

## 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

The re-location of the Isle of Wight Register Office

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

Sharon Crews, Deputy Celebratory and Registration Services Manager, Isle of Wight Register Office

David Randall, Celebratory and Registration Services Manager, Isle of Wight Register Office

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

To assess the impact of the October 2010 re-location of the Registration Service from offices at Northwood House to Seaclose Offices, Fairlee Road, Newport (formerly used exclusively by Planning Services and associated service areas such as AONB and Building Control)

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

Service Users (the public)

Registration Service staff

Service Providers :

- Approved Premises Licensed for civil ceremonies
- Funeral Directors
- Isle of Wight Coroner's Office
- St Mary's Hospital, Newport (Bereavement Office and Maternity unit)
- General Practitioners Surgeries
- Planning Department
- Call Centre – Isle of Wight Council
- Office of Registrar General (GRO)

It is intended that the move to Seaclose will allow the Register Office to operate out of a more modern and appropriate Council setting without the constraints and difficulties encountered at Northwood House.

This is of potential benefit to both those accessing the Registration Service, as well as the staff providing the service and the functioning of the Isle of Wight Council as a whole.

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

Yes – Media interest was initially generated prior to a decision being reached by Cabinet and Directors. The Communications team was involved in subsequent press releases, publications (One Island edition) and media broadcasts. Additional ad hoc press releases were issued at stages as developments became apparent through the executive decision making process.

The greatest initial impact was on those couples with booked or provisionally booked ceremonies for Northwood House and these were handled separately by the Registration Service manager and deputy manager in conjunction with the Proper Officer for Registration Matters. The ongoing impact is for walk in customers and those requiring a same day service for copy certificates as it will not always be possible to fulfill these requests due to BMD registers being stored off site.

A visit by the GRO account manager was arranged prior to the Register Office move and no significant issues were identified at that time with all recommendations made by the account manager incorporated into the move project plan.

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

- More centralised location than Cowes
- Greater accessibility e.g. closer to bus routes, town centre
- DDA compliant
- Service delivery less influenced by the political, operational and Health and Safety issues associated with Northwood House

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

- Operating Shared Services within The Isle of Wight Council.
- New Ways of Working
- Continue to provide and fulfill the local authority statutory requirement to register Births, Deaths, Still births, Marriages and Civil Partnership as outlined by the Registrar General.
- Delivering Better Services

**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?**

This project does not discriminate against any particular group of individuals, or organizations and improved DDA compliance means those people potentially impacted by DDA issues are now better served.

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

The Head of Democratic Services, Mr. Chris Mathews, Proper Officer for Registration Matters and the Registration Service management team.

## **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 qualitative and quantitative data or any consultation information available that will enable the impact assessment to be undertaken**

Democratic Services Team Plan 2010/11  
Corporate Plan 2010/11  
Feedback Forms  
Registration Service Team Plan 2009/2010  
Monthly Appointment Analysis  
Complaints/ Compliments log  
Anecdotal evidence and feedback provided by service users  
Informal discussions with relevant stakeholders  
Information exchange via South East Registration Board (SERB)

### **2.2 Equalities profile of users and beneficiaries**

As above in 2.1

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

Complaint regarding DDA non compliancy at Northwood House  
Complaints relating to the move to Seaclose; offices not providing a solemn and dignified setting for the purpose of registration of marriages and death registration particularly. Some level of complaint about inadequate service provision e.g. lack of free parking and inappropriate reception area

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

Reduced facilities provided to service users (public); reduced access and frontline contactability

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

Too early to assess

### 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            | √                         |            | √      | √                  |     | √                |
| Positive impact           |                           | √          |        |                    | √   |                  |

**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?**

n/a

**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**

n/a

**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?**

Service users not offered equal opportunities for ceremonies at the Register Office versus ceremonies at Approved Premises: income related

Equality for all groups not met and potential for a 'two tier' service to develop. Future monitoring of bookings will take place; situation could be remedied by provision of larger Council funded facilities but this is subject to budget constraints and the current economic environment.

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

Achieving permanency of re-location at Seaclose with provision for additional office space and larger room for Civil Ceremonies.

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

In consultation/communication with Head of Democratic Services, Head of Communications, Cabinet Members, including the Chairman and Vice Chairman, proposals put forward to Annual Council and all employees of the team.

**4.6 As 4.5 above please identify training requirements**

Mentoring and work shadowing of more experienced team members.

## **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?**

Monitoring of services offered and re-visiting extensions to interim move

**5.3 Summary of recommendations for improvement**

Continued monitoring of all customer feedback and complaints.

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

As 5.3

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

Continual reviewing of service provision will take place.

## 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                               |   |                                  |                    |                       |          |
| Disability                         |   |                                  |                    |                       |          |
| Age                                |   |                                  |                    |                       |          |
| Religious and Philosophical belief |   |                                  |                    |                       |          |
| Gender                             |   |                                  |                    |                       |          |
| Sexual orientation                 |   |                                  |                    |                       |          |
| Geographical location              |   |                                  |                    |                       |          |
| All of the above                   | Monitor current service provision by conducting a review survey | Chris Matthews/<br>David Randall | End August<br>2011 |                       | Ongoing  |

**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**

**Officer’s name**  **Role**

**Service, policy, procedure, practice or project that was impact assessed**

**Summary of findings**

**Summary of recommendations and key points of action plan**

**Groups that this policy will impact upon**

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