

Equality Impact Assessment (EIA)

Environmental Health and Trading Standards Routine Inspections

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: Environmental Health and Trading Standards Routine Inspections

Assessment team leader name: Helen Castledine-Smith

Department responsible: Environmental Services Service Area: Environmental Health & Trading Standards

Date: May 2007

Other members of assessment team:

Name	Position	Area of expertise	Comments
Gurpal Kooner	Technical Officer	Health & Safety Inspections	
	- Health & Safety		
Rosemary Donnelly	Specialist Technical Officer	Food Inspections	
	- Food Safety		
Ian Richardson	Group Leader	Food Standards	
	- Trading Standards	Inspections (Management	
		Of Inspection programme)	

Question	Response/ findings
What are the main aims and objectives or purpose of the policy, practice, <u>service or function</u> that you are assessing?	The completion of routine inspection to check compliance with legal requirements. To give advice to businesses to help achieve compliance. Ultimate aim to protect public. The inspection of Businesses is a statutory function.
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	Management team oversee the service. Individual teams deliver the functions and the officers carry out the visits. The targets are set within the Service Plan for the Environmental Health & Trading Standards Division. On occasions the inspections are carried out by Consultants on a contract basis.
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?	Commercial Businesses within the City of Derby. The public who are using the services of the Commercial businesses, contractors visiting/working in businesses.
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?	The Department wants to ensure compliance with the legal requirements. The ultimate aim is to protect the health, safety and wellbeing of the community. Provision of advice/ information to businesses and members of the public.
Question	Response/ findings

<p>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.</p> <p>What did they tell you?</p>	<ul style="list-style-type: none"> - Quality Assurance Audit June/July 2006 - Internal Quality Assurance Audits - DFLG Audit (approved premises) - HSE Audit of Inspections (Inter Authority Auditing) - Peer review (Trading Standards Inspection and Consumer Advice) - Customer Satisfaction Surveys (random selection 5-10%) <p>- The audits have in general informed us that we are carrying out this function to a high standard.</p>
Identifying potential equality issues and factors	
Question	Response/ findings
<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<ul style="list-style-type: none"> - Feedback from Customer Satisfaction Surveys on occasions have highlighted language issues. - Feedback from individual businesses during training sessions has shown that face to face verbal explanations are easier to understand than in the written form.
Question	Response/ findings

<p>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?</p>	<p>The completion of Inspections is carried out on a risk priority basis. The Division works to a planned Inspection Programme.</p> <p>This is a regulatory service, so choice to use service is removed.</p>
<p>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?</p>	<p>The increasing numbers of asylum seekers to Derby brings demands for translation services in languages other than the principal languages. Whilst some of our employees have skills in Punjabi, Urdu and Hindi, this is not the situation for Kirdish and other eastern European languages.</p> <p>Service will need to rely more on the interpretation services provided by the centre. This needs to be comprehensive.</p> <p>There has been an Increase in migrant workers as well as asylum seekers – the issues and service requirements for the two are very different.</p>
<p>Question</p>	<p>Response/ findings</p>

<p>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?</p>	<p>- Customers / Communities that could be at a disadvantage are those who have a difficulty in reading English, as Inspection reports and other written material / information leaflets are often only in English</p>
<p>What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?</p>	<p>- Customer Satisfaction Surveys have requested equalities information. - Formal Complaints records. The records show that we have not received any complaints relating to equality issues during the last 2 years.</p>
<p>Question</p>	<p>Response/ findings</p>
<p>Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?</p>	<p>Equality and diversity objectives already exist and they are specified in the Service Plan for the Division 2006/2007 and the Equality & Diversity Action Plan 2005/2008. A review of our actions at the end of 2005/2006 indicated that the objectives for the year had been met.</p>

<p>Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p>	<p>The Service is in general having a positive effect on all people in the City of Derby because it aims to improve standards of legal compliance.</p>
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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	Collected on a monthly basis Formal complaints Procedures	From Business Operators Service Users	Tells us whether the level of service provided was adequate	None
Consultation and community involvement	None			
Performance information including Best Value	Customer Satisfaction Surveys		Tells us whether the level of service provided was adequate	

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
Take up and usage data	Not applicable			
Comparative information or data where no local information	Not applicable			
Census, national or regional statistics	Not applicable			
Access audits or assessments such as DDA assessments	Not applicable			
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

Workforce profile	Through the recruitment and selection process	Recorded on vision	This information is collected centrally	
Where service delivered under procurement arrangements – workforce profile for deliverers				
Monitoring and scrutiny outcomes	Not applicable			

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?
Routine inspections		During inspections there may be language barriers	<ul style="list-style-type: none"> - Disabled people - Ethnic Groups 	Business operators who have difficulty speaking/reading English

Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

Objective/Target:	To identify Business Operators who require written or verbal correspondence in a language other than English by march 2008
Specific	Yes
Measurable	The number of requests
Achievable	Depends on outcome and resources available
Relevant	Core improvement to make service function more accessible
Timed	March 2008

Objective/Target:	To identify Business Operators who request information on Basic English Courses
Specific	Yes
Measurable	The number of requests
Achievable	Yes, we can provide them with details of courses
Relevant	Core improvement to make business operators understand the legal requirements
Timed	March 2008

Objective/Target:	
Specific	
Measurable	
Achievable	
Relevant	
Timed	

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		
			End			
To identify Business Operators requiring written or verbal correspondence in a language other than English	Pilot To send out and evaluate results of First Contact leaflet sent to Food Business Operators for 6 months.			March 2008	HCS	
To identify Business Operators requiring information on basic English language courses and provide it upon request.	Pilot To send out and evaluate results of First Contact leaflet sent to Food Business Operators for 6 months.			March 2008	HCS	