

Equality (Impact) Assessment Form



Organisation or Department	Environmental Services
Service Area / Section	Performance and Resource Management Division

Section	Date Started	Reviewing officers:	Name (alphabetic order)	Job Title	Date Completed
Part A		Lead officer(s)	Paul McKeivitt	Head of Performance and Resource Management Division	18/10/07
		Others on the review team	Liz McKay Carmel Sollars Craig Round Carol Benson Sam Radcliffe		
Part B		Lead officer(s)	Angela Foster	Assistant Director – Performance and Resources Management	April 2008
		Others on the review team	Liz McKay Carmel Sollars Craig Round Carol Benson Sam Radcliffe		
Part C		Lead officer(s)	Angela Foster	Assistant Director – Performance and Resources Management	April 2008
		Others on the review team	Liz McKay Carmel Sollars Craig Round Carol Benson Sam Radcliffe		

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Part D	Lead officer(s)	Angela Foster	Assistant Director – Performance and Resources Management	April 2008
	Others on the review team	Liz McKay Carmel Sollars Craig Round Carol Benson Sam Radcliffe		
Part E	Lead officer(s)			
	Others on the review team			

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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? 1. Promoting equality of opportunity 2. Eliminating discrimination 3. Encouraging participation and positive attitudes and relations between groups			Are there other groups that need to be considered Age, class, faith, sexuality	Priority 1, 2 and 3 = high Any 2 = medium Any 1 = low
	Disability	Gender	Race	Please state which groups below:	
Finance				Class	Medium
HR	1, 2 and 3	1, 2 and 3	1, 2 and 3	Age, sexuality, faith	High
IT	1, 2 and 3				Medium
Communications	1, 2 and 3		1, 2 and 3		High
Complaints monitoring	1, 2 and 3	1, 2 and 3	1, 2 and 3	All	Medium
Public consultation	1, 2 and 3	1, 2 and 3	1, 2 and 3	All	Medium
Environmental Services Helpline	1, 2 and 3	1, 2 and 3	1, 2 and 3	All	Medium
Reception Service	1, 2 and 3	1, 2 and 3	1, 2 and 3	All	Medium
Service Planning	1, 2	1, 2	1, 2	All	Med
Performance Monitoring	1, 2	1, 2	1, 2	All	Med
Workforce Planning	1, 2	1, 2	1, 2	All	Med

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Quality Assurance	1, 2	1, 2	1, 2	All	Med
Car Leasing	1	1	1	N/A	Low

Go to part B

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Part B: Assessment of services and policies

How is your service organised?

	Answer and evidence to show this	Action Points
<p>1. Purpose of the service</p>	<p>The Performance and Resources Division will have principal responsibility for:</p> <ul style="list-style-type: none"> (i) All matters relating to financial controls and management, and contract procurement within the Environmental Services Department; (ii) All matters relating to human resources and personnel matters, including training and development; (iii) All matters relating to the use, development and deployment of I.C.T. systems; (iv) All matters relating to performance management, including leading on preparation of service plans and the development, deployment and monitoring of performance standards and indicators; (v) All matters relating to the deployment of administrative and clerical staff throughout Environmental Services Department, including staff that will be allocated to support the work of individual teams. <p><i>Taken from the Environment Review Letter from the</i></p>	<p>Ensure that this is up to date in line with changes at a corporate level as a result of the support services review.</p>

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	<p><i>Director to Staff in November 2006.</i></p> <p><i>Supports the principals of the Support Services Review.</i></p>	
<p>2. List policies included in this assessment</p>	<p>The Division works to all corporate policies in the following areas:</p> <ul style="list-style-type: none"> • Human Resources • Finance • IT • Communications • Customer Service • Complaints • Performance Management • Data Quality <p><i>All the above policies are available on the corporate intranet.</i></p>	<p>Ensure that all policies are being implemented correctly and consistently across the department.</p>
<p>3. Please list your stakeholders and customers</p>	<ul style="list-style-type: none"> • Managers and staff within the department. • Members. • Other departments. • Residents of the borough – users and non-users • Visitors to the borough. <p>The Joint Service Centre Project (JSC) will allow us a better understanding of our services through Customer Relationship Management.</p>	<p>Develop the level of information we have on our customers to ensure that we are providing the best possible service.</p> <p>Ensure continued involvement in the creation of the JSC.</p>
<p>4. Considering the type of service you</p>	<p>Environmental Services has a fully accessible</p>	

