

Equality Impact Assessment

Title:	Community Engagement Strategy 2016-20	
Version:	1.0	
Date of draft:		31.10.16
Date approved by Equalities Group		December 2016

Section 1A: Overview

Name of Policy, Procedure, Practice, Strategy or Service:	Community Engagement Strategy 2016-20
Service, Group, Team:	Performance and Communities
Equality Assessment Lead Officer:	Performance and Community Manager
Head of Service	Lorraine Poyser

1B: Please state the intended outcomes of the policy	How will you know these have been achieved? <i>What performance monitoring is in place?</i>
<p>This strategy outlines the council's approach to effective community engagement:</p> <ul style="list-style-type: none"> ▪ Ensure that all communities are able to participate effectively ▪ Manage and coordinate community engagement activities to ensure consistency and quality ▪ Improve the communication of outcomes <p>The strategy will provide a framework for use by officers, members and partner agencies:</p> <ul style="list-style-type: none"> ▪ To inform the Corporate Plan and provide a solid base for developing or changing services ▪ To measure customer satisfaction and opinion in relation to service delivery and to be able to track changes over time ▪ To measure issues around quality of life, such as the fear of crime ▪ To improve the delivery and take up of our services ▪ To support bids for resources or the allocation of resources ▪ To support equality impact assessments ▪ To support the role of councillors in understanding the needs and wishes of the community 	<p>Each policy or strategy will have evidence of community engagement to demonstrate that where appropriate the views of residents, customers and businesses has been sought and taken into account.</p> <p>The framework will be supported by an action plan and toolkit to provide a consistent measure of engagement.</p>

Section 2A: The policy. How will the policy/plan/strategy impact on residents, visitors, businesses or other agencies that we work with? *What work has been undertaken to advise these groups about the changes planned in the policy/plan/strategy?*

The Localism Act 2011 identified that government policy placed new and greater emphasis on the importance of effective community engagement and the role of local people in decision making. Existing partnership working will be developed to ensure that as many residents, customers, staff, partners and businesses as possible feel empowered to make a difference in the development of council policy and service improvement.

This strategy will provide a consistently applied approach to community engagement. The strategy will ensure that those who wish to be involved in the development of services are part of a long term partnership with the council that secures the engagement of the whole

community. In addition engagement will recognise that communities are more than geographic places and include people with shared interests. The process will include the exchange of information, the collection of views and opinions and demonstrating how this engagement has been used in the decision making process.

2B: What needs is the policy/service designed to meet? *You could also refer to your current Service Plans and how the policy/service fits into EBC's Corporate Plan Priorities. How does the policy, procedure, practice, strategy or service align with Corporate Priorities*

The framework will sit alongside the Council's Statement of Community Involvement which sets out the minimum consultation standards specific to the development of statutory planning documents and planning applications. In addition it will incorporate the Equality Act 2010 and operate alongside the council's Communication Strategy.

The strategy will inform future Corporate Plans, it will measure customer satisfaction and identify areas for development and change. Additionally the information gathered will support future decisions relating to resource allocation, provide data in support of equality impact assessments and ensure that members can demonstrate an understanding of the needs and wishes of their community:

- Provide services that are responsive and easy to access.
- Deliver efficient and effective services that residents need.
- Undertake consultation in ways that find out what residents need.
- Continue to seek the views and involvement of residents when reviewing and designing services.
- Undertake relevant and targeted involvement and consultation when undertaking service review and design.

As a service the Performance and Community team will:

- Continue to increase the membership of the on-line panel
- Review the approach to community forums.

2C: Is the service provided subject to any element of outsourcing? *Is the service delivered in part, or in its entirety by an outside company or organisation? If challenged about a service delivered on our behalf you must show that the organisation meets the expectations with regard to equalities in its customer service and recruitment and retention of staff.*

No, although the use of other organisations to gather data may be appropriate.

