

Organisation or Department	Regeneration and Protection Division
Service Area / Section	Regulatory Services

Section	Date Started	Reviewing officers:	Name (alphabetic order)	Job Title	Date Completed
Part A	08/10/07	Lead officer(s)	Ken Wardale	Head of Regeneration and Protection	12/10/07
		Others on the review team	Alan Blundell	AD – Regulatory Services	
Susan Gambles	AD – Economic Regeneration				
Keith Molloy	Economic Regeneration Manger				
Patricia Evans	Policy and Programmes Manager				
Maurice Dearden	Principal Licensing Officer				
Julie Middlehurst	Acting Chief Trading Standards Officer				
Ron Sherwood	Acting Food Health and Safety Service Manager				
Dave Young	Environmental Protection Service Manager				
Steve Sargent	Housing Strategy – Service				

			Anees Mank	Manager Private Sector Housing Service Manager	
Part B		Lead officer(s)	Maurice Dearden	Licensing Manager	April 2008
		Others on the review team	Alan Blundell Julie Middlehurst Ron Sherwood Dave Young	Assistant Director – Regulatory Services Acting Chief Trading Standards Officer Acting Food Health and Safety Service Manager Environmental Protection Service Manager	
Part C		Lead officer(s)	Maurice Dearden	Licensing Manager	April 2008
		Others on the review team	Alan Blundell Julie Middlehurst Ron Sherwood Dave Young	Assistant Director – Regulatory Services Acting Chief Trading Standards Officer Acting Food Health and Safety Service Manager Environmental Protection Service Manager	
Part D		Lead officer(s)	Maurice Dearden	Licensing Manager	April 2008
		Others on the review team	Alan Blundell	Assistant Director –	

			Julie Middlehurst Ron Sherwood Dave Young	Regulatory Services Acting Chief Trading Standards Officer Acting Food Health and Safety Service Manager Environmental Protection Service Manager	
Part E		Lead officer(s)			
		Others on the review team			

Part A: Assessing Relevance and Prioritising Areas

List functions and policies	For which of the following parts of the general duty, in the areas of gender, disability and race does it apply?			Are there other groups that need to be considered	Priority
	Disability	Gender	Race	Please state which groups below:	1, 2 and 3 = high Any 2 = medium Any 1 = low
Licensing Services					
Licensing Act	1	-	1,2		Medium
Gambling Act	1	-	-		Low
Taxis	1	-	-	Age, class	Low
Street Trading	1	-	-		Low
Charitable Collections	1	-	-		Low
Trading Standards					
Consumer Complaints	1		1	Age, Class	Low
Trader Advice & Inspection			1		Low
Food Health and Safety Service					
Food safety & standards			1	Faith, Class	Low

Health & safety at work	1, 2		1, 2	Age	Medium
Infectious diseases	1		1	Age, Class,.Sexuality	Low
Environmental Protection					
Air Quality Management				Class	
Pollution Prevention & Control			1	Class	Low
Pollution Control Complaints			1	Class	Low
Contaminated Land Management				Class	
Consultancy Services					

Go to part B

Part B: Assessment of services and policies

How is your service organised?

	Answer and evidence to show this	Action Points
1. Purpose of the service	To protect and promote a safe, fair and healthy environment by delivery of a cost effective and efficient service for the benefit of the community.	No action necessary
2. List policies included in this assessment	Licensing, gambling, taxis, street trading, charitable collections, consumer complaints, trader advice & inspection, food safety & standards, infectious diseases, air quality management, pollution prevention & control, pollution control complaints and contaminated land management.	No action necessary
3. Please list your stakeholders and customers	<ul style="list-style-type: none"> • Members of the public • Visitors • Local residents • Businesses and their employees • Other Departments of the Council • Outside Agencies • Members of staff • Members of the Council • Applicants for jobs 	No action necessary
4. Considering the type of service you provide and who your customers are, please outline how your service intends to communicate with different groups of people e.g. pictorial representations, tapes etc. Please ensure that priority is given to making services accessible	<ul style="list-style-type: none"> • Newsletters • Public notices (e.g. in newspapers and also by using the notice boards in Council premises) • Independent public attitude surveys (carried out by traffic consultants as part of a legal requirement in view of restrictions imposed on hackney carriage numbers) 	We produce a lot of information for our service users but this is usually in a written format and might not be suitable for some people with disabilities, for example, dyslexia. We have however used other means of

