

EQUALITY AND DIVERSITY IMPACT ASSESSMENTS

Please transfer any actions you intend to take to improvement plan at end

ASSESSING FUNCTIONS AND POLICIES GUIDANCE FOR STAFF

1. As a result of this exercise, you will have checked that your policy or function does not have adverse impact on target groups and you will have identified relevant action that you need to take, and the likely costs/resources associated with any new service developments. The areas covered are at present: Race, Gender, Disability, Sexuality and Religion to follow by Age by 2006
This is not simply a paper exercise- it is designed to make sure that your policy and service development is delivered fairly and effectively to all sections of our local community.
2. We have tried to simplify the assessment process as much as possible and have devised a questionnaire template that covers all the issues that need to be addressed. It should be emphasised that most, if not all, of the activities covered should already be part of your current service planning process, and as such, should not mean any additional work. Most of the information should already be readily available through the work you may have undertaken for the Racial Equality's Scheme.
3. Useful definitions –

Direct discrimination – treating one person less favourably than another on racial disability or gender grounds – this is unlawful

- **Indirect discrimination** – this occurs when a rule or condition which is applied equally to everyone:
 - Can be met by a considerably smaller proportion of people from a particular group
 - Is to the disadvantage of that group, and
 - Cannot be justified

Indirect discrimination is also unlawful under the SDA and the RRA. However, the legislation allows positive action as a way of overcoming inequality

Positive action - allows you to

Provide facilities or services (in training education or welfare) to meet the particular needs of people from different groups e.g. English language classes or training courses for women into management

- Target job training at those groups that are under represented in particular areas of work, and

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- Encourage applications from groups that are under represented in particular areas of work

Positive action plans are only meant to be as temporary solution, and you may need to review them regularly. You should not use them if the under representation or particular need no longer exists

4. Private or voluntary organisations carrying out functions for the Council –

When a local authority has a contract or other agreement with a private company or voluntary sector organisation to carry out a function, and the duty to promote race equality applies to these functions, the local authority remains responsible for meeting the duties that apply, and therefore should consider what arrangements it needs. It may be appropriate for example to incorporate these duties among the performance or monitoring requirements for the delivery of the service e.g. a contractor could be required to monitor service users by their racial group or gender. In addition, local authorities may promote race equality by encouraging contractors to draw up policies that will help the contractor to avoid unlawful discrimination and promote equality of opportunity

5. Please note that the Council is required to publish the results of these assessments, and updates Therefore **your completed questionnaire may be a public document.**

6. This questionnaire is for use regardless of whether your function or policy is aimed at external customers or internal staff. Please also be aware that this applies to staffing human resources issues as much as external service delivery issues

YOUR FUNCTION OR POLICY AREA: Shared Public Protection (*Environmental Health*)

OFFICER COMPLETING THE ASSESSMENT

Bill Oddy (*Shared Head of Service*)

TEL: (01993) 861000

DEPARTMENT:

Public Protection

DATE: 18-8-2015

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| NO. | QUESTION |
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| | GENERAL |
| 1 | Please provide a brief description of the function and/or related policy(ies) including its aims and objectives |
| | <p>The main purpose of the service is to regulate and enforce nuisance, food health and safety, contaminated land pollution, private water supplies, and licensing legislation in a wide variety of premises within the district and to undertake environmental surveillance to ensure compliance with various legal limits. We exist to maintain and improve the health and safety of our community, to react to problems experienced by our service users, and to ensure that standards laid down in legislation are maintained within the District.</p> <p>Although we can and do use legislation to monitor standards prescribed in legislation, we also seek to help, inform and educate to achieve the same results.</p> |
| 2 | Please list the main stakeholders/beneficiaries in terms of the recipients of the function or the target group at whom the policy is aimed |
| | <p>The work of the shared public protection service covers all people, who live, work or visit the district. Many businesses are also covered by the work that we do. We work with other statutory and voluntary agencies that function within our boundaries and at a county regional and national level.</p> |
| 3 | If the function is provided by another organisation or agency on behalf of the Council, please give the names of these organisations/agencies |
| | <p>The service is shared with Cotswold and West Oxfordshire District Councils', delivery can depend upon other agencies such as Central Government, the Police, and other Local Authorities.</p> |
| 4 | Does the policy or function have a high, medium or low impact* on diverse service users? If high or medium proceed to part 2. If low send part one to Corporate Policy. |
| | Medium |
| | CONSULTATION |
| 5 | Please list any consultation activity with internal or external customers carried out over the last year: e.g. satisfaction surveys, focus groups, Citizens Panel exercises etc. |
| | <p>The shared service will regularly consult with customers and relevant industry representatives to ensure the highest quality services are being delivered.</p> <p>Consultation will also take place on new, revised public protection policies such as licensing and gambling.</p> <p>Consultation is taking place with internal stakeholders including elected members, GOSS, Customer services, ICT.</p> |

* High, medium or low potential Impact A service has a high impact if it has a great deal of impact on individual service users and makes a significant difference to their lives. A service has a medium impact if it has some impact on individual service users. A service has low impact only if it is a back office, inward looking function with no impact on individual service users.