Section 3A: Gathering Information

What equality monitoring information do you gather and how is this information used to develop services, functions and policies at the current time. *You could look at the take up of services, customer satisfaction (complaints and compliments) and enforcement action.*

The on-line panel are invited to complete equality monitoring information at the end of each survey that they are asked to provide feedback on. There is no data about the panel as a whole to demonstrate how they represent the community as a comparison to the 2011 census. Segmentation data for 2015 identified that the representation of the panel was not reflective of the economic diversity of the borough and anecdotally it is believed that the panel is not representative of the age of the borough, being heavily comprised of residents who are 40+. The engagement process will support the procedure for providing Equality Impact Assessments, which will allow service Heads and the Corporate Equality Group to check that new services are being introduced fairly and have evidence of wide ranging and appropriate community engagement.

3B: What does available data and the results of any consultations show about the take up of services? What is the impact on different groups? (qualitative and quantitative). *You could look at previous community consultation exercises, customer reviews, census data, staff feedback etc. Does your consultation identify responses by protected characteristic or identify particular community and voluntary groups that you worked with.*

Remember: by law you are required to be able to demonstrate, through data analysis and evidence, that you have considered the impact of your service on **ALL** of the relevant protected groups. This document is just a short summary of this process and a tool to help you to check that you

have taken the Equality Act 2010 and the Council's equality objectives into consideration.

A recent request to SMT for information about equality monitoring resulted in no feedback.

The Community Engagement Officer has identified that there is a need to ask all the members of the on-line panel to provide data in the equality monitoring categories to allow targeted programmes to ensure new members create a more diverse and representative pool of panellists.

The collection of Equality Monitoring data often does not include all of the protected characteristic groups, unless the consultation and engagement mean that the data collected is relevant, i.e. someone's sexual orientation may not be relevant to the topic of engagement, however it may be important to collect this data if there is a need to show that this group has been part of the process of engagement.

Section 4: Impact Assessment *Here you need to analyse the needs of different groups and the possible impacts the service may have on them. How is the policy or decision likely to affect the **promotion of equality** and the **elimination of discrimination** in each of the groups?*

Stake Holder Group	Is this group likely to be affected in a positive way?	In what way will they be affected?	Is this group likely to be affected in a negative way?	In what way will they be affected?
Age (older people, young people)	Yes	The diversity of age is important in creating services that are sustainable as the age groups change and the population ages. The process will be understandable and the use of plain language will maximise the opportunities for engagement, regardless of the participants age.	Yes	It is important that different methods of engagement are used to ensure that one age group's view is not dominant. Some methods of engagement, such as community forums and on-line panels have been shown to be representative of older residents.
People with Disabilities	Yes	Community engagement will ensure that	Yes	It is imperative that the process and the

(Both physical and mental impairments)		the issues experienced by this group are taken into account in the development of future services.		information provided as part of the engagement is provided in a way that is accessible to members of this group, e.g. braille, different fonts etc, access to venues for forums and focus groups
Gender (Women, Men, Transgender, Transsexuals)	Yes	Community Engagement will ensure that the views of all the members of this group are represented.		Most community engagement should have a neutral impact on this group.
Race (Black, Asian, Minority Ethnic groups. Include people whose first language is not English)	Yes	The process will be understandable and the use of plain language will maximise opportunities for engagement	Yes	The process needs to be inclusive of anyone whose first language is not English.
Sexual Orientation	Yes	Where equality data is collected, or engagement is targeted to include this group, their views and issues they experience will be represented.	Yes	<p>Feedback from this group can only be monitored if the monitoring process itself captures the data to show that the engagement of this group has been sought.</p> <p>Collection of data should only be undertaken where it can be shown that it is relevant to the engagement.</p> <p>Derbyshire LGBT+ has not received any funding from EBC and so there may be a charge for any consultation undertaken via this organisation.</p>
Religion and belief	Yes	Where equality data is collected, or engagement is targeted to include this group, their views and issues they experience will be represented.	Yes	Data about this group is not routinely collected. Collection of data should only be undertaken where it can be shown that it is relevant to the engagement. Engagement undertaken where a person's religion or belief is relevant may not be able to achieve a representative group without

