

## Equality Impact Assessment Form (updated April 2011)

This is where you evidence how a policy or practice, or a decision relating to a policy or practice, complies with the general equality duty to:

- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity
- Foster good relations

This form is intended to guide and prompt you about the questions and evidence that you need to think about. As indicated in the guidance, this assessment takes into consideration each of the “protected characteristics” listed in the Equality Act 2010 – race, age, gender etc. This assessment should be used to inform any relevant decision about the policy or practice. Please state policy options in the assessment.

<b>Service Area:</b> <b>Public Protection</b>	<b>Head of Service:</b> Susan Bolter Head of Regeneration and Regulatory Services	<b>Person responsible for the          assessment:</b> <b>Helen Wilkie</b> <b>Public Protection Manager</b>	<b>Date of Assessment</b> <b>September 2012</b>	
<b>Name of the policy/practice to be assessed:</b> Public Protection Service Requests			<b>Is this a new, existing or          policy/practice under review?</b>	No
<b>1. Briefly describe the purpose of          the policy/practice</b>  <b>If the policy/practice is under          review, please list any options</b>	To respond to SRs across the full range of PP services (but not licensing –covered elsewhere)- EH, TS CSWS: Pest control, ASB, Food Health and safety, Pollution, Noise nuisance, Animal Welfare/ stray dogs and private sector housing			
<b>2. Name any associated policy,          legislation, corporate objective etc.</b>	The vast majority of these requests are in relation to statutory duties placed upon the council under a wide varied of Public Protection Acts of parliament and associated 100s of regulations made thereunder.			
<b>3. Who are the main stakeholders          in relation to the policy/practice?</b>	Mainly Newport residents and consumers along they could live further afield and visit Newport to shop or use services			

<b>4. Who performs the service?</b>	All PP staff but mainly field staff- EHOs .TSOs, Enforcement officers and wardens and pest control officers
<b>5. What outcomes are wanted from this policy/practice?</b>	To ensure that all residents/ consumers who might want/ need out services, know of our existence (and our limitations) and that there are no barriers to their accessing these services. That our services are delivered promptly and professionally and in a manner that is accessible.
<b>6. What factors could contribute to/detract from the outcomes (risks/opportunities)?</b>	Language barriers/ especially Asian/ East European Consumers' educational /literacy levels. Lack of mobility Lack of on-line access
<b>7. Describe the steps you have taken to carry out this assessment e.g. consultation and involvement</b>	Consultation with a variety of members of staff as to the issues and from previous satisfaction surveys. Adhoc consultation with consumers/ residents using our services
<b>8. Give a summary of the information the council has taken into account for this assessment</b>	Collected information as to where our customers live- running an analysis. Recognised gaps in making assessments- no equalities monitoring. First step this autumn will be to carryout out a survey combined with a satisfaction assessment to establish a baseline and help to discover where we need to make changes
<b>9. Does the policy /practice eliminate discrimination and promote equality and good community relations due to:</b> 1. <b>Age</b> 2. <b>Gender</b> 3. <b>Disability</b> 4. <b>Race</b> 5. <b>Religion/belief</b> 6. <b>Welsh language</b> 7. <b>Gender reassignment</b> 8. <b>Marriage/civil partnership</b> 9. <b>Sexual orientation</b>	We don't believe we discriminate but no firm basis to make that assumption, hence the need to monitor  Some services are avality electronically but lack of on line forms and inability to make payments on line is still proving problematic and would help residents who might wish to access our services from home or indeed anywhere and at times when officers are not available. Possible may need to provide translation or certainly to ensure all written material is in plain English. 1. No apparent discrimination- but mobility issues/ partially sighted 2. No apparent discrimination 3. Mobility issues/ partiality sighed. Lieralvut levels may be an issue 4. May not be reaching all BEM groups or 5. Cultural sensitivity training has taken place 6. We have welsh speakers and will have material targeted on request 7. No apparent discrimination 8. No apparent discrimination 9. No apparent discrimination

<b>10. Summary of the impact of the policy/practice on the general equality duty</b>	<p>Important of all residents having all access to our services may be limited by their knowledge that we exist and our accessibility.          Need to promote and put more service on line.          Conduct more surveys to determine whether our suspicion that we may be failing to reach some ethnic groups is borne out.</p>
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<b>Equality Action Plan –</b>		
<b>Key Actions</b>	<b>Actions (with dates) Any associated performance measures</b>	<b>Lead Officer(s)</b>
Further actions to eliminate discrimination, promote equality and good community relations on the grounds of:-		
Age Gender Etc	Little monitoring has been undertaken – so the first stages will be the distribution of post inspections satisfaction form which will include data about ethnicity etc. and which format would certain types of businesses prefer communication e.g. what language, whether by email , more material on-line. Do all sectors of Newport’s communities seem to be using our services? Survey revised in October 12 Start monitoring in November 12	Helen Wilkie
If there are decisions pending that will affect this policy/practice please state when and how the decision will be taken	Revise our survey questionnaires to ask to include a monitoring form Ensure Tracey Hughes and Amanda Davies and Sheree Hodgetts are working with Public Protection Admin to ensure these questionnaires are generated through Uniform set out (via Civic Centre mail fulfilment service).	Tracey Hughes Amanda Davies Jane Holbrook Julie Brooks
How will the policy/practice be: • Monitored • Performance assessed • reported	Returned survey forms will be monitored continuously for any issues that need immediate attention. Each half year the previous six months results will be collated and conclusion and inferences made as to whether any discrimination is taking place: whether there are sectors of the local community who are not accessing our services. Why is this? and how could it be addressed? March 13	Helen Wilkie Other PP Team leaders
Does the EIA need to be revisited in 6 months/a year?	One a year	Helen Wilkie

Signed (lead officer) Helen Wilkie, Public Protection Manager

Signed (Head of Service) \_\_\_\_\_

Date \_\_\_\_\_