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| 6 | Please list any alternative arrangements you have made or are planning for consulting with hard-to-reach groups within the community |
| | None have been specifically made as the service is not live. Consultation with hard-to-reach groups within the community will be contained in the shared service business plan |
| 7 | Please list the ethnic groups/ other target groups you have consulted with? |
| | Target groups are consulted in line with guidelines as part of operational service delivery, eg during the development of a new/revised strategy or policy (Licensing Act / Gambling Act). |
| 8 | Please state how you consult with members of your staff about your function/policy |
| | Public Protection staff have been actively involved in the development of the shared public protection service and the service redesign. Individual staff members have an annual Personal development interview with a six-month review to discuss the work of the team, the service, FODDC, and their role within it. Regular team meetings are held where issues from the team can be discussed and Service management team information is provided. This information feeds in to the management team meetings, which in turn feeds into the corporate management team. |
| 9 | Please list any changes to your function or policy that you have made, or you plan to make as a result of consultation with different groups (Include this in your improvement plan summary attached) |
| | We do not intend to make any changes at present but review comments made in the customer satisfaction survey and take action as necessary on a case by case basis. Regulation of legislative standards is our primary function, to ensure that everyone is treated fairly and equitably we must be able to communicate our intended actions clearly and effectively to all. To this end an enforcement policy was produced and is regularly updated following consultation. |
| DISCRIMINATION | |
| 10 | Please list any evidence you have of the function or policy having an adverse impact on different groups – this can be internal or external <i>Might members of these groups perceive or experience things in a different way?</i> |
| | Visiting houses and talking to family members can be an issue with some groups with or without the head of the family being present. Such situations are considered on a case-by-case basis. The family friendly policy and flexible working hours within the Council can mean that there is an increased demand to take holidays at certain times during the year. This pressure needs to be dealt with fairly for all staff so that those without family commitments do not feel unfairly treated. |
| 11 | Could the function or policy have an adverse impact on relations between different groups? If so, please describe |
| | There is always a possibility that this could happen and we must ensure that we are vigilant against it. However at present, by following national guidelines we believe the risk is small. The team regularly deal with complaints of nuisance where two parties are in dispute. Because of this we have experience in dealing with conflict resolution irrespective of the groups to which the parties belong. |

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| SERVICE DELIVERY | |
| 12 | Please list any alternative ways designed to improve access to or use of your service by different groups, (and include this in your improvement plan summary attached) |
| <p>Ability to access the range of services provided by Public Protection depends on people understanding what we do and how to contact us. This can be achieved by email, web forms, the council website, leaflets, face to face in the community, face to face at the council's offices, social media and by telephone.</p> <p>Specific groups have been targeted for certain topics such as the Licence vittlers association or taxi owners regarding their licenses. Information on legal requirements is available in a wide variety of languages and the team uses the services of Gloucester City Council translation Services (Tapestry) when necessary.</p> | |
| 13 | Please list any alternative ways designed to improve access to information about your service by different groups (and include this in your improvement plan summary attached) |
| <p>The information in Question 13 above applies.</p> | |
| MONITORING | |
| 14 | Please describe how you carry out monitoring of take up of your function/policy |
| <p>Much of the work that is carried out by the public protection service is proactive, so that inspections are carried out at business premises without any request from the business owner. This work is based upon established national guidance for timings of inspections. These figures are reported annually to the respective government agencies/departments and annual work is reviewed with team members and between the team manager.</p> <p>Reactive work Such as nuisance complaints and licensing investigations are reported to the service through a variety of means including individual complaints. These are all logged using the Uniform computer system. The lists are reviewed regularly for timeliness and appropriateness of action.</p> | |
| 15 | How are the results of any monitoring analysed, reported and publicised? -- |
| <p>The results are analysed and reviewed by service managers. Performance information will be reported to each partner council so that they can monitor service performance and outcomes.</p> | |
| 16 | Does an analysis of your customer base against baseline population figures for the district show that you are reaching all groups in the Forest of Dean? If not, which groups are adversely affected? -- |
| <p>Although we do not believe that there is currently a difficulty for our service users there is still a general worry that there are a number of minority groups that may not fully utilise our service. In effect "we don't know what we don't know". This is an issue that affects the whole of the FODDC and the shared public protection service will implement any recommendations that come out of any Council wide work on this subject.</p> | |

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| 17 | Please list any changes to your function or policy that you have made or plan to make as a result of monitoring |
| | The existing service is undertaking a significant change to create a new shared service framework |
| MISCELLANEOUS | |
| 18 | If your function is provided by a private sector or voluntary sector organisation on a contract basis, please list any arrangements have you made or plan to make to ensure that these comply with equality |
| | Not applicable |
| 19 | Have you received any complaints about your function/policy in respect of equality issues? If so, please give a brief description |
| | None |
| 20 | Please list any staff training issues on equality arising from this assessment, (and include this in your improvement plan summary attached) |
| | As part of service induction all staff will receive equality and diversity training. |
| 21 | Does your function or policy result in any financial support being given to black and minority ethnic or other equality groups within the voluntary and community sector. If yes, please list organisations and amounts |
| | No |

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Please list on this sheet any recommendations for action that you plan to take as a result of this impact assessment

IMPROVEMENT PLAN SUMMARY

| ISSUE | ACTION REQUIRED | LEAD OFFICER | TIMESCALE | COSTS | COMMENTS |
|--|---|--------------|--------------|--|----------|
| Ensure all shared Public Protection staff have knowledge of diversity and equality | Ensure all staff in the shared public protection service receive equality and diversity training as part of their induction | Bill Oddy | Apr-Aug 2016 | Will be part of the shared public protection project costs | |
| Appoint a Lead Public Protection Manager for equality and diversity at FODDC | Appoint a Lead Public Protection Manager for equality and diversity at FODDC as part of the appointment process | Bill Oddy | Apr-Aug 2016 | None | |