				understanding how the different faiths are represented.
Dignity, Human Rights and Socio-economic disadvantage	Yes	Where equality data is collected, or engagement is targeted to include this group, their views and issues they experience will be represented.	Yes	Economic circumstances may prevent this group being able to access some forms of engagement.
Marriage and Civil partnerships	Yes	Where equality data is collected, or engagement is targeted to include this group, their views and issues they experience will be represented.		Collection of data should only be undertaken where it can be shown that it is relevant to the engagement. Most community engagement should have a neutral impact on this group.
Pregnancy and maternity/paternity	Yes	Where equality data is collected, or engagement is targeted to include this group, their views and issues they experience will be represented.		Collection of data should only be undertaken where it can be shown that it is relevant to the engagement. Most community engagement should have a neutral impact on this group.

Section 5A: Actions How will you monitor the ongoing effect of the policy/strategy/plan?	When will this be undertaken?	Expected outcomes / performance measures	Which Corporate Plan aim will this action meet?
Perceptions of residents who feel that the council involves residents in its decision making process. Evidence to show that information from consultation	Tracker survey At the review and introduction of	An increase in the positive feedback from residents about how the council keeps them informed and involved in the decision making process. The EIA process will	Delivering efficient and effective services that residents need.

and engagement has influenced council services. CMT will receive a summary of the engagement undertaken annually and be provided with a recommended action plan for the subsequent year.	policies and strategies. Annually	evidence the engagement data used in determining changes to services and new policies and strategies. The findings of the summary will identify changes to be implemented as part of the policy review.	
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5B: If you have identified any negative impacts on any of the groups in section 4 how will you mitigate the effect?					
Negative impact	Action required to mitigate any potential negative impact	Outcome / performance measure	Lead Officer – who will the monitoring of this action be reported to?	Date that the monitoring will be undertaken, how often will it be done?	Which of the current Equality Objectives does this action meet? (State number *)
Age ranges of residents are not represented	Ensure a range of engagement activities are used. Identify and improve the age range of the on-line panel	Age related forums and engagement methods used. A range of ages that are representative of the borough's residents.	Service Head and Community Engagement Officer (CEO) CEO	As part of the toolkit completion annually	Objective 2 Objective 3

Some forms of engagement may exclude some residents with a disability from taking part	Ensure a range of engagement activities, venues are available that address different residents' needs.	Residents with a range of disabilities and accessibility needs have been able to access the engagement process should they wish to.	Service Head and Community Engagement Officer (CEO)	As part of the toolkit completion	Objective 2
The engagement process needs to be available to those whose first language is not English.	Ensure a range of engagement activities, venues are available that address different residents' needs	Residents from a range of ethnic background have been able to access the engagement process should they wish to.	Service Head and Community Engagement Officer (CEO)	As part of the toolkit completion	Objective 2
Economic circumstances may prevent some residents from accessing some engagement activities	Where an alternative format is not appropriate or there is a benefit to the resident accessing the activity as provided, then arrangements will need to be made to ensure that the resident(s) are able to participate.	Residents from a range of economical backgrounds have been able to access the activities.	Service Head and Community Engagement Officer (CEO)	As part of the toolkit completion and where issues arise and identify required action.	Objective 1 and Objective 2
Other groups	It is not necessary to collect and identify equality data for all protected groups each time an engagement activity is undertaken. However for some groups, identifying how to access their views may be an issue where targeted activities are being	A range of contacts are recorded who will allow us to identify community contacts to help address concerns about inequality identified as part of the engagement process.	CEO/CCO (Customer Care Officer)	A data base of contacts will be developed, reviewed and updated regularly	Objective 1, objective 2 and objective 3

	<p>sought.</p> <p>Good practice would allow a data base of community groups and contacts to be collected for which engagement and equality activities could be signposted to.</p>				
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*The objectives are:

1. **Provide a welcoming and safe place for our communities, visitors and businesses which embraces equality and is free from discrimination.**
2. **Provide relevant services that are free from discrimination and delivered in a way that is responsive and accessible.**
3. **Understand and value the diversity of our communities through community engagement**
4. **Foster an accessible and inclusive working environment for all our staff and strive to achieve a workforce that is representative and diverse.**