

A Stage 1 Assessment must be carried out according to the 3 year programme identified in the Screening Process, or as part of the development of a new policy, or policy review process

Customer Impact Assessment

Stage 1

Title of policy or activity being assessed: Equality Monitoring Policy and Guidance

Directorate: Deputy Chief Executive

Date: 2 November 2012

Directorate		Responsible officer & contact details (Service Director)				
Deputy Chief Executive		Derek MacNab				
Lead officer & contact details						
Barbara Copson, Performance Improvement Officer – Equality and Diversity 01992 564042 bcopson@eppingforestdc.gov.uk						
Assessment team & contact details						
Barbara Copson (as above)						
Activity or Policy to be assessed					Is the policy/ function:	
Equality Monitoring Policy and Guidance					New	Existing <input type="checkbox"/>
Date of Stage 1 assessment		Stage 2 Assessment required (please tick when stage 1 completed)			Date for Stage 2 Assessment (please enter when stage 1 completed)	
2 November 2012		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	
1. Preparation						
It is important to consider all available information that could help determine whether the activity or policy could have any potential adverse impact.						
a) Please list all monitoring data which you have relating to the customers who may use this service or are affected by this policy? (eg surveys, customer feedback etc).		Monitoring data collected across the Council is relevant to this policy, however this is too extensive to list here. Detail of equality monitoring data was identified in an data identification exercise in 2009 and which is available from the Performance Improvement Unit upon request. Since this exercise was carried out data collected may have changed to some extent in so far as some additional data may be being gathered and some may no longer be gathered, however this exercise and resultant document provides a reasonably accurate reflection of equality related data gathered across the organisation which could be used for equality monitoring purposes.				
b) If monitoring has NOT been undertaken: • will it be done in the future; or		This policy provides the structure and guidance to develop and extend equality monitoring across the Council.				

do you have access to relevant monitoring data for this activity which may be held elsewhere?	
c) If it has not been done and you do not have access to monitoring data for this activity <ul style="list-style-type: none"> • specify the arrangement you intend to made to collect monitoring data for this activity; or • If you do not intend to collect monitoring data please give a reason for your decision 	Gaps in equality monitoring data will be addressed by services via the service led approach to equality monitoring activities set out in this policy, as relevant to service provision including as appropriate to be able to demonstrate due regard for the public sector equality duty.
d) Please list any consultations that you many have had and/or local/national consultations, research or practical guidance that will assist you in completing the Customer Impact Assessment (CIA)	This Equality Monitoring Policy and Guidance has been agreed by the Corporate Equality Working Group, Management Board, and Extended Management Board.
2. Your Policy or Function	
a) What is/are the objective/s of this policy or activity? <i>(What are you trying to achieve?)</i>	The objective of this policy and guidance is to provide the structure and guidance to support equality monitoring activities fit for purpose to generate sufficient data for use in service decision making, and service planning and delivery, and thereby meet the requirements of the public sector equality duty.
b) Who is intended to benefit from this policy or activity?	All current and potential employees and service users, the Council and its members.
c) How have the people intended to benefit from this policy or activity been involved in the development of this policy or function?	This Equality Monitoring Policy and Guidance has been agreed by the Corporate Equality Working Group, Management Board, and Extended Management Board.
d) Are there any areas of this policy or activity subject to discretionary powers? <i>(Yes / No)</i> If yes , the discretionary decision making criteria and process (whether formal written guidance or unwritten custom and practice)	Whilst service managers identify the activity to be monitored, the timing, method, and storage arrangements for equality monitoring, guidance is provided via this policy and guidance, together with a test of relevance for identification of appropriate activities for monitoring, and template wording for equality monitoring questions and data protection safeguards.

<p>must be assessed for equality as part of this Customer impact assessment.</p>	
<p>e) Is the responsibility for the policy or activity shared with another Directorate or authority or organisation?</p> <p>If so, how will you involve them in this Customer Impact Assessment process?</p> <p><i>(ie: represented in assessment team; consult on draft assessment)</i></p>	<p>This policy and guidance is the responsibility of the Corporate Equality Working Group. Responsibility for the application of the policy lies with individual service directors and managers.</p> <p>The Corporate Equality Working group have been involved in the identification of an corporate approach to equality monitoring. This Equality Monitoring Policy and Guidance has been agreed by the Corporate Equality Working Group, Management Board, and Extended Management Board.</p>
<p>3. Equality of policy or function (Think broadly across your activity or policy...)</p>	
<p>a) What is your initial view of the main issues relating to equality within your policy or activity?</p>	<p>Some service areas may not fully understand the public sector equality duty as it relates to their service area; or be confident in engaging in equality monitoring activities.</p>
<p>To be completed after consultation with frontline colleagues</p> <p>b) What do your colleagues think are the main issues relating to diversity within your policy or activity?</p> <p><i>Note: issues identified must be included in the assessment of impact</i></p>	<p>As above.</p>

4. The Impact

Assess the potential impact that the policy or activity could have on each of the target groups listed below and any other identifiable group, using the information gathered from colleagues and from other sources. The potential impact could be negative or neutral. If you assess **negative potential impact** for any of the groups you will need to also assess whether that negative potential impact is **high, medium or low**.