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<p>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 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>	<p>reception facility at Civic Buildings including disabled access, pram access and a loop system.</p> <p>The Department has a call centre which operates the Environmental Services helpline which is contactable by phone or email. The helpline answers queries on a range of services including refuse collection, drainage faults, street lighting, highway maintenance, pest control and aspects of community safety.</p> <p>The call centre uses a range of accessibility options including talk type and interpretation services. It is to be a stepping stone for the implementation of the JSC in 2011. The call centre will fundamentally be customer focussed.</p> <p>A wide range of services are available over the internet.</p> <p>All publications are available in a variety of prints.</p> <p>We offer an assisted collection service for those who need help to put their bins or recycling bags out for collection. This service can be accessed via the helpline.</p> <p>Payments for the services we provide can be taken via the phone, website or in person.</p>	<p>Continue to roll out more services into the call centre and to provide appropriate training for staff.</p> <p>Continue to develop the Customer Relationship Management Systems.</p> <p>Ensure continued involvement in the creation of the JSC.</p> <p>Update the A-Z guide for the Department on the Website to ensure customers know which section they require.</p>
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Part B: Assessment of services and policies

Working in partnership working, procurement and commissioning

5.	Please list any aspects of your functions	None	
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	or policies that are delivered externally or with external partners		
6.	Has the procurement equality procedure been followed in each case?	Not applicable but if needed in future we would follow the draft corporate procurement procedure.	Check draft Procurement Procedure, finalise document then circulate.
7.	Please list any aspects of your functions or policies that are provided under contract for external organisations or partners	None	
8.	Are you aware of the other organisations/ partner's Procurement Equality Policy and how this differs from our own policy?	No but we would look into this if any of our functions or policies were contracted externally.	
9.	Has the procurement equality procedure been followed for items your service procures?	We follow corporate procurement procedures.	

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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>Our services are based on a range of sources that inform us of customer need.</p> <p>We have a range of measures in place to help people to access our services including:</p> <p>Where appropriate our call centre will offer people access to a range of services including:</p> <ul style="list-style-type: none"> • Assisted refuse collection service for the elderly and disabled. • Free bulky waste collection service to be provided so that it can be accessed by people of all incomes. <p>Our call centre has a range of accessibility options to allow people with impairment or those who's first language is not English to access services.</p> <p>All our publications and forms are available in other formats on request including tape.</p> <p>Our reception service at Civic Buildings is fully accessible and child friendly. However we recognise that not all of our other reception areas are as fully developed.</p>	<p>Review how we market our services in line with the preparatory work for the Joint Service Centre.</p> <p>The Department's Induction process was recently reviewed which resulted in the creation of a fresh induction booklet.</p> <p>Although we have to regularly inform staff that have been here a while of changes in policies and procedures, not just those staff having induction. Ensure that all staff know about the procedures. We must continue to regularly inform staff that have been here for a while of changes in policies and procedures, not just new employees. This will take place on a rolling basis but some aspects will also be covered in team meetings and EDRs</p> <p>Keep up to date with policies that affect access to services such as translation, plain English etc.</p> <p>HR must continue to look at and review corporate policies. To do this effectively they should go back and ask the staff that have used such policies and gather feedback.</p> <p>Talk to the Citizen's Advice Panel to find any information gaps. We need to know what information our customers and potential service users cannot find and why not.</p>

