

Equality Impact Assessment (EqIA) Form

In order to carry out this impact assessment, it is important that you have completed the EqIA E-learning Module and read the Corporate Guidelines on EqIA's. Please refer to these to assist you in completing this form and assessment.

SCREENING

What is the policy? (name and description)	Customer Contact, Assess & Decide (CCAD) project – migrating services to Access Harrow
Which Directorate and Service is responsible for the policy?	Business Transformation & Customer Service (CEX)
Name & contact details of person(s) carrying out the EqIA:	Jonathan Milbourn Jonathan.milbourn@harrow.gov.uk 020 8424 1349
Date of assessment:	December 2010

Stage 1: About the Policy

1. Is this a new or an existing policy?	New / <u>Existing</u> Original assessment 10 th November 2006
2. What are the aims, objectives or purpose of the policy?	Access Harrow is a single point of contact for residents to access Council services across multiple channels – face to face, telephone, e-mail, web, SMS Through offering a joined up service, focussed on resolution, resident satisfaction will improve
3. What factors / forces could prevent you from achieving these aims and objectives?	N/A
4. How does the policy contribute to the council's corporate aims and objectives?	Access Harrow supports the council's corporate aims by listening to residents, actioning their requests and ensuring enquiries are resolved within agreed timescales. The Council's CREATE values form part of the Access Harrow performance management process

<p>5. Who is intended to benefit from this policy and in what way?</p>	<p>The residents of Harrow will benefit through a central point of contact offering resolution of enquiries and joined up services</p>
<p>6. Is responsibility for the policy shared with another department, authority or organisation? If so:</p> <ul style="list-style-type: none"> • Who are the partners? • Who is responsible for the policy? 	<p>Access Harrow will take responsibility for the policy although the services offered are spread across all directorates as well as external partners including,</p> <ul style="list-style-type: none"> • Police • HAD • Age Concern • Pension Service • Harrow/Stanmore College • PCT
<p>Stage 2: Collecting Evidence</p>	
<p>7. What data or benchmarking information is available to facilitate the screening of this policy?</p> <ul style="list-style-type: none"> • Results from the Place Survey • Customer Satisfaction Surveys • Local or national research • Complaints or compliments received • CAA, IIP or other assessments 	<p><u>Customer Satisfaction surveys</u></p> <ul style="list-style-type: none"> • >95% satisfaction rating • >95% professional rating • >95% resolution rating • Praised by HAD for Ones Stop Shop accessibility • Complaints data • Staff Surveys <p><u>Assessments</u></p> <ul style="list-style-type: none"> • Awarded Customer Service Excellence (CSE) by Cabinet Office July 2009 • Re-accredited with CSE June 2010 • Accredited IIP in 2008 • Website accredited by RNIB • Four star rating for website accessibility <p><u>Other</u></p> <ul style="list-style-type: none"> • Customer Service Access strategy • Access to Services – Audit Commission report

- Experian Mosaic

8. Have you undertaken any consultation on this policy? **Yes** through the original overarching BTP communication strategy

If yes, who was consulted? (this may include staff, members, unions, community / voluntary groups, stakeholders, residents and service users)

Equality Strand	Name of Group	What consultation methods were used?	What do the results show about the impact on different equality groups?
Age			
Disability			
Gender			
Race	Harrow Black Worker's Group		
Religion or Belief			
Sexual Orientation			
Other (please state)	Members CSB First Contact Forum Harrow Staff Unison/GMB		

9. If you have not undertaken any consultation, explain why?

Proposed Consultation (for NEW policies)

NOTE: If you have not undertaken any consultation as yet, list your proposals for consultation with target dates in the section below. Any proposed consultation needs to be **completed before** progressing with the rest of the EqIA.

For guidance on consultation, see consultation guidelines on the HUB <http://harrowhub/site/scripts/documents.php?categoryID=127>

Who do you plan to consult?	What method of consultation do you propose to use and what is your target date for consultation?	What did the results show about the impact on different equality groups?

Stage 3: Assessing Impact

10. Considering the information / data from your research or/and consultation, is there any reason to believe that any adverse impact occurs or has the potential to occur on any equality group?

Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
		X		X		X		X		X		X		X

If yes, explain what the impact is and which group(s) this affects?