<p>rather than making information about services accessible.</p> <p>You should consider issues such as literacy, language and disability. Please refer to the Council's guidance on Plain English, Corporate standards and the Council's Translation and interpretation policy.</p>	<ul style="list-style-type: none"> • Direct consultation • Public forums • Customer care questionnaires • Local media involvement - press releases, radio interviews etc • Citizen's Panel • Leaflets / Posters • Individual contact both verbal and written • Stickers e.g. on petrol pumps to show they have been tested by the Council and provide correct measures. • Performance information, annual Reports • Formal reports • The Council's web site • Sponsorship, competitions, messages on beer mats • 'Away' days (for staff) • Staff appraisals • Use of typetalk, hearing loops in offices and meeting rooms, verbal knowledge tests (for dyslexics and people with language problems) 	<p>communication as referred to in the adjoining column.</p> <p>We need to develop guidelines for the development of printed materials in 'other formats' to ensure service users have access to services. We also need to ensure information reaches as many diverse groups as possible making materials more accessible to those with disabilities or who speak different languages i.e. use of pictorials.</p>
---	--	---

Part B: Assessment of services and policies

Working in partnership working, procurement and commissioning

5. Please list any aspects of your functions or policies that are delivered externally or with external partners	The taxi policy includes the testing of vehicles by the Council's Transport Section under a Service Level Agreement (SLA). Animal health issues are dealt with under contract by Lancashire County Council. Consumer Direct also deals with consumer advice issues for Wigan Borough residents. Also analytical services are carried out by Eurofins on behalf of all 10 Greater Manchester authorities.	No action required.
6. Has the procurement equality procedure been followed in each case?	No, the agreements pre-date the procurement equality procedure.	Review the agreements to ensure that they accord with the procurement equality procedure.
7. Please list any aspects of your functions or policies that are provided under contract for external organisations or partners	No aspects of the service are currently subject to external procurement or delivered in partnership.	No action required.
8. Are you aware of the other organisation's/ partner's Procurement Equality Policy and how this differs from our own policy?	No, as pointed out above the agreements pre-date the PEP.	Ensure that the Transport Section, Lancashire County Council and Consumer Direct and Eurofins adhere to the PEP.
9. Has the procurement equality procedure been followed for items your service procures?	No, but perhaps 'partly' in respect of the Analytical Services carried out Eurofins.	Review existing agreements in line with the legal opportunities to do so and also future procurements as they arise to ensure they meet the PEP requirements.

Part B: Assessment of services and policies

Evidence to show whether the service is provided and accessed fairly

	Answer and evidence to show this	Action Points
<p>10. Please list all the information gathered that might help you decide whether or not the service is being applied fairly to all social identity groups</p> <p>If you do not have sufficient data or are not confident making decisions using the existing data please see the Equality Monitoring Guidance</p>	<p>We send out customer care questionnaires and surveys both of reactive complaints and enquiries and as a result of inspections carried out in order to obtain the views of those people who have used our services. Survey forms are broken down to indicate ethnicity, gender, age and disability. This enables us to determine any service access or quality issues.</p> <p>The Citizen's Panel is representative of all social groups and is regularly used to provide feedback on public perceptions and priorities.</p> <p>We are involved in Community Improvement Programmes (CIP's) which provides for consultation with residents of particular areas on what services they require, access to services and any improvements that can be made.</p> <p>We do not monitor all users of the service using the social identity model but use the Citizen's Panel and other surveys to identify potential problems regarding access.</p>	<p>The customer care returns only cover the existing customer base. We need to explore means of establishing whether or not the service is being applied fairly to all social identity groups. This is currently being addressed on a risk assessed basis in respect of CIP's and 'One Voice' as outlined below. As can be seen it is proposed to extend the existing limited provision of this means of consultation.</p> <p>We need to investigate the staff working in the late night takeaways to ensure that they are able to access our services and are aware what services we administer. This is particularly important in relation to health and safety at work.</p>

Part B: Assessment of services and policies

Is your service provided and accessed fairly?

