Equality Impact Assessment (EIA)

Derby Registration Service

Equality impact, needs and requirements assessment form

Please use this form to record your findings, proposed actions, equality objectives and targets. Use the guidance notes to help you do the assessment or contact the Equality Standard Project Manager if you need some advice

About the policy, practice, service or function you are assessing

Name of policy, practice, service or function: Derby Registration Service

Assessment team leader name: Linda Taylor

Date of assessment: June 2005

Department responsible: Corporate and Adult Services
        Service Area: Registration Service

Other members of assessment team:

Name	Position	Area of expertise	Comments
Linda Taylor	Senior Deputy Superintendent Registrar	Registration Service	
Philip O'Brien	Civic Services Manager	Customer Service Champion	
Olumide Idowu	Principal Solicitor	Legal Services	

Question	Response/ findings
What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?	• To officially record the major life events of each person so as to provide evidence of identity, marital status, parentage and cause of death. • To register all Births, Deaths, Marriages, Civil Partnerships and Still Births occurring within the Derby City Boundary. • To conduct civil marriage ceremonies at the Register Office and other approved venues. • To form civil partnerships at the Register Office and other approved venues. • To conduct non-statutory civil celebratory services, such as the renewal of marriage vows and baby naming. • To administer and conduct citizenship ceremonies.
Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements	A team of registrars with the support of a clerical assistant and receptionist.
Question	**Response/Findings**
Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?	• Potentially all citizens in Derby and elsewhere • Council Tax Departments • Local Health Authorities • General Register Office • Home Office.

What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well, what changes or improvements, and what should the benefits be for customers, groups or communities?	We wish to achieve the best practice according to the registration Local Government Best Practice Guide (LGA2). We continue to use the LGA guide as part of our business plan to improve our service. We wish to ensure there is equal access for all service users by: • Telephone • Personal callers • Online enquiries • Postal enquiries
Question	**Response/Findings**

What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice. What did they tell you?	Previous inspection reports by HM Inspector of Registration highlighted significant problems with the accommodation and facilities provided by the old Traffic Street premises as did our 2002 customer survey. This led to the refurbishment of the Traffic Street Premises. We utilised the inspection reports and the LG good practice guide as tools to improve the facilities offered when we moved to Royal Oak House in March 2005. For example • Separate waiting rooms for birth and death registration • Two marriage rooms • Induction Loops for persons using hearing aids. Induction Loops fitted in both marriage rooms and portable loop for use throughout the office. • Improved toilet and baby change facilities • Ramp access • Lift • Wide doorways • PC's with internet access • Improved registrars offices Our customer surveys in 2002 and 2004 have given consistently high service satisfaction rates, any negative comments mainly due to our lack of customer car parking.

Identifying potential equality issues and factors	
Question	**Response/ findings**
What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring	More car parking and disabled car parking has been a consistent factor in our surveys and the previous inspection reports, which we are unable to do much about as we are located in the City Centre. Potentially access to the building may be compromised – when quad goes ahead, especially disabled people's access.
Question	**Response/ findings**

Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?	Ours is a Statutory service, there are no alternatives to using our service. The Civil Partnership Act has meant that the gay and lesbian community can access a new statutory service provided by the Registration Service. It has to be said that we are proud to say we were already providing same sex commitment ceremonies for some years prior to this. Citizenship ceremonies are conducted for any Foreign National who has successfully applied to the Home Office for British Citizenship. People of all nationalities use the registration service in the event of a Birth, Death, Stillbirth, Marriage or Civil Partnership.

Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?	Increased demographic change caused by the arrival of new asylum applicants brings a demand for new translation services other than our principal BME languages. We have one member of staff able to speak and translate Punjabi, Urdu and Gujerati; the same cannot be said of Serbian, Somali, Farsi, Kurdish etc. We have to adapt our service to accommodate these needs. We on occasion use language line, as well as in-house staff able to translate foreign languages and local community centres. This is free of charge to the customer We on occasion direct customers to Nottingham City Council's language department (larger variety of languages to those available in Derby) professional translator for help in translating speech and documents. These may well cause cost to the customer – we are however a statutory service and The General Register Office advice is that customers should pay for these services. A recent example being a Loation translator for a marriage ceremony cost £147 against the marriage ceremony cost of £40.
Question	**Response/findings**
Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?	Potential problem (not reported in any surveys in that some of our own information documents for assisting customers are currently only written in English. We mainly use government documents/leaflets which are purported to be available in numerous languages. We have ordered these documents several times with no response)

What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?	• Our own customer surveys • Have your say leaflets feedback mechanism • Derby City Council complaints forms • We hold and publish the survey results, the last two are held by the council • Publish waiting times for Registrars of Births and Death and Superintendent Registrars on a monthly basis • Bench mark results in the good practice guide quarterly as set out in our Business Plan – reported back to assistant director on a quarterly basis
Question	**Response/ findings**
Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?	None.

Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?	We believe our service has a marked positive effect with the introduction of Civil Partnerships, although Derby Register Office was one of the first offices in the Midlands to offer same sex partnership ceremonies. The introduction of Citizenship ceremonies for those seeking British Nationality has been a great success and has involved not only the Registration Service, but the Mayor and Civic Services department, contributing to Community Cohesion and introducing new citizens to their local Council services. In special circumstances, where a body needs to be taken out of the country urgently, the Coroner will sign certificates out of hours, providing there are no complications with the death, the Register Office out of England policy then allows for the death to be registered at a weekend to serve the needs of the Pakistani community to be able to bury their relatives in a timely manner. Registrars will also register births and deaths on Saturday mornings by appointment, which will meet the needs of Jewish people who need to register on their Sabbath day.

Collecting the information and data about how the policy, practice, service or function, impacts on communities

Please record your information and data in this table and think about:

what information or data you will need
using both quantitative and qualitative data
making sure that where possible there is information that allows all perspectives to be considered
identifying any gaps in the information/ data and what it can tell you

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Customer feedback and complaints	Complaints-Ongoing, reviewed by service as and when a complaint is made.	Complaints procedures	Customer service issues raised and reviewed.	Not systematically monitored for equality purposes

Consultation and community involvement	The majority of functions of the Registration Service are statutory and consultation is not a requirement. However, we did consult with MECAC and the local lesbian and gay community via Derbyshire Friend on the introduction of Civil Partnership.	MECAC Derbyshire Friend	The introduction of Civil Partnerships do not require a ceremony however, a ceremony should be offered (as with a marriage ceremony) which is no less favourable to the lesbian and gay community.	Not monitored for equality purposes.
Performance information including Best Value	No equality issues monitored – Statutory service available to all.			
Take up and usage data	Not applicable – Statutory Service			

Comparative information or data where no local information	No longer available within the Registration Service since the demise of the LACORS good practice guide website, however benchmarking using the new LACORS good practice guide to begin late 2007.	A comparison of office accessibility and facilities against the minimum good and better practice sections of the good practice guide.	Previous good practice guide results show Derby to meet all minimum and good practice targets as well as most better practice targets	We are unable to record uptake of these facilities.
Census, national or regional statistics	Ten yearly	National government	Non specific information with regard to percentages of disabled persons and ethnic minority groups at a specific date in time.	Information does not reflect the new minority ethnic community groups and does not give an accurate picture of the number of disabled people

Access audits or assessments such as DDA assessments	Access audit conducted 2005 with Access Officer NRAC Consultant M Watts. Accessibility Audit via LACORS good practice guide conducted on a quarterly basis. Access/ facilities survey also completed on a bi-annual basis as part of Customer Satisfaction surveys. Annual Fire Evacuation plan including individual disabled staff evacuation.	Access Audits LACORS good practice guide Customer Surveys Fire Evacuation Plan	Derby Register Office has in general good accessibility standards however, thought should be given to installing an electric chair lift at the site of the three steps rear access to the premises. (Although an alternative step free exit is available). The staircases within the Register Office are steep and it may be difficult to manoeuvre evac-chairs in case of a fire. Staff require training on the safe use of evac-chairs. There is insufficient car parking	Information on proposed new services.

			for disabled customers wishing to access the Register Office.	
Workforce profile	Current	Personnel	We have 1 ethnic minority member of staff and 2 disabled members of staff.	Ethnic minority staff may be under represented. Majority of workforce female.
Monitoring and scrutiny outcomes	Data is provided to the Local Authority via HM Inspectorate of Registration, who produce a report on the state of the Registration Service, which includes Facilities and Accomodation,Customer Care, Technical Delivery and Accessibility and Service Standards.	HM Inspector of Registration Service Wide Review.	Gives information on office accessibility, facilities and service delivery.	Little information with regard to ethnic minority issues.

Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?
Registration Service	Information leaflets (in house)	Some leaflets are available in the three BME languages and should be available in up to twenty languages to comply with Council policy.	Some ethnic minority customers may not be able to fully access the service.	Some ethnic minority customers may not be able to fully access the service as they may be unable to read the information leaflets.
	Information leaflets (External)	Leaflets from HMSO purport to be available in many different languages, but in practice are unavailable.	Some ethnic minority customers may not be able to fully access the service.	Some ethnic minority customers may not be able to fully access the service as they may be unable to read the information leaflets.
Registration Service	Civil Partnership Ceremonies	Couples wishing to have a civil partnership should be offered a ceremony which is no less favourable than a marriage ceremony.	Gay and Lesbian groups who wish to have a ceremony included as part of their civil partnership.	The Gay and Lesbian community with regard to Equal Opportunities.

Registration Service	Introduction of outstation to register deaths at the Derbyshire Royal Infirmary.	To improve service accessibility as part of the bereavement journey.	Many customers including disabled customers may benefit from a one stop procedure.	This is an improvement to customer care standards to benefit all service users.
	Introduction of outstation to register births and deaths at Derby City General Hospital.	To improve service accessibility as part of the bereavement journey. To improve service accessibility for persons wishing to register their child's birth.	Many customers including disabled customers may benefit from a one stop procedure.	This is an improvement to customer care standards to benefit all service users

Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

Objective/Target:	Make information leaflets available in languages to meet the new comr
Specific	Yes – access to the information is improved
Measurable	Yes – the number of request for leaflets in the extra languages can be
Achievable	Yes, we can revise the leaflet at the next print run
Relevant	Core improvement to make the service more accessible
Timed	Timetabled for March 2008

Objective/Target:	The Civil Partnership Ceremony mirrors a Marriage Ceremony
Specific	Yes
Measurable	Yes – satisfaction levels can be assessed
Achievable	Yes, we can amend the wording of the ceremony
Relevant	Core improvement target – improving service for same sex couples
Timed	December 2005

Objective/Target:	Complete consultation to find out what is needed at the DRI outstation
Specific	After consultation with local Health Authority and as part of the Bereav confident this would provide improved access to our service for bereav
Measurable	Yes – satisfaction levels can be assessed
Achievable	Resources already identified and allocated
Relevant	Underpins revision of service and accessibility improvements
Timed	April 2007

Objective/Target:	Complete consultation to find out what is needed at the super hospital deaths
Specific	Produce analysis and report
Measurable	Complete report
Achievable	Resources already identified and allocated
Relevant	Underpins revision of service and accessibility improvements
Timed	Specific delivery date for report and recommendations

Monitoring and reviewing - incorporating into performance management

Please summarise your objectives and targets in this table with your proposed monitoring and reporting arrangements

Objective	Planned action	Target performance			Responsible lead officer	Reporting cycle, for example, quarterly
		2005/6	2006/7	2007/8		
To make information available in languages to meet new communities needs	We will monitor the number of applications to make leaflets available in different languages each leaflet would initially need to be translated and printed initially on an individual basis.	n/a	n/a	Number of requests	J Clark	Annual
The Civil Partnership Ceremony mirrors a Marriage Ceremony	Civil Partners to be offered not only national suggested ceremony, but also the opportunity to create an individual ceremony of their own.	Customer satisfaction levels of 95%	Customer satisfaction levels of 95%	Customer satisfaction levels of 95%	J Clark	Customer feedback and inclusion into customer satisfaction survey

Complete consultation to find out what is needed at the DRI outstation to register deaths	Consult with DRI, Local Health Authority, HM Registrar General and Local IT Support prior to opening of outstation.	n/a	n/a	Customer satisfaction levels of 95%	L Taylor / J Clark	Customer feedback from outstation survey July 2007
Complete consultation to find out what is needed at the super hospital outstation to register births and deaths	Consult with Derby City General Hospital, Local Health Authority, HM Registrar General, Local IT Support and Equality Standard Project Manager prior to opening of outstation.	n/a	n/a	n/a	L Taylor / J Clark	Produce report on consultation by 31/3/2008