Equality Impact Assessment

Title:	**Corporate Equality Policy**	
Version:	**1.2**	
Date of draft:		**February 2016**
Date approved by Equalities Group		**31 March 2016**

Section 1A: Overview

Name of Policy, Procedure, Practice, Strategy or Service:	Corporate Equality Policy
Service, Group, Team:	Performance and Communities
Equality Assessment Lead Officer:	Suzanne Gorman
Head of Service	Rachel Fernandez/Lorraine Poyser

1B: Please state the intended outcomes of the policy	How will you know these have been achieved? *What performance monitoring is in place?*
To deliver an ethos of equality and diversity that is recognised by residents, visitors, businesses and partner agencies. To ensure that everyone is treated fairly. To ensure that employees feel confident to deliver services in a way that promotes community cohesion. To foster good relations within the organisation and within the community to ensure a welcoming place to live and work.	A four year action plan has been drafted. This will be reviewed at the end of 2016-17 to ensure that actions are being met and that the actions remain relevant for the coming 3 years. Each action within the plan will have an outcome identified even where no ongoing action is required. Some of the actions will only be developed following consultation within the life of the action plan.

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?*

Many local community groups and partner organisations have been asked to contribute to the consultation for the equality objectives. Staff consultation is ongoing and will be instrumental in developing actions during the life of the action plan (2016-2020). The policy will be supported by a statement from the Lead member for Equality and Diversity, Councillor Gary Hickton which will be issued when the policy and the equality objectives are published. Ongoing group work will take place to promote the reporting of equality issues with staff, residents, visitors and businesses.

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 policy will establish the development of proactive work to identify and address issues relating to equality and diversity and identify actions that will meet all of the Corporate Plan priorities:

A safe, clean and welcoming borough – by ensuring that residents, visitors, businesses and staff feel safe living and working in the borough. Where people feel valued because of community diversity and visitors and new residents and staff feel welcome.

Improved access to services – to look at the services we provide and develop them in a way that remains relevant. To ensure that where possible services are "transformed" to support the council in providing services that are value for money and prioritising those services that residents, visitors and businesses need us to provide and acknowledge that some services are able to be provided within the private sector or through working with partners. To ensure that council buildings are accessible and that information about services are accessed in a way that the customer finds useful.

Delivering efficient and effective services that residents need – To look at how services are used and consult with residents, visitors and businesses on their future development and need.

Creating opportunities for economic growth and prosperity – understand what barriers there are that prevent businesses moving into Erewash and establishing a welcoming and diverse business community.

A well run and efficient council – To provide staff with the training and development opportunities to feel able to deliver services to a diverse community and to show that the council is representative of that community. To demonstrate that we have an understanding of our community and its visitors and businesses.

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

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.*

As part of the 4 year action plan the council will review the equality monitoring information that it gathers and identify areas where this information is not used. In addition the action plan will look at all areas of consultation, customer feedback, including CCCs and user surveys to identify how best to collect information that ensures that the community as a whole is represented in the development of services.

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.*

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.

The action plan will work with individual services to look at data collection and its use to show that we are working to a recognised ethos.

This action plan will in its first year work to complete actions already identified by some community groups that we have consulted with. We will provide feedback to these groups during year one and identify ongoing work as a result. In addition there are a number of council wide activities

that will identify need, identify actions and develop the action plan to remain relevant and focussed on the issues we identify from consultation and the analysis of the data we routinely collect. From this we will share the best of the way we work to ensure all services have access to information that means staff understand the community we serve and feel empowered to deliver services that are accessible.

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?	Will this group be affected?
Age (older people, young people)	**Yes**	As well as ensuring that young people engage with the services we provide we need to target services in a way that suits their 24/7 access needs. This group is under-represented on the online panel. We need to understand which services young people value through user satisfaction surveys.	**Yes**	A review of services may change service provision that impacts more on the older members of the community, e.g. access of face to face delivery. Services will inevitably look at providing services on line where possible but we need to work with residents and local community groups, such as the Long Eaton 50+ who provide support to older residents to use technology	**Yes**
People with Disabilities (Both physical and mental impairments)	**Yes**	The actions supporting the policy will include a review of access to council buildings and access to services. We will proactively encourage residents with a disability			**Yes**

