

Equality Impact Assessment (EIA)

Public Toilets

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: **Public Toilets**

Assessment team leader name: **Malcolm Price**

Date of assessment: **13th July 2007**

Department responsible: **Environmental Services**

Service Area: **Waste Management**

Other members of assessment team:

| Name | Position | Area of expertise | Comments |
|---------------|-----------------------------------|---------------------------------|-----------------|
| Rachel Bailey | Policy and Projects Officer | Refuse Collection and Recycling | |
| Geoff Woolley | Performance and Logistics Officer | Waste Performance Management | |
| Jane Witherow | Team Leader Derby Direct | Customer Services | |
| Andy Harding | Cleansing Supervisor | Front Line Services | |
| Viv Fawkes | Public Toilets Supervisor | Front Line Service Provider | |

| 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>To provide adequate toilet facilities for members of the public who live, work, and visit Derby.</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>Environmental Services, Waste Management delivers the policy, practices, and service functions.</p> <p>The responsibility for developing policy and exploring service development is met by the Policy and Strategy group of the service area and the front line service is delivered by the cleansing operational team.</p> <ul style="list-style-type: none"> • JC Decaux provide Automatic Public Conveniences (APC) • Healthmatic service some facilities • PHS service sanitary bins and driers • Environmental Services Building Works Division provides maintenance • Miscellaneous consumables suppliers |
| Question | Response/ findings |

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| <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>All citizens and visitors to Derby are affected by the service.</p> <p>Parks Services have some facilities that we manage, as well As Park Farms shopping centre.</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>Good facilities for users</p> <p>Good customer satisfaction from all users</p> <p>Positive contribution to Public Health to benefit All citizens and visitors to Derby</p> <p>Good Distribution of facilities and numbers of facilities per 100,000 of population which compares well with similar sized Cities.</p> <p>In the City Centre, easy access for parents with babies and toddlers. Good facilities for babies and toddlers</p> <p>Facilities that meet the needs of those who wish to observe ablution ritual.</p> |
| <p>Question</p> | <p>Response/ findings</p> |

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| <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>Internal policy review carried out in 2004 not published.</p> <p>No Best Value Review of Service.</p> <p>No specific research other than informal benchmarking and networking with colleagues on other Cities.</p> <p>Safety of Staff issues addressed – personal alarms issued to staff</p> <p>Closures approved in Cabinet Report 2006. Closures recommended on the basis of site dilapidation, vandalism making the site regularly unsuitable for use. No consultation carried out in local communities.</p> <p>DDA compliance – no formal assessments have been undertaken. RADAR facilities are available however there is ongoing misuse from some eligible users involving illegal drug taking and other antisocial behaviour.</p> |
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| Identifying potential equality issues and factors | |
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| Question | Response/ findings |

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| <p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p> | <p>No equality issues have been raised about Public Toilet provision, from Area Committees or Neighbourhood forums or residents action groups.</p> <p>There are no specific performance indicators for public toilets.</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>We have no recent evidence of take up neither re we able to establish take up by particular groups</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>We are aware that there is an influx of economic migrants from Eastern European countries to Derby.</p> <p>All public toilets are signed using icons indicating male or female facilities. We are not aware that people are entering the wrong facilities due to misinterpreting the icons.</p> <p>We are not aware of visually impaired people having difficulties in identifying the correct facilities to use.</p> <p>New developments in the City which increases local population levels have not had any new public toilet facilities identified.</p> |
| <p>Question</p> | <p>Response/ findings</p> |

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| <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>We have not been made aware there is a widespread problem that would affect any particular group or section of the community.</p> <p>We would need to review whether or not public toilet provision in Derby has an adverse effect on such groups.</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 complaints are recorded and enquiries were made about Public Toilets in Derby.</p> <p>There are no up to date figures on usage of facilities in Derby.</p> <p>Usage of APC based in income is recorded</p> <p>There has been no formal feedback using the Pointer Survey.</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>Corporate Equality and Diversity Policy</p> |
| <p>Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p> | <p>Positive effects:</p> <ul style="list-style-type: none"> • Baby changing facilities available for male and female carers • RADAR facilities available in every City Centre Public Toilet managed by the city Council <p>Negative effects:</p> <ul style="list-style-type: none"> • Location of facilities not consistently distributed |

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 | EXOR and FLARE Databases | | To be established | To be established |
| Consultation and community involvement | None | | To be established | To be established |
| Performance information including Best Value | None | | To be established | To be established |
| Take up and usage data | None | | To be established | Performance Indicators to be established |

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|---|---------------|------------------------|-------------------|---|
| Comparative information or data where no local information | None | | To be established | Benchmarking systems need to be established |
| Census, national or regional statistics | | | To be established | To be established |
| Access audits or assessments such as DDA assessments | None | | To be established | To be established |
| Workforce profile | Payroll | Environmental Services | To be established | To be established |
| Where service delivered under procurement arrangements – workforce profile for deliverers | Not available | | To be established | To be established |

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| Monitoring and scrutiny outcomes | None | | To be established | To be established |
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Objectives - process, impact or outcome based

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| Objective/Target: | |
| Specific | <ul style="list-style-type: none"> To consider the appropriateness of changing facilities accessible by disabled adults |
| Measurable | <ul style="list-style-type: none"> Canvas views amongst relevant groups |
| Achievable | <ul style="list-style-type: none"> Yes |
| Relevant | <ul style="list-style-type: none"> Do changing facilities and their accesses meet the needs of those who are disabled |
| Timed | <ul style="list-style-type: none"> From April - June 2008 |

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| Objective/Target: | |
| Specific | <ul style="list-style-type: none"> Review whether current facilities meet the needs of those who must observe ablution rituals |
| Measurable | <ul style="list-style-type: none"> Canvas views amongst relevant groups |
| Achievable | <ul style="list-style-type: none"> Yes |
| Relevant | <ul style="list-style-type: none"> Ensuring that reasonable steps can be taken to meet those needs |
| Timed | <ul style="list-style-type: none"> From July - Sept 2008 |

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| Objective/Target: | |
| Specific | <ul style="list-style-type: none"> Do toilet facilities meet the needs of women |
| Measurable | <ul style="list-style-type: none"> Canvas for views from the Gender Equality Forum |
| Achievable | <ul style="list-style-type: none"> Yes |
| Relevant | <ul style="list-style-type: none"> Do the number and size of womens' facilities meet the demands being made of them |
| Timed | <ul style="list-style-type: none"> From October - December 2008 |

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| Objective/Target: | |
| Specific | <ul style="list-style-type: none"> • Are the current locations for public toilets appropriate to the demand |
| Measurable | <ul style="list-style-type: none"> • Canvas views from Area Forums |
| Achievable | <ul style="list-style-type: none"> • Yes |
| Relevant | <ul style="list-style-type: none"> • Existing facilities were sited many years ago, demographics and new developments have changed the nature of where, what and how public toilets should be managed. |
| Timed | <ul style="list-style-type: none"> • From Jan 2009 |

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|--------------------------|---|
| Objective/Target: | |
| Specific | <ul style="list-style-type: none"> • Review the appropriateness of RADAR and APC facilities for those who are disabled |
| Measurable | <ul style="list-style-type: none"> • Canvas views from relevant groups |
| Achievable | <ul style="list-style-type: none"> • Yes |
| Relevant | <ul style="list-style-type: none"> • Existing facilities may no longer meet the needs of those who are disabled |
| Timed | <ul style="list-style-type: none"> • From Jan 2009 |