Consider each equality group in turn and state which aspects of your work:

- Affect some groups differently, state how and why
- Promote equality and address unmet need
- Contribute to inequality
- Encouraging participation, and positive attitudes and relations between groups

		Answer and evidence to show this	Action Points
11 Age	Affect some groups differently	Age restrictions for certain aspects of the services provided by local businesses and enforced by us currently apply both at the upper and lower end of the spectrum.	Are the age restrictions still relevant and appropriate? Review to see if any changes are permissible and appropriate.

	<p>Promote equality and address unmet need</p>	<p>The Council's taxi policy requires the provision of a number of disability access vehicles to ensure that members of the public who have disabilities can have equality of travel. This affects not only the elderly people who use wheelchairs but also provides easier vehicular access for some ambulant elderly people.</p> <p>The Council also gives a substantial % reduction in the licence fee for vehicles that are wheelchair accessible as an incentive for proprietors to provide such vehicles. This incentive is also seen as being of benefit to many elderly people who have difficulty accessing a normal saloon vehicle.</p>	<p>Is the current provision of disability access vehicles sufficient to meet the requirements of all old people within the Borough? Would the provision, for example, of vehicles fitted with swivel seats benefit some elderly people more than wheelchair accessible vehicles? We propose to carry out consultation in the near future with over 2,000 elderly / disabled individuals but will also consult access groups such as Shopmobility and Embrace as well as Age Concern to ensure that the needs of the elderly are being met.</p>
		<p>'No Cold Calling' zones have been established in a small number of areas in consultation with residents' groups in order to address issues in relation to doorstep crime which predominantly affects elderly people.</p>	<p>Consideration to be given to extending the number of 'No Cold Calling' zones following consultation with residents' groups in other areas in order to assess need.</p>
		<p>We provide information / advice to teachers and pupils regarding for example smoking cessation and tobacco sales legislation.</p>	<p>Consideration to be given to other areas where useful information / advice can be given to teachers and pupils</p>

	Contribute to inequality	We are not aware of any aspect that contributes to inequality. However, when issues do arise we will deal with them in accordance with the Council's policies and strategies.	No action necessary at this stage.
	Encourage participation, positive attitudes and relations between groups	Not aware of any aspect that encourages participation, positive attitudes and relations between groups.	No action necessary
	Affect some groups differently	Not aware of any aspect that affects some groups differently.	No action necessary
12 Class	Promote equality and address unmet need	<p>Provision of verbal taxi driver knowledge tests are arranged for people who are dyslexic or have difficulty with reading and or writing. Similar provision is made for people to take the Foundation Course in Food Hygiene. In the latter case arrangements have been made to enable people who could speak English but could not write it to undertake the course.</p> <p>We have provided foundation courses in food hygiene for single, unemployed parents in one deprived area in order to provide them with the necessary skills to enable them to enter the workplace if they wish.</p> <p>We have assisted 'One Voice', a residents association which aims to provide harmony and improvement for the people of Scholes, by providing assistance in connection with smoke free issues and foundation courses for disadvantaged people in food hygiene.</p>	<p>Consideration to be given to providing a similar service in respect of meeting the needs of people with language difficulties in other areas of our work.</p> <p>To consider extending the provision of the foundation food hygiene courses to other deprived areas within the Borough.</p> <p>Expansion of the assistance given to 'One Voice' is under discussion for 2008/9 to assist disadvantaged people back into the workplace and at the same</p>

		<p>The Council controls hackney carriage (taxi) fares and has identified that any rises have a greater effect on the lowest two quintile groups which evidence shows make more trips in taxis than any other group. Whilst bearing in mind the need for taxi proprietors to earn a living the Council is very conscious of the need to balance this against the needs of those groups who are the most frequent users of taxis to ensure that they are not priced out of the market. Some people cannot afford to buy and maintain a car and therefore have to rely on other means of transport such as taxis more than the general population. This issue also applies to some people with disabilities and who rely on benefits and also some elderly people who may not be able to drive for safety reasons or may not have access to a vehicle due to the death of a spouse.</p>	<p>time improve the employment situation in the Borough as a whole.</p> <p>Continue to bear in mind the taxi needs of disabled people when assessing any requests for taxi fare increases.</p>
	Contribute to inequality	National studies show that communities in deprived areas suffer most from pollution particularly air pollution.	Consideration to be given to how we can assess the local pollution position and whether we should review our plans and policies to ensure they reflect this issue.
	Encourage participation, positive attitudes and relations between groups	Not aware of any aspect that encourages participation, positive attitudes and relations between groups.	No action necessary

Part B: Assessment of services and policies

Is your service provided and accessed fairly? Continued...