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	<p>Our Council Members have a specific enquiry system by which to query the service we provide on behalf of their constituents.</p> <p>Internally all staff have access to appropriate IT facilities. We follow corporate policies for Human Resources issues including grievance and health and safety in the workplace procedures. We consult regularly with staff by means of a staff survey and as a result of their feedback produce an action plan for improvement.</p> <p>There are 3 worker forums for employees within the Council to ensure that staff in these areas have their say in on how we can provide the best working environment for staff. The 3 forums are Disability, Black and Ethnic Minority and Lesbian, Gay, Bisexual and Transgender.</p>	<p>Ensure that all staff know about the groups.</p>
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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	We positively promote Equality at all times.	
	Promote equality and address unmet need	<p>We use corporate recruitment procedures for recruitment which do not ask for people to state their age.</p> <p>We have a range of work options available to staff such as flexible working, home working, the option for part-time work and/or job share.</p> <p>We implement the Council's dignity at work policy.</p>	We must ensure that there is no discrimination taking place within job descriptions. Job descriptions and person specs cannot contain skills and qualifications where we could be excluding people. For example 10 yrs experience as a project manager, would discriminate against a younger candidate. Instead should just say familiar with and experience of project management.
	Contribute to inequality	We positively promote Equality at all times.	

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	Encourage participation, positive attitudes and relations between groups	We positively promote Equality at all times.	Introduce facilitators to meetings.
12. Class	Affect some groups differently	We positively promote Equality at all times.	
	Promote equality and address unmet need	We participate in the supported Employment Scheme. We implement the Council's dignity at work policy.	
	Contribute to inequality	We positively promote Equality at all times.	
	Encourage participation, positive attitudes and relations between groups	We positively promote Equality at all times.	Introduce facilitators to meetings.

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Part B: Assessment of services and policies

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

		Answer and evidence to show this	Action Points
13.	Affect some groups differently	We positively promote Equality at all times.	

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	<p>Promote equality and address unmet need</p>	<p>Reasonable adjustments to DDA.</p> <p>Our main reception area at Civic Buildings is equipped with a minicom / loop system to aid people with a hearing impairment. The reception area is also fully accessible by wheelchair users and a working lift is also located within Civic Buildings.</p> <p>The reception areas at Gateway House and Leigh Building Services is not fully accessible by people with a disability however all staff ensure that if meetings need to take place with people with a disability they make arrangements to meet in an accessible building such as Civic Buildings.</p> <p>We can produce audio versions of our publications on request for people with a visual impairment.</p> <p>We have large print and Braille versions of our publications available of request for people with a visual impairment.</p> <p>We have invested in a range of IT equipment to allow a disabled member of staff to be able to have the same access to systems as other staff.</p> <p>We implement the Council's dignity at work policy.</p> <p>There are 3 worker forums for employees within the Council to ensure that staff in these areas have their say in on how we can provide the best working environment for staff. The 3 forums are Disability, Black and Ethnic Minority and Lesbian, Gay, Bisexual and Transgender.</p>	
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	Contribute to inequality	We positively promote Equality at all times.	
	Encourage participation positive attitudes and relations between groups	Our recruitment and selection process is fair and does not discriminate based on disability.	Introduce facilitators to meetings.
14. Ethnicity	Affect some groups differently	We positively promote Equality at all times.	
	Promote equality and address unmet need	<p>We implement the Council's dignity at work policy.</p> <p>There are 3 worker forums for employees within the Council to ensure that staff in these areas have their say in on how we can provide the best working environment for staff. The 3 forums are Disability, Black and Ethnic Minority and Lesbian, Gay, Bisexual and Transgender.</p> <p>We offer a translation service for all our services and policies on request.</p>	<p>Ensure that all employees are aware of such forums and how they can become involved. Publicise all targets and discussions from the forums on-line.</p>
	Contribute to inequality	We positively promote Equality at all times.	
	Encourage participation, positive attitudes and relations between groups	We positively promote Equality at all times.	Introduce facilitators to meetings.

