

# **Equality Impact Assessment (EIA)**

## **Health and Trading Standards Complaints**

### **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: Health and Trading Standards Complaints

Assessment team leader name: Helen Castledine-Smith

Department responsible: Environmental Services

Service Area: Environmental Health & Trading Standards

Other members of assessment team:

Name	Position	Area of expertise	Comments
Kate Sutton	Monitoring & Modelling Technical Officer		
Jamille Riverol	Licensing Officer		


Question	Response/ findings
<p>What are the main aims and objectives or purpose of the policy, practice, <u>service</u> or function that you are assessing?</p>	<p>To ensure businesses comply with their legal requirements. The ultimate aim is to provide safe communities and to protect public health.</p>
<p>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</p>	<p>The Complaints Service is delivered by all sections of the Environmental Health &amp; Trading Standards Division. There may be occasions when the service is delivered under procurement arrangements, e.g. looking at complaints in relation to licensing applications for pub opening hours.</p> <p>All sections within Environmental Health and Trading Standards are subject to and comply with the council's corporate complaints procedure. This addresses complaints about the service and/or officers.</p> <p>Other complaint mechanisms exist these enable members of the public to complain about incidents, premises, or safety.</p>
Question	Response/ findings

<p>Who is affected by the policy, practice, <u>service</u> or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?</p>	<p>The external customers are all members of the community and businesses within the city of Derby. Officers working in other departments/divisions can use our complaints mechanisms.</p>
<p>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?</p>	<p>The Department wants to ensure compliance with the appropriate legal requirements. The ultimate aim is to protect the community. In terms of complaints about our service, the aim is to investigate things fairly and take appropriate action.</p>
<p><b>Question</b></p>	<p><b>Response/ findings</b></p>

<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"> <li>- Internal reviews of the service (procedures – pollution)</li> <li>- QA Audit completed June/July 2006</li> <li>- Customer Satisfaction Surveys (random selection usually 5-10%)</li> </ul> <p>The audits have in general informed us that we are carrying out this function to a high standard.</p>
<b>Identifying potential equality issues and factors</b>	
<b>Question</b>	<b>Response/ findings</b>
<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<p>A monitoring exercise was conducted to determine the mix of Environmental Service Division customers (October 2001).</p> <ul style="list-style-type: none"> <li>- Feedback on specific issues, e.g. complaints about name badges and taxi drivers (dealt with by Committee).</li> </ul> <p>Licensing officers have regular meetings with Taxi Representatives.</p>
<b>Question</b>	<b>Response/ findings</b>

<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 monitoring exercise established that a significant number of our customers are Pakistani, closely followed by Indian and then other white background which appeared to correspond with the make up of the minority ethnic population in Derby in 2001.</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 and the expansion of the EU bring demands for translation services in languages other than the principal languages.</p> <p>Whilst some of our employees have skills in Punjabi, Urdu and Hindi, this is not the situation for Kurdish and other Eastern European languages.</p>
<p><b>Question</b></p>	<p><b>Response/ findings</b></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>	<ul style="list-style-type: none"> <li>- Customers/communities that could be at a disadvantage are those who have a difficulty in reading English, as complaint correspondence is written in English. Community groups could be reached by translating documents and putting them in the relevant community centres.</li> <li>- However, the service has been adapted when required to meet their needs. (e.g. completion of diary sheets – pollution)</li> </ul>
<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>	<ul style="list-style-type: none"> <li>- Customer Satisfaction Surveys have requested Equalities Information.</li> <li>- Formal Complaint records. The records show that we have not received any complaints relating to equality issues during the last 3 years.</li> </ul>



<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 &amp; 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 generally having a positive effect on all people in the City of Derby because it aims to improve standards of legal compliance.</p>



## 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

<b>Data or information</b>	<b>When and how was it collected?</b>	<b>Where is it from?</b>	<b>What does it tell you? You need to consider all six equality strands where you can</b>	<b>Gaps in information</b>
Customer feedback and complaints	Collected on a regular basis by sections	Business operators and the public who use our service		Questions are not currently being asked on sexuality, religion and sometimes disability
Consultation and community involvement	Not available Taxi Licensing Trade Meetings		Feedback from any issues of concern	
Performance information including Best Value	- March 2000 (TS) Best Value Inspection - Customer Satisfaction Surveys			

Take up and usage data	See monitoring exercise 2001			
Comparative information or data where no local information	Not available			
Census, national or regional statistics	Not available			
Access audits or assessments such as DDA assessments	Access audit was completed of premises in 2004/2005.			
Workforce profile	Through the recruitment and selection process	Recorded on vision	Recorded 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?
Complaints		There are gaps in the feedback that we obtain from existing complainants	Sexuality, religion, disability	We are unable to determine the feedback from these groups as the information is not being collected by all Departments.
		The information that is currently collected has not been reviewed for Equality purposes.	Potentially any of the groups	
		We have not determined if there are barriers for some groups; preventing their use of the complaints service	Potentially any of the groups.	Not yet known


## Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

<b>Objective/Target:</b>	Complete consultation to find out if there are barriers for certain groups thereby preventing the take up of our complaints service
Specific	Produce analysis and report
Measurable	Complete report
Achievable	Depends on the outcome
Relevant	Yes, it underpins accessibility improvements
Timed	Specific delivery date for report and then improvements, March 2008

<b>Objective/Target:</b>	Review of the Customer Satisfaction Surveys for Equality purposes
Specific	Yes
Measurable	Yes, satisfaction levels can be assessed and we can assess if all groups are covered
Achievable	Yes, we can amend the satisfaction survey if necessary
Relevant	Core improvement target – improving service provision
Timed	September 2007

<b>Objective/Target:</b>	
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			
Complete consultation	Attend <ol style="list-style-type: none"> <li>1. MECAC</li> <li>2. SACRA</li> <li>3. Derbyshire Friend</li> <li>4. Disabled Peoples Advisory Committee</li> <li>5. Women's Advisory Committee</li> <li>6. Age Concern/ Senior Peoples Forum</li> </ol>			March 2008	HCS	
Review the Customer Satisfaction Surveys				Sept 2007	HCS	