		Answer and evidence to show this	Action Points
13. Disability	Affect some groups differently	Not aware of any aspect that affects some groups differently.	No action required.
	Promote equality and address unmet need	<p>The Council's taxi policy requires the provision of a number of disability access vehicles to ensure that members of the public who have disabilities can have equality of travel.</p> <p>The Council also gives a substantial % reduction in the licence fee for vehicles that are wheelchair accessible.</p> <p>The Council controls hackney carriage (taxi) fares and has identified that any rise in fares has a great effect on the disabled who are frequently on fixed low level incomes and rely on the availability of accessible transport door to door. Whilst bearing in mind the need for taxi proprietors to earn a living the Council does try to balance this against the needs of those people who have disabilities or impairments.</p>	<p>Is the current provision of disability access vehicles sufficient to meet the requirements of all disabled and ambulant disabled people within the Borough? Carry out wide consultation to ensure that the needs of the full range of disabilities are being met.</p> <p>Continue to bear in mind the needs of people with disabilities or impairments (and other relevant social groups) when assessing any requests for taxi fare increases.</p>

		We have (in conjunction with the Council's Disability Resource Centre) provided responses in Braille to two complaints received from blind persons.	This is in line with the corporate policy that allows us to provide information in different formats and we will continue wherever possible to provide information in the format most acceptable to the individual concerned.
	Contribute to inequality	We are not aware of any aspect that contributes to inequality. However, when issues do arise we will deal with them in accordance with the Council's policies and strategies.	No action necessary at this stage but action may be necessary following the completion of the consultation exercise on taxi provision referred to above and any other inequality of which we become aware.
	Encourage participation positive attitudes and relations between groups	Not aware of any aspect that encourages participation, positive attitudes and relations between groups.	No action necessary

<p style="text-align: center;">14 Ethnicity</p>	<p>Affect some groups differently</p>	<p>There may be some barriers to service access particularly in relation to late night and fast food establishments.</p> <p>There may be food safety training needs particularly in relation to late night and fast food establishments.</p> <p>There may be potential barriers to pollution control service / advice for certain businesses including late night takeaways and petrol service stations.</p>	<p>Introduce an ethnicity monitoring system. Identify and resolve any barriers to service access. Concentrate in the first instance on late night and fast food establishments.</p> <p>Identify food safety training needs. Concentrate in the first instance on late night and fast food establishments.</p> <p>Introduce an ethnicity monitoring system. Identify and resolve any barriers to service access. Concentrate in the first instance on late night and fast food establishments and petrol service stations.</p>
---	---------------------------------------	--	---

	<p>Promote equality and address unmet need</p>	<p>The Council's licensing policy statement states that the Council recognises that as part of implementing local cultural strategies, proper account should be taken of the need to encourage and promote live music and dancing for the wider cultural benefit of the community. It also states that the Council will seek to balance the potential for limited disturbance in neighbourhoods with the wider cultural benefit for the community (see Licensing Policy Statement 2008/10).</p> <p>We have worked with Wigan & Leigh Leisure and Culture Trust, local Town Centre Managers and the management of local shopping complexes to establish areas where live music and dancing and cultural activities can take place. An example is Mesnes Park where the very successful Wigan One World (WOW) festival takes place annually and attracts several thousand people.</p> <p>Interpreters in 5 languages were provided for licensing forum meetings and to assist applicants from ethnic minorities to fill in application forms for licences. (This has been reviewed as part of the Charter Mark application). The interpreters were members of staff who gave up their time to assist in connection with this issue.</p>	<p>Consideration to be given to the possibility of working with the appropriate people in connection with extending the number of designated areas where cultural activities can be provided and which may assist in community cohesion.</p> <p>Consider further use of interpreters to assist ethnic minorities in relation to aspects of our work.</p>
	<p>Contribute to inequality</p>	<p>We are not aware of any aspect that contributes to inequality. However, when issues do arise we will deal with them in accordance with the Council's policies and strategies.</p>	<p>No action necessary at this stage.</p>

	Encourage participation, positive attitudes and relations between groups	The reference in the Council's licensing policy to encouraging live music and dancing for the wider cultural benefit of the community is seen as an example of where we are trying to encourage participation, positive attitudes and relations between groups.	We will continue to try to encourage participation, positive attitudes and relations between groups wherever possible.
--	--	---	--

Part B: Assessment of services and policies

Is your service provided and accessed fairly? Continued...