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Part B: Assessment of services and policies

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

15. Gender	Affect some groups differently	We positively promote Equality at all times.	
	Promote equality and address unmet need	We implement the Council's dignity at work policy. We promote flexible working arrangements and have family friendly policies to allow a better work life balance wherever applicable.	
	Contribute to inequality	We positively promote Equality at all times.	
	Encourage participation, positive attitudes and relations between groups	We positively promote Equality at all times.	Introduce facilitators to meetings.
16. Religion	Affect some groups differently	We positively promote Equality at all times.	
	Promote equality and address unmet need	We implement the Council's dignity at work policy. Quiet rooms are available for members of staff for personal grounds. For example, a suitable room for prayer. We take religious holidays into account when planning events and consultation.	
	Contribute to inequality	We positively promote equality at all times.	
	Encourage participation, positive attitudes and relations between groups	We positively promote Equality at all times.	Introduce facilitators to meetings.

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17. Sexuality	Affect some groups differently	We positively promote Equality at all times.	
	Promote equality and address unmet need	<p>We implement the Council's dignity at work policy.</p> <p>There are 3 worker forums for employees within the Council to ensure that staff in these areas have their say in on how we can provide the best working environment for staff. The 3 forums are Disability, Black and Ethnic Minority and Lesbian, Gay, Bisexual and Transgender.</p>	
	Contribute to inequality	We positively promote Equality at all times.	
	Encourage participation positive attitudes and relations between groups	From staffing point of view encourage cohesion. This can be achieved via staff meetings, the EDR process and the "team of the year" scheme.	<p>Introduce facilitators to meetings.</p> <p>Use Citizen's panel to become more customer focused.</p>
18. Other Groups e.g. carers, homeless	Affect some groups differently	We positively promote Equality at all times.	
	Promote equality and address unmet need	<p>We implement the Council's dignity at work policy.</p> <p>We promote flexible working arrangements and have family friendly policies to allow a better work life balance wherever applicable.</p>	
	Contribute to inequality	We positively promote Equality at all times.	

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	Encourage participation positive attitudes and relations between groups	We positively promote Equality at all times.	Introduce facilitators to meetings. Use Citizen's Panel to become more customer focused.
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Go to part C

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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
<p>1. Who will you consult with?</p>	<p>We consult with staff on a departmental level through the Employee Survey, the next of which is due to take place in February 2008 to put forward action plans.</p> <p>We will also involve and consult a random cross section of staff through a range of quality teams that will each look at specific topics.</p> <p>We also have annual Employee Development Reviews (EDR) at which staff can raise any concerns about workloads, colleagues, the physical environment including health and safety and training and development needs.</p> <p>Our integrated planning process involves staff from all levels of the department throughout the process in setting the key tasks for our service. We will also produce a schedule of Business Process Re-engineering (BPR) work. This will allow us to involve staff in improving the processes they use.</p> <p>We will also consult informally in regular team meetings. Such meetings occur at least quarterly.</p>	<p>Implement in February. Led corporately.</p> <p>Implement a “suggestion box” scheme so every member of staff has the opportunity to potentially influence working practices.</p> <p>The EDR process has been reviewed corporately and the new version will be implemented in March.</p> <p>This is an ongoing process. It is important to listen to staff and learn lessons about how we can continue to improve the process and keep them informed.</p> <p>Equality and Diversity is a standard agenda item on all team meetings.</p>

