

Equality Impact Assessment (EIA)

Markets

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: MARKETS

Assessment team leader name: CHRIS EDWARDS

Department responsible: CORPORATE AND ADULT SOCIAL SERVICES

Service Area: PROPERTY SERVICES - ESTATES

Other members of assessment team:

Name	Position	Area of expertise	Comments
Steve Meynell	Chief Estates Officer	Property management	
Dennis Wardle	Markets Officer	Markets management	
Mick Watts	Access Officer	Disabled access	
John Lightfoot	Quantity Surveyor	Building surveying and project management	Representative on Departmental Equalities Group
Derek Jinks	Design Services Manager	Building and procurement	

Question	Response/ findings
<p>What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?</p>	<p>Function: To provide a commercially viable markets service to promote economic activity in the city and to meet the needs of the whole community. Markets include: Eagle Centre Market, Market Hall, Allenton Market, Cattle Market, Wholesale Market, Continental Market, Farmers' Market.</p> <p>Policies: Lettings (no formal policy) Marketing (limited budget)</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>Markets Section within Estates Section of Property Services Individual traders provide the service, the Council provides the facilities</p>
<p>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?</p>	<p>Traders General public</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>A safe, accessible, attractive, well maintained, trading environment and to provide a wide range of shopping opportunities for all the public. Accommodation that meets the needs of traders. A market that is economically viable. Improvements: Better access to stalls in main markets is desirable but physical alterations to steps not possible because of structure.</p>

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>	<p>Best Value Review, February 01, updated November 05</p> <ul style="list-style-type: none"> • Encroachment into aisles causing access issues (November 05) • Ethnic mix of tenants 86% white, 14% ethnic minority <p>Pointer Panel 2004: usage and access</p> <ul style="list-style-type: none"> • Results of access survey showed that in the main markets (Eagle Centre and Market Hall) 97% of customers rated access as adequate and or very good with approximately 3% fairly poor or very poor • Access issues at Cattle Market and Allenton Market were raised but these related to vehicular access
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>	<p>Past survey indicated that the ethnic mix of traders mirrors that of the city.</p>
<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>No firm evidence but perception is that there is a lower use by West Indian customers.</p> <p>Few ethnic minority customers use the Market Hall.</p> <p>Across all the markets 59% of users are 45 or over and generally users tend to be 'older people'. The Markets are used less, therefore by younger people.</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>Increased aged population.</p>

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?	Increasing trend to 'close in' stalls by installing shop fronts due to diversification. Decreases accessibility for disabled users. Although this is carried out by stall holders, permission is required from the Council.
What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?	Past survey indicated that the ethnic mix of traders mirrors that of the city. No formal complaints relating to accessibility issues to markets generally but some complaints about accessibility to stalls. Some informal complaints regarding goods encroaching into aisles.
Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?	No specific objectives.
Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?	No specific effects for central markets but Allenton Market provides a service for the local community in an area of deprivation.

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	Best Value Review 2001 Objectives reviewed 2005	Traders and users	Good service (2 star)	None
Consultation and community involvement	Derby Pointer 2004	Pointer Panel survey	Access considered adequate to very good at ECM and MH by 97% respondents.	
Performance information including Best Value				
Take up and usage data	Best Value Review 2001 Monthly monitoring of void stalls		Greater take up by ethnic minority 15% against the ethnic make up of the City at 10%	None but data now out of date

Comparative information or data where no local information	Best Value Review 2001 – other neighbouring and similar authorities	Other authorities	Ethnic take up by traders	
Census, national or regional statistics				
Access audits or assessments such as DDA assessments	Partial access audit	Access Officer	Markets buildings are accessible, but individual stalls within may not be	
Workforce profile	Markets management: White males 5 White female 1	Markets Manager	Ethnic groups and women are under-represented	
Where service delivered under procurement arrangements – workforce profile for deliverers	Cleaning: carried out by Environmental Services Department			
Monitoring and scrutiny outcomes				

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?
1. Markets generally	Lettings policy (pack)	No formal policy	All prospective/ existing tenants	All tenants, but particularly prospective tenants with possible consequential impact on disabled customers
	Include in policy: <ul style="list-style-type: none"> • advice on DDA (leaflet) • shop front requirements and guidance • goods displayed in walkways (and be more active in policing) 		Disabled customers – access to stalls	As above
2. Markets generally	Ethnic mix survey of tenants	Last survey 2001	Ethnic minority traders and users	
3. Continental/other markets	Guidance including DDA guidance	No formal policy	All prospective/ existing tenants	As above

Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

Objective/Target:	Provide formal lettings policy and promote greater awareness of access implications for permanent and temporary markets
Specific	Produce policy and distribute
Measurable	Produce policy and distribute
Achievable	Resources identified and allocated
Relevant	Traders' greater awareness of equalities issues, particularly requirements of DDA
Timed	Completion date included in Business Plan

Objective/Target:	Carry out ethnicity survey as part of satisfaction survey of market tenants (ECM & MH)
Specific	Yes
Measurable	Stall take up and satisfaction improved
Achievable	Resources identified and allocated
Relevant	Assist in future Equalities Impact Assessment
Timed	Completion date included in Business Plan

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		
Provide formal lettings policy and improve awareness of DDA issues	Develop policy and guidance and distribute		Develop June 06 Distribute Sept 06		Dennis Wardle	Business Plan – monthly review
Establish satisfaction level and ethnic make up of tenants	Carry out satisfaction survey in ECM and MH		Sept 06		Dennis Wardle	As above