

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, policy, procedure, practice or project

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

Help Centre operation across the Isle of Wight, existing services. To deal with customers enquiries at the first point of contact (face to face).

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

Jason Barrett – Team Leader, Maureen Burge – Customer Services Manager. The team was selected due to their broad knowledge of the service area within this assessment.

1.3 What is the main purpose or aims of the service, policy, procedure, practice or project

To answer general and specialized enquiries face to face on behalf of all council services. Covering Help Centre operations across the Island resolving well over 80% of enquiries at the first point of contact therefore offering a valuable service to our customers. The Help Centres currently deal with nearly 98,000 enquiries per year.

1.4 Who is affected by the service, policy, procedure, practice or project? Who is it intended to benefit and how?

Both Internal and External Customers including Isle of Wight residents, Tourists and Businesses.

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

The service is advertised in the Council A-Z booklet, the local phone book, service specific leaflets and via the Council's website.

1.6 How does the service, policy, procedure, practice or project contribute to better community cohesion?

Help Centres offer face to face advice to local communities on the full range of council services by fully trained customer advisors, enabling local residents to have their enquiries dealt with without the need for the customer to travel elsewhere.

1.7 How does the service, policy, procedure, practice or project fit in with the council's wider aims?

The Council aims to deal with enquiries at the first point of contact by utilizing the customer service trained staff to deal with general and specialized enquiries, therefore services are able to spend the majority of their time on tasks appropriate to their level. This assists the council's aims of improving performance & value for money, delivering high quality & cost effective services, which meet the current and future needs of local people and the authority alike. Service Partnering is expected to increase in line with the transformation agenda.

1.8 What is the relevance of the aims of the service, policy, procedure, practice or project to the equality target group and the council's duty to eliminate unlawful discrimination and promote equality of opportunity?

As a service it is essential that we adapt accordingly to each customer's individual needs and that there is no discrimination against race, age, gender, disability, sexual orientation or religious belief. All information used is gained and stored according to relevant legislations and necessity for each service area.

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

All staff receive equality & diversity training and as mentioned above have the skills to adapt their approach to service delivery in accordance with the individual's needs.

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

The department conducts its own monthly customer satisfaction survey.

2.2 Equalities profile of users and beneficiaries

Full profile of users not currently available.

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

All complaints received are recorded and there have been complaints received on grounds of discrimination on 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 support there is a negative impact on the service regarding any equality groups.

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 support there is a positive impact on the service regarding any equality groups through the current surveys completed.

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 available; however, the service does provide the following:

- Use of language line
- Accessible toilet facilities
- Information available in large print, Braille and audio
- Loops system available
- Low level reception points
- Big button phone
- Low level leaflet dispenser
- Automatic doors and level entrances

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?

None

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

Would need to be considered in line with the development of the Customer Relationship Management system.

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?

As above

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?

Not yet known expect changes will be implemented as a result of the transformation review for the Help Centres.

4.6 As 4.5 above please identify training requirements

Ongoing training 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)*

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

Yes

5.2 What are the main areas requiring further attention?

Development on the use of the CRM system and data capturing

5.3 Summary of recommendations for improvement

As above – currently lack of development due to no corporate ownership of the system – this is due to be addressed as part of the transformation agenda.

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

Customer surveys. Complaints monitoring

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

Ongoing and 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	The group is neither positively affected nor negatively affected by our service.				
Disability	The group is neither positively affected nor negatively affected by our service.				
Age	The group is neither positively affected nor negatively affected by our service.				
Religious and Philosophical belief	The group is neither positively affected nor negatively affected by our service.				
Gender	The group is neither positively affected nor negatively affected by our service.				
Sexual orientation	The group is neither positively affected nor negatively affected by our service.				
Geographical location	Continue to explore service access locations across the IW for Residents. The development and trial of surgeries at new locations and reviewing current locations effectiveness	Ian Lloyd	Sept 2010	Staffing, cost, ICT	Review other locations for consideration subject to staff availability

Part 6 continued – Equality Impact Assessment – Summary report

The results of equality impact assessments must be published. Please complete this summary and the publish your report using the Equality and Diversity pages of the Intranet. Your summary information and a copy of your completed report will then be made available to the public on the Council’s website.

Date of assessment	11Feb2010		
Officer’s name	Jason Barrett Maureen Burge	Role	Team Leader Customer Services Manager
Service, policy, procedure, practice or project that was impact assessed	Help Centres, Customer Services		
Summary of findings	The Help Centres have no evidence that any group is disadvantaged when using the service.		
Summary of recommendations and key points of action plan	As above		

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 checked="" type="checkbox"/>