment – Summary report

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the council’s website, and return it to the HR OD & Diversity Manager.

Date of assessment	Commenced June 2010 but completed on 5 October 2010	
Officer’s name	Shane Batchelor	Role Acting Office Services Manager
Service, policy, procedure, practice or project that was impact assessed	Existing service that is delivered by the Office Support Team to customers accessing Environmental Health and Trading Standard services via the telephone or in person (face to face) within offices based at Jubilee Stores, The Quay, Newport, Isle of Wight, PO30 2EH.	
Summary of findings	Feedback from consultation (EQUALS) and other research that took place as well as existing processes identified no issues or improvements with regards to the above service, although by carrying out the assessment it has made the service more aware of current legislation and practices. Agreed reviews of the EIA have also been put in place.	
Summary of recommendations and key points of action plan	N/A	

Groups that this policy will impact upon

Race	<input type="checkbox"/>	Gender	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	Age	<input type="checkbox"/>
Disability	<input type="checkbox"/>	Religion or belief	<input type="checkbox"/>
Other	<input type="checkbox"/>	All	<input type="checkbox"/>