If none, go to question 11.

10A. What measures are you going to take to eliminate or reduce the adverse impact(s)? E.g. consultation, research, implement equality monitoring

Equality Group	Actions identified to eliminate/reduce adverse impact (Copy these measures into the Improvement Action Plan)
Age	
Disability	
Gender	
Race	
Religion or Belief	
Sexual Orientation	
Socio Economic	

11. Is there any evidence or concern that **direct discrimination may occur with reference to anti discrimination legislation?**

***Direct discrimination** - occurs when a person is treated less favourably than others on the grounds of their age, disability, gender, race, religion or belief, or sexual orientation. Refer to main guidelines and toolkit for examples of direct discrimination.*

Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
		X		X		X		X		X		X		X

If yes, explain which equality group(s) this affects? (You are encouraged to seek Legal Advice)

12. Is there any evidence or concern that **indirect discrimination may occur? If yes describe this below and whether you can credibly justify continuing with the policy in terms of the benefits of its wider aims?**

***Indirect discrimination** - occurs when a rule, condition or requirement, which applies equally to everyone, has a disproportionately adverse effect on people from a particular equalities group when there is no objective justification for the rule. Refer to main guidelines and toolkit for examples of indirect discrimination.*

Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
		X		X		X		X		X		X		X

If yes, explain which equality group(s) this affects? (You are encouraged to seek Legal Advice)

13. Is the policy likely to affect relations between certain groups, for example because it is seen as favouring a particular group or denying opportunities to another?

Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No

		X		X		X		X		X		X		X
If yes, explain which equality group(s) this affects?														
14. If you have any further evidence or concern the potential impact the policy may have on a particular group(s), explain these below. This could be positive or negative. (if neither positive or negative, insert none)														
Equality Group		Positive - Customers					Positive - Staff							
Age		Age Concern presence in OSS DWP Pensions Service available					Age range in Access Harrow is 18 – 80 Well being sessions arranged for staff							
Disability		Automatic doors in OSS Low level desks in OSS Hearing loops in OSS Braille printer available Speak Aloud functionality available on website Deaf Awareness training BSL training to staff					Power doors to Contact Centre Wide access points to desks Low level desks Accessible PCs Specialist headsets for hard of hearing staff Ergonomic Chairs Support for Disabled workers through Xcite							
Gender		DV Training for staff					Flexible shift patterns for parents/carers Home working options available in 2011							
Race		Translation hotline Foreign language speakers within AH Translation facility on website Booklets/Leaflets available in other languages					Access to HCBWG							
Religion or Belief		Information available in Mosque					Flexibility during Religious holidays							
Sexual Orientation		Hate Crime training DV Training					Access to Harrow Lesbian, Gay, Bisexual & Transgender Employee Support Group							
Socio Economic Inequality		Housing Benefits New Claims – Express Service Local rate telephone calls (020 8 numbers) Multi-skilled staff to join relevant services					Opportunity to progress through pay scales Supporters of employment schemes (BCA)							

	Free parking for customers at Civic site Free use of PCs in OSS to access Council services Stanmore College presence in OSS					
<p>15. How does the policy conform to the requirements of the Public Equality Duties, which require all council functions and services to:</p> <ul style="list-style-type: none"> • promote equality of opportunity, • eliminate discrimination • promote good relations between different equality groups <p>If the answer is none or N/A please state why? What amendments could be made?</p>	<p>Being based at the Civic Centre site, the One Stop Shop engages with all equality groups to promote joint working and ensures that issues are not considered in isolation. The base allows the community to be brought together under one roof.</p> <p>Actions contained within this policy aim to tackle inequalities and value diversity in order to provide a strong foundation for cohesive communities which will promote positive relationships locally.</p>					
16. Has an impact been identified?	Yes	X	If yes, is the impact positive or negative?	Positive	X	Go to Q17
	No (go to Q17)			Negative		Go to Q16A
16A. If there is a negative impact on any group(s), is that impact legal?	Yes		If illegal, take legal advice	If legal, is the impact intended?	Yes	
	No				No	
17. Have you received any complaints or compliments about the policy? If so, provide details.	No					
18. What monitoring is in place to check the effects of the policy on equality groups?	Customer Surveys Mystery Shopping Staff Monitoring					