15 Gender	Affect some groups differently	Not aware of any aspect that affects some groups differently.	No action necessary.
	Promote equality and address unmet need	We have carried out risk assessments for pregnant women and made necessary adjustments to the work they carry out to enable them to work longer than perhaps would otherwise have been possible.	This is in line with corporate policy and we will continue to look at such cases on an individual basis and provide assistance to staff wherever possible.
	Contribute to inequality	We are not aware of any aspect that contributes to inequality. However, when issues do arise we will deal with them in accordance with the Council's policies and strategies.	No action necessary at this stage.
	Encourage participation, positive attitudes and relations between groups	Not aware of any aspect that encourages participation, positive attitudes and relations between groups.	No action necessary.
16 Reli	Affect some groups differently	Not aware of any aspect that affects some groups differently.	No action necessary

	Promote equality and address unmet need	Private hire and hackney carriage driver's photographs for their badges normally have to be taken without any headwear except where the headwear is required for a religious purpose. We worked with the Council's Personnel Section to provide a Prayer Room at Wigan Town Hall for use by a member staff.	To consider whether there are any other areas where a relaxation of existing requirements can be made to assist differences in religious requirements / beliefs. We will continue to try to address the religious issues raised by members of staff.
	Contribute to inequality	We are not aware of any aspect that contributes to inequality. However, when issues do arise we will deal with them in accordance with the Council's policies and strategies.	No action necessary at this stage.
	Encourage participation, positive attitudes and relations between groups	Not aware of any aspect that encourages participation, positive attitudes and relations between groups.	No action necessary
17Sexuality	Affect some groups differently	This is unlikely to be an issue for Regulatory Services but should feature in staff equalities training	Ensure that all staff receive training in all aspects of Equality Standards.
	Promote equality and address unmet need	Not aware of any aspect that contributes to promoting equality and addressing unmet need.	No action necessary
	Contribute to inequality	We are not aware of any aspect that contributes to inequality. However, when issues do arise we will deal with them in accordance with the Council's policies and strategies.	No action necessary at this stage.
	Encourage participation positive attitudes and relations between groups	Not aware of any aspect that encourages participation, positive attitudes and relations between groups.	No action necessary
0th	Affect some groups differently	Not aware of any aspect that affects some groups differently.	No action necessary

Promote equality and address unmet need	Not aware of any aspect that contributes to promoting equality and addressing unmet need.	No action necessary
Contribute to inequality	We are not aware of any aspect that contributes to inequality. However, when issues do arise we will deal with them in accordance with the Council's policies and strategies.	No action necessary at this stage.
Encourage participation positive attitudes and relations between groups	Not aware of any aspect that encourages participation, positive attitudes and relations between groups.	No action necessary

Part C: Consultation

Please see the Plain English Guidance and Consultation Toolkit for advice. Please try to organise your consultation in partnership with other departments/sections and remember to feedback afterwards.

	Answer and evidence to show this	Action Points
1. Who will you consult with?	<p>We consult with a wide range of businesses, organisations, groups and individuals and the general public as a whole on a wide range of issues, such as policy development (such as our Licensing, Air Quality, Contaminated Land Management, Smoking Cessation and Enforcement Policies), service options and improvements (such as accessibility and service opening hours).</p> <p>We also hold ad hoc liaison meetings bringing together residents, businesses, members and officers as appropriate to establish community dialogue to help resolve specific environmental conflicts or complaints. Recent examples include Cale Lane / Kirkless Industrial estate and Cemetery Road</p>	<p>We are satisfied that we tailor our consultation appropriately in order to ensure that we obtain the views of all relevant stakeholders. However we will use best practice wherever it is considered that improvements can be made.</p>