		to join the online panel and be part of other consultation programmes. A review of user satisfaction data will allow us to identify the services people with disabilities value.			
Gender (Women, Men, Transgender, Transsexuals)	**Yes**	We will proactively encourage all residents to join the online panel and be part of other consultation programmes to ensure that there is a wider representation that reflects the community. A review of user satisfaction data will allow us to identify that there are no barriers to all residents using the council's services.	**Yes**	We need to ensure that transgender people are comfortable in telling us information that enable us to show that they are fully represented in the services that we provide.	**Yes**
Race (Black, Asian, Minority Ethnic groups. Include people whose first language is not English)	**Yes**	We will proactively encourage all residents to join the online panel and be part of other consultation programmes to ensure that there is a wider representation that reflects the community. A review of user satisfaction data will allow us to identify that there are no barriers to all residents using the council's services.	**Yes**	We need to be able to identify emerging communities, e.g. residents from Bulgaria and other East European communities and ensure they are able to access services.	**Yes**
Sexual Orientation	**Yes**	We will proactively encourage all residents to join the online panel and be part of other consultation programmes to ensure that there is a wider representation that reflects the community. A review of user satisfaction data will allow us to identify that there are no barriers to all residents using the council's services.	**Yes**	We need to ensure that people feel comfortable telling us about their sexuality so that we are able to show that they are fully represented in the services that we provide.	**Yes**

		Yes	We will proactively encourage all residents to join the online panel and be part of other consultation programmes to ensure that there is a wider representation that reflects the community. A review of user satisfaction data will allow us to identify that there are no barriers to all residents using the council's services.	Yes	We need to ensure that we are able to reach people of different faiths and beliefs as Erewash has small numbers of some faiths that means that places of worship for them could be outside of the borough.		Yes
Religion and belief							
Dignity, Human Rights and Socio-economic disadvantage		Yes	We will proactively encourage all residents to join the online panel and be part of other consultation programmes to ensure that there is a wider representation that reflects the community. A review of user satisfaction data will allow us to identify that there are no barriers to all residents using the council's services.	Yes	We have identified that some residents are under-represented on the online panel and that there are more residents from wealthier areas of the borough on the panel which could result in the views, experiences and needs of those in deprived areas not being represented.		Yes
Marriage and Civil partnerships		Yes	We will proactively encourage all residents to join the online panel and be part of other consultation programmes to ensure that there is a wider representation that reflects the community. A review of user satisfaction data will allow us to identify that there are no barriers to all residents using the council's services.	Yes	We need to ensure that we can show that this group are represented in a way that reflects the community of Erewash but this is not routinely collected in equality monitoring collection		Yes
Pregnancy and maternity/paternity			We will proactively encourage all residents to join the online panel and be part of other consultation programmes to ensure that there is a wider representation that reflects		We need to ensure that we can show that this group are represented in a way that reflects the community of Erewash but this is not routinely collected in equality monitoring		

		collection – this is an area that needs constant review due to the "short term" nature of pregnancy and maternity (26 weeks after birth in a non-work situation)	
		the community. A review of user satisfaction data will allow us to identify that there are no barriers to all residents using the council's services.	

Section 5A: Actions How will you monitor the ongoing effect of the policy/strategy/plan?	When will this be undertaken?	Expected outcomes / performance measures
A four year action plan has identified with community groups an initial number of small projects, in addition the council has identified a number (22) of other actions that it will progress during the four year period. These actions have been allocated a deadline which the CCO will monitor and report on to the Corporate Equalities Group who meet every other month.	Each of the 33 current actions has been given a deadline that corresponds with the end of a quarter date in any one of the 4 years of the life of the action plan.	- Greater community cohesion – the completion of intergenerational projects. - Improved equality monitoring – we will show that we have a better understanding of our community and its representation in accessing and developing council services. - Improved communication with residents – we will tell them about the things that have changed as a result of CCCs. We will review the methods residents etc. prefer to use to communicate with us so that more people report they feel better informed (tracker survey) - Improved access to services – we will review information about access to buildings and information about services and publish them. - Improved representation – we will review and improve the representation on the online panel so that it reflects the community. We will support residents to feel confident to take part in our community engagement activities. We will be able to shower wider representation covering all groups within protected characteristics. - We will publish equality data about our workforce to show that it is representative of the community. We will work to improve its representation in areas where there is an imbalance, e.g age of employees. - We will train and empower staff to deliver our equality objectives. This will be assessed by annual staff consultation about equalities. - We will assess ourselves against the "achieving authority" status of the Local Government Equality Framework - Assess how safe staff feel in telling us about incidents of discrimination

and harassment. This will be measured in annual consultation.
- Foster good relations between different groups within the organisation and in the community. Improved positive feedback in staff and resident surveys.