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	<p>We will consult with stakeholders – both individuals and groups when making major policy or service changes and on relevant developments in the borough when they arise.</p> <p>Our previous consultation has mainly asked about the quality of the services we provide rather than if we are providing the right services at the right time.</p> <p>Graduate Trainee conducted a report on the feasibility of having a Departmental Consultation team. As a result the Department is setting up a consultation team. Once the team is settled in post it will be for them to co-ordinate the consultation undertaken in the department to expand our knowledge of what our customers want and to ensure that we don't duplicate and over consult with people.</p>	<p>Recruit an officer to lead the proposed Departmental consultation team.</p>
<p>2. What consultation method/s will you use?</p>	<p>We will use our corporate EDR process, the Integrated Planning process, the employee survey questionnaire and regular team meetings.</p> <p>When consulting with stakeholders we will assess the appropriate method. We currently use the Citizen's Panel, a range of user forums, questionnaires, consultation events which in turn use a range of creative consultation techniques.</p>	<p>We will investigate new and innovative ways of consulting to make best use of available technology in conjunction with the Gershon's Review of efficiency.</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>The Council's Equality and Diversity Improvement Plan includes a team looking at the issue of stakeholder consultation. The team (Workstream 3 – Stakeholder</p>	<p>We will adopt and act on the recommendations of the report once they have received the</p>

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	<p>Engagement) is tasked with creating a corporate framework for sustained public engagement, including hard to reach groups. The final report from the team is due to be presented to the Chief Executive's management team in March 2008.</p> <p>There is also the difficulty of involving disengaged staff.</p>	<p>necessary approval. This should be updated before May.</p> <p>This should be addressed by managers in team briefings.</p>
4. Are there effective mechanisms to record and analyse the consultation responses?	<p>The new consultation team will be required to set up mechanisms for recording and analysing responses to consultation. This will be assisted by the development of the Council's consultation database. The existing database is being completely revamped by members of Workstream 3 following which a protocol will be drawn up for its use. This should help to ensure that we don't duplicate or over-consult with people. It should also help to identify whether or not we are consulting 'hard to reach' groups.</p>	<p>We need to develop the consultation team along the lines recommended by Workstream 3.</p>
5. Date (and place if applicable) of consultation	<p>Not applicable at present.</p>	<p>A schedule of consultation will be produced for the coming year and will be included in our service plan.</p>
6. Can you prove who you consulted with?	<p>Responses from consultees that are received through the external post, or by telephone, are proof that people have been consulted. Also contact from Councillors to discuss consultation following enquiries from their constituents regarding consultation documents they have received.</p>	<p>Upload results of consultation onto the Sharepoint Portal and public website.</p>

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7. Summary of consultation findings	Where applicable, all those consulted should receive feedback on what will happen next as a result of the consultation.	The consultation team to ensure that, where applicable, feedback is given to consultees. This should be a routine procedure and upheld in the JSC when work is completed.
8. Where can full details of the consultation findings be found?	On the Council's consultation database when it has been revamped.	The Council's corporate team – Workstream 3.

Go to part D

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Part D: Action Plan

Organisation/ Department	Environmental Services
Service Area	Performance and Resource Management
Responsible Officer	Angela Foster

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
Ensure that the Division is up-to-date in line with changes at a corporate level as a result of the SSR.						
Ensure all policies are being implemented correctly and consistently across the Division.						
Verify draft Procurement document and circulate.						
Ensure continued involvement in creating the JSC by rolling out more services into the call centre.						

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Collect more information about our customers and service users by employing CRM systems.						
Ensure there is no discrimination taking place within job descriptions and person specifications.						
Use Citizen's Panel to determine information gaps and become more customer focused.						
Introduce facilitator's to meetings when necessary.						
Recruit an officer to lead and develop consultation team						
Produce schedule of consultation for the coming year and publicise results from past projects where applicable.						
Investigate innovative ways to consult with service users.						
Keep equality and Diversity issues a standard agenda item for all team meetings.						
Implement "suggestion box" scheme.						
Conduct employee survey						
Continue to promote awareness of workers forums.						
Act on recommendations from Work stream 3 - Stakeholder Engagement.						
Update the Department's A-Z						

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Completed by		Date	
Has the action plan been ratified? E.g. Cabinet, DMT		Date	
Have the actions been mainstreamed into the service plan?		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?			
Date of the next assessment			

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		

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4. How will service users be affected by these changes		
5. Who is better off because of these changes		

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

	Answer and evidence to show this	Action Points
6. Who is worse off because of these changes?		
7. Who else do the changes affect?		

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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.