<p>2. What consultation method/s will you use?</p>	<p>We use different consultation methods depending on the subject matter. We have used outside transport consultants to carry out on street public attitude surveys, public notices in the press, direct consultation with individuals, forum groups, regular meetings with trade representatives, notices on public notice boards and the Citizen's Panel to obtain the information we need in order to make informed decisions. Ad-hoc meetings are used as necessary to supplement this.</p>	<p>Some of the consultation we carry out is a legal requirement but we go beyond the minimum statutory requirements in order to obtain the views of individuals across a very broad spectrum. For example, we have used the Council's Equality & Diversity Officer to contact 'hard to reach' groups and we also contacted local colleges in order to bring the new alcohol licensing legislation to the attention of students.</p>
<p>3. Are any groups of people likely to be missed out of the consultation? What can we do to prevent this happening?</p>	<p>We try to ensure that we reach our 'target' audience by the different methods we use. The Citizen's Panel, for example, is representative of all socio economic groups. The public attitude surveys also specifically target individuals from different age groups, backgrounds etc. We monitor service use by reference to the social identity model. From our monitoring, we have identified some evidence of under representation by younger people as users of our services.</p> <p>We try to ensure inclusion and promote accessibility of our services in many ways. For example, we have provided individual 'readers' to help illiterate students to successfully complete food hygiene training and have organised courses structured to suit the availability of child minders for single mothers. We provide Food Hygiene guidance in Chinese, Urdu and other languages as necessary and have a programme of training courses conducted in Chinese to help local</p>	<p>A directory available on the intranet of all the different local interest groups would be beneficial so that we could check to ensure that we contact all relevant groups. In the absence of such information we have used our E & D contacts in order to reach certain groups.</p>

	catering businesses with legal compliance.	
4. Are there effective mechanisms to record and analyse the consultation responses?	Yes. For our licensing consultation, outside consultants analyse the consultation responses on our behalf in respect of the issues they are involved in. For our 'No Cold Calling Zone' consultations, we have used questionnaires and have carried out analysis and maintain records in-house. We also keep minutes of meetings with some of the organisations we consult with on a regular basis such as the taxi trade.	
5. Date (and place if applicable) of consultation	We have numerous dates for consultation in the last few years on issues such as taxi licensing, the introduction of 'No Cold Calling' Zones and the Council's Licensing and Gambling policies. Consultation is planned to include all relevant stakeholders. In relation to a potential 'No Cold Calling' Zone, for example, we consult with all local residents in the affected area to seek support (or otherwise) for the proposal. We currently have a consultation exercise taking place re accessible taxis and we are seeking views from over 2000 respondents across the spectrum of disabilities (wheelchair users, ambulant disabled, blind people etc) as part of a review of our policy on the taxis we are prepared to licence. The findings from this consultation exercise will enable us to promote equality in taxi use for people with wide ranging disabilities.	
6. Can you prove who you consulted with?	We keep details of all the people we consulted with in each specific case. We also keep records of meetings (dates/agendas/minutes) which are held as part of our consultation processes and documentary consultation responses. In respect of the current consultation on accessible	

	<p>taxis we wished to consult with disabled people but due to data protection provisions, we used groups such as Shopmobility and Wigan & Leigh District Society for the Blind to forward a letter and questionnaire on our behalf to consultees identified by them and provide us with a certificate of posting.</p>	
7. Summary of consultation findings	<p>We have available, for example, an appraisal of each response and also a decision on whether it was considered that the response necessitated an amendment of the draft policy in relation to both the Council's Licensing and Gambling Policies. All the responses were made available for the members of the Council to aid them with the decision making process. The findings of our consultations for the 3 current 'No Cold Calling' Zones supported their implementation. We also have available the reports and findings of independent consultants, in cases where we have made use of them.</p>	
8. Where can full details of the consultation findings be found?	<p>For Licensing Policy, Gambling Policy, taxi accessibility, etc - Licensing Section, Town Hall, Library Street, Wigan. For No Cold Calling Zones – Community Protection Section, Unity House, Wigan For Air Pollution & Noise – Environmental Protection Section, Unity House, Wigan</p>	

Go to part D

Part D: Action Plan

Organisation/ Department	Environmental Services
Service Area	Regulatory Services
Responsible Officer	Maurice Dearden

Transfer the action points identified whilst completing the previous sections, from the consultation and any rolled over from the previous Equality (Impact) Assessment into the first column. Using the test for relevance in part A indicate a level of importance for each action point in the second column. Complete the rest of the columns outlining who will complete the task and when and how this will be measured.