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?
A need to cut costs will result in a review of customer facing services which if changed may impact on older residents	We need to prepare residents for such things as the 2021 online census. We need to support community groups who work with elderly resident to support those who want to learn to use online services.	A decrease in cash payments at Ilkeston and Long Eaton Town Halls. An increase in online transactions relating to Council Tax by older residents An increase in online notifications relating to Housing Benefit and Council Tax Support by older residents.	Rachel Fernandez – Performance and Communities Manager	An **annual review** of access channels will include this area of work and allow regular reporting of findings. This action forms part of the four year action plan drafted as a result of new Equality Objectives.
The needs of transgender people who are part of the community	To understand who in the community is transgender and how our delivery of services may impact on them.	Greater representation in the community engagement programme supported by data collected through equality monitoring	Rachel Fernandez - Performance and Communities Manager	By **December 2017** we will have undertaken work to review the collection and use of equality monitoring data to show a better understanding of our community and its representation

The needs of people with disabilities who are part of the community	To understand the diverse impact of physical impairments and learning disabilities on members of the community, including carers. To identify any barriers to accessing services for people with disabilities and their carers.	To review and publish information about access to council buildings and access to services and information.	Rachel Fernandez - Performance and Communities Manager	By **March 2017** we will have undertaken a review of Town Halls, Leisure Centres and community centres and have up to date information on the website.
The under-representation of residents by gender	To show an understanding of how people access services any gender related issues, including those for transgender people	To show balanced representation in access to all services and community engagement based on equality monitoring information that we collect and is deemed appropriate to collect.	Rachel Fernandez - Performance and Communities Manager	By **31 March 2019** work will have been completed to look at equality monitoring and customer satisfaction data collection, its quality and use.
The under-representation of residents by ethnicity	To show an understanding of the ethnic groups located within the borough, including emerging communities, e.g. Bulgarian and other eastern European groups. To identify barriers that these residents may experience in trying to access services.	To show balanced representation in access to all services and community engagement based on equality monitoring information that we collect and is deemed appropriate to collect.	Rachel Fernandez - Performance and Communities Manager	By **31 March 2019** work will have been completed to look at equality monitoring and customer satisfaction data collection, its quality and use.
The under-representation of residents by faith and belief	To show an understanding of which faiths and beliefs are celebrated in the community and to promote community cohesion regardless of faith or ethnicity.	To show balanced representation in access to all services and community engagement based on equality monitoring information that we collect and is deemed	Rachel Fernandez - Performance and Communities Manager	By **31 March 2019** work will have been completed to look at equality monitoring and customer satisfaction data collection, its quality and

| | To produce a calendar of celebration days for the EBC website | appropriate to collect. | | use.

The Calendar will be produced and on the Equality and Diversity section of the website by the end of **June 2016** |
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| The under – representation of people to reflect the different sexuality of residents in the borough | To show an understanding of the issues experienced by people who are not heterosexual.

To review equality monitoring information collection so that a customer's sexuality is identified in circumstances that are appropriate | To show balanced representation in access to all services and community engagement based on equality monitoring information that we collect and is deemed appropriate to collect. | Rachel Fernandez - Performance and Communities Manager | The appropriateness of when to collect this data will be part of the work to review the use of equality monitoring data and customer satisfaction information – by **March 2019** |
| To improve the representation of people within "poorer" socio-economic areas | To target those postcodes where under-representation has been identified.

To look at how data is collected by the contact centre and allow us to collect data in a way that will allow us to share information and contact details across the council. | Greater representation of residents living in those areas identified in the borough as being "Acorn category 4 and 5". | Rachel Fernandez - Performance and Communities Manager | Postcodes to address this have already been identified and will form part of the work for completion **by March 2017.** The need to monitor the balance of the panel and those who complete feedback needs to be ongoing to maintain the balance. |

To ensure that people in a marriage or civil partnership are represented fairly in our delivery of services and community engagement	To review equality monitoring information collection so that a customer's marital status is identified in circumstances that are appropriate	To show that where appropriate services that impact on people because of their marital status have been reviewed and the equality monitoring information is requested when relevant.	Rachel Fernandez - Performance and Communities Manager	The appropriateness of when to collect this data will be part of the work to review the use of equality monitoring data and customer satisfaction information – by **March 2019**
To ensure that women who are pregnant or in a maternity period are represented fairly in our delivery of services and community engagement	To review equality monitoring information collection so that if a customer is pregnant or given birth to a baby in the previous 26 weeks, they are identified in circumstances that are appropriate	To show that equality monitoring information collected from people who are pregnant or in a period of maternity is used to develop services.	Rachel Fernandez - Performance and Communities Manager	The appropriateness of when to collect this data will be part of the work to review the use of equality monitoring data and customer satisfaction information – by **March 2019**