	Complaints monitoring
19. How will the results of any monitoring be analysed, reported and publicised?	Improvement Boards
20. What monitoring measures need to be introduced to ensure effective monitoring of the policy? (Include in Improvement Action Plan)	Greater monitoring with external groups
21. When will the policy be reviewed?	This is a 'live' document although a formal review will take place in twelve months

Decision

22. On the basis of your answers so far, what is the potential for differential impact? (see note 19.8 in Corporate Guidance Document)	High <i>(Large adverse impact on equality groups)</i>	Medium <i>(Some adverse impact on equality groups)</i>	Low <i>(Low potential for adverse impact on equality groups)</i>
			X
	Mark with an X		Continue on to Part 2 for a full assessment.

FULL ASSESSMENT

23. Does the policy impact less favourably on a certain group or groups in comparison with others?														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														

24. Is there any evidence of higher or lower participation, uptake or exclusion by any of the following equality groups?														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														
25. Do any groups have lower than average success rates in particular processes and/or access to services?														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														
26. Do criteria or requirements in relation to the policy disadvantage certain groups, either explicitly or inadvertently?														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														
27. Is access to services and benefits reduced or denied for some groups in comparison with other groups?														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														
28. Do particular groups face increased difficulty or indignity as a result of the policy?														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														

29. Are there higher complaints rates or lower satisfaction rates for particular equality groups in connection with the policy, in comparison with other groups?														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														
30. Is there evidence that the policy fails to respond to the needs of a particular group, in comparison with other groups?														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														
Further Consultation														
31. In the context of the previous questions, are there any groups you feel need to be consulted in order to reduce / eliminate adverse impact or identify potential barriers to improve access to the policy? (Answer with an X)											YES		NO (Go to Q33)	
NOTE: If you already have some ideas on how to mitigate a potentially adverse impact you should include this in your consultation. Consultees can therefore help not only to identify potentially adverse impacts but also to identify possible solutions.														
Consultation can take on many different forms and the extent should be in proportion to the effect that the proposal is likely to have. Methods of consultation could include a survey, questionnaire, and focus group or open meetings. Take care not to restrict consultation only to recognised or 'official' associations and community leaders. It may be helpful to contact other officers who you know have carried out consultation exercises with these groups / individuals.														
What consultation do you propose to undertake? Complete the section below and also include these in the Improvement Plan.														
Equality Group		Type of consultation planned					Who with?				By when?			
Age							Age Concern							
Disability							HAD							

Gender		Staff	
Race		Minority Groups HCBWG	
Religion or Belief			
Sexual Orientation		Harrow Lesbian, Gay, Bisexual & Transgender Employee Support Group	
Other			

Stage 4 Making Adjustments (Improvement Action Plan)

32. List below any recommendations for action that you plan to take as a result of this impact assessment. This will include any actions identified throughout the EqIA. *(Insert additional rows as required)*

Area of potential adverse impact e.g. Race, Disability	Action proposed	Lead Officer	Timescale	Resource implication	Comments
Age, Disability, Gender, Race, Sexual Orientation	Greater consultation with external groups	Sitwat Asad	May 2011		

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Stage 5 – Reporting Results

We are required to ensure all completed EqIA's will be put onto the Council's website under the equality and diversity section and they will also be made available to members of the public on request.

33. Methods of publication – how will the impact assessment be publicised? E.g. Council website, intranet, forums, groups etc

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Stage 6 - Monitoring

It is important to monitor the actions arising from the impact assessment to ensure improvement to policy.

34. How will the actions be monitored to ensure improvement to the policy?

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Stage 7 - Organisational sign Off (to be completed by Chair of Departmental Equalities Task Group)

The completed EqIA needs to be sent to the chair of your Departmental Equalities Task Group (DETG), who will discuss and agree the actions in the Improvement Plan.

Once agreed the actions from the Improvement Plan need to be included in Departmental Business Plans for implementation.

35. Which group or committee considered the action plan and agreed the actions to improve the policy? If you agreed no further action as a result of the EQIA, explain why?

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Signed: (Lead officer completing EqIA)

Jonathan Milbourn

Signed: (Chair of DETG)

Date:

Date:

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