Action Points	Importance	Person responsible	Start and end date	Resources (approved?)	Measure	Target
Develop guidelines to ensure all public documents give equal access to every service user. Address <ul style="list-style-type: none"> Language issues, dyslexia, use of pictorials and requirements of the visually impaired 	Low	A. Blundell	On-going	Within existing resources	Increase in service users	
Conduct a review of the procurement process. Ensure that <ul style="list-style-type: none"> Ensure managers have appropriate skills E & D statements are obtained for all existing contracts and consider the need for pre-qualification questionnaire for any proposed contracts. 	Low	A. Blundell	Immediate for any new contracts. As the opportunity arises for existing contracts.	Within existing resources	All contracts meeting procurement policy.	
Continue involvement with Community		R. Sherwood /	On-going	Within	Response	

Action Points	Importance	Person responsible	Start and end date	Resources (approved?)	Measure	Target
Improvement Programmes and the 'One Voice' scheme and consider recommending extensions where considered appropriate.		J. Middlehurst		existing resources	received from community concerned on success of schemes.	
Consult with staff from 'take aways' to ensure they are aware of our services and identify any barriers to service access.	Low	R. Sherwood	On-going	Within existing resources	Already provided interpreter to help trainer deliver FSA Safer Food Better Business course to non-English speaking take away owners and staff. Other measures: Improvement in access to service (assessed under Food Inspection Programme) Reduction in reported injuries	

Action Points	Importance	Person responsible	Start and end date	Resources (approved?)	Measure	Target
					Improvement in food safety.	
Review all current age restrictions to see if changes are legally permissible and justifiable.	Low	M. Dearden	On-going	Within existing resources	Increased number of customers / clients	
Review taxi provision within the Borough. Include issues to address: <ul style="list-style-type: none"> • Disability • Age • Fares Determine appropriate action following completion of current local consultation and bearing in mind the outcome of the recently announced Government consultation and review.	Low	M. Dearden	On-going. New fares scale recently approved.	Within existing resources	New taxi policy introduced meeting Government guidelines on accessibility issues.	Following completion of the current Government consultation.
Consider extension of the existing 'No cold calling' scheme after outcome of proposed consultation.	Low	J. Middlehurst	2008/9	Within existing resources	Reduction in complaints / crimes	
Continue to develop the 'One Voice' scheme to assist the disadvantaged back into the workplace.	Low	R. Sherwood	On-going	Within existing resources	Questionnaire to those attending courses to assess actual employment uptake	
Examine the feasibility of checking the local position in relation to pollution levels in deprived areas and, if necessary, adjust our	Low	D. Young	On-going	Within existing resources	Policies and plans updated as necessary.	

Action Points	Importance	Person responsible	Start and end date	Resources (approved?)	Measure	Target
policies in the light of the evidence obtained.						
Develop an ethnic monitoring system to address: <ul style="list-style-type: none"> • Access to services • Health and safety issues • Food safety issues • Pollution control • Training needs • Potential for improving community cohesion 	Medium	R. Sherwood / M. Dearden / D. Young		Within existing resources	Improvement in access to service (assessed under Food Inspection Programme) Reduction in reported injuries Improvement in food safety.	

Completed by	Maurice Dearden	Date	1 st April, 2008
Has the action plan been ratified? E.g. Cabinet, DMT	Not yet	Date	
Have the actions been mainstreamed into the service plan?	The issues will be addressed in the current updating of service plans	Date	
Who will the results of the Equality (Impact) Assessment be shared with?		Date	
How will the Equality (Impact) Assessment be published?		Date	
How and when will the action plan be monitored?	The action plan will be kept under review		
Date of the next assessment	6 th May, 2008		

Please email your completed Equality (Impact) Assessment to the Equality Policy Officer.

Part E: How do changes or new policies affect different groups?

	Answer and evidence to show this	Action Points
1. Function/policy		
2. Have you reviewed Parts A & B		

3. Outline any proposed changes to the policy or service		
4. How will service users be affected by these changes		
5. Who is better off because of these changes		
6. Who is worse off because of these changes?		
7. Who else do the changes affect?		

8. Will these changes affect the social identity groups differently? If yes please explain how and why this is appropriate.		
9. Can any adverse impact be justified in relation to the wider aims of policy? If so explain why.		
10. What is the potential effect on community cohesion?		

Go to part C, then update part D.