*The impact should be assessed from the **customer's needs**, not what your intentions are when you deliver the service.*

Examples: Note the examples below in relation to tenant participation in the Housing Service

a) Identify the *potential* impact of the policy on men and women:

	Gender	Potential Impact: Negative (please specify if High, Medium, or Low)	Potential Impact: Neutral (no impact)	Reason: (If you have identified a potential negative impact, please state what this impact is)	Positives (Measures you are taking to mitigate the problem, or constructive things you do to improve access to the service)
Example of adequate or good assessment:	Women	Low		Some female tenants or leaseholders may be concerned about going out after dark to attend evening meetings.	1. Transport provided via either taxi or community bus. 2. A range of mechanisms are available to allow tenants and leaseholders to participate in the provision of the Housing service.
Example of inadequate or poor assessment	Women		Neutral	We treat everyone the same and do not differentiate on grounds of gender	

a) Identify the <i>potential</i> impact of the policy on men and women:				
Gender	Potential Impact: Negative (please specify if High, Medium, or Low)	Potential Impact: Neutral (<i>no impact</i>)	Reason: <i>(If you have identified a potential negative impact, please state what this impact is)</i>	Positives <i>(Measures you are taking to mitigate the problem, or constructive things you do to improve access to the service)</i>
Men		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.
Women		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.
b) Identify the <i>potential</i> impact of the policy or activity on people who have a gender reassignment history				
Gender reassignment: <i>People who may have undergone the transition from one gender to another, or who live the lifestyle of a person with the gender not of their birth</i>				
Gender reassignment		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.

c) identify the *potential* impact of the policy or activity on different race groups

Race: defined as a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national groups

Race	Potential Impact: Negative (please specify if High, Medium, or Low)	Potential Impact: Neutral (no impact)	Reason: <i>(If you have identified a potential negative impact, please state what this impact is)</i>	Positives <i>(Measures you are taking to mitigate the problem, or constructive things you do to improve access to the service)</i>
Asian Indian, Pakistani, Bangladeshi, any other Asian background: Please specify:	Low		As this policy and guidance is a public facing document, those for whom English if not their first language may have difficulty reading it.	This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps. This document will be available in other languages upon request.
Black Caribbean, African, and other black background Please specify:	Low		As this policy and guidance is a public facing document, those for whom English if not their first language may have difficulty reading it.	This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps. This document will be available in other languages upon request.
White English, Scottish, Welsh, Irish, and any other white background Please specify:	Low		As this policy and guidance is a public facing document, those for whom English if not their first language may have difficulty reading it.	This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of

				information gaps. This document will be available in other languages including Welsh upon request.
Mixed White and Black Caribbean, White and Black African, White and Asian, and any other mixed background Please specify:	Low		As this policy and guidance is a public facing document, those for whom English if not their first language may have difficulty reading it.	This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps. This document will be available in other languages upon request.
Chinese , Chinese, and any other background Please specify:	Low		As this policy and guidance is a public facing document, those for whom English if not their first language may have difficulty reading it.	This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps. This document will be available in other languages upon request.
Sikh	Low		As this policy and guidance is a public facing document, those for whom English if not their first language may have difficulty reading it.	This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps. This document will be available in other languages upon request.
Gypsy and Traveller	Low		As this policy and	Staff are available to

			guidance is a public facing document, low literacy levels may make this document difficult to access.	explain this document to anyone who would like to access it.
d) Identify the <i>potential</i> impact of the policy or activity on disabled people				
<i>Disability: defined as someone with a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day to day activities</i>				
Disability	Potential Impact: Negative (please specify if High, Medium, or Low)	Potential Impact: Neutral (no impact)	Reason: (If you have identified a potential negative impact, please state what this impact is)	Positives (Measures you are taking to mitigate the problem, or constructive things you do to improve access to the service)
Hearing impairment	Low		As this policy and guidance is a public facing document, low literacy levels may make this document difficult to access.	This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps. Staff are available to explain this document to anyone who would like to access it.
Visual impairment	Low		This policy is a written policy published on the Council's website.	This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps. This document will be available in Braille upon request, and staff will be

				available to explain the document if requested.
Speech difficulties		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.
Learning difficulties or disabilities	Low		As this policy and guidance is a public facing document, low literacy levels may make this document difficult to access.	This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps. Staff are available to explain this document to anyone who would like to access it.
Mobility difficulties		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.
Mental Health Problems		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.

e) Identify the <i>potential</i> impact of the policy or activity of different ages, age groups, or age bands				
<i>Age: defined as a person of a particular age (eg. 32 year olds) Age groups: defined as a range of ages (eg. 18-30 yr olds)</i>				
<i>Age band: for example, teenagers, or older people</i>				
Age Group	Potential Impact: Negative (please specify if High, Medium, or Low)	Potential Impact: Neutral (<i>no impact</i>)	Reason: (If you have identified a potential negative impact, please state what this impact is)	Positives (Measures you are taking to mitigate the problem, or constructive things you do to improve access to the service)
Young people (teenagers, young adults)		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.
Older people		No negative impact	The Equality Act 2010 provides protection from adverse discrimination for service users on the grounds of age. The legislation will not affect services for older people where age-based treatment is justified or beneficial eg, free bus passes.	This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps. The distinction between adverse and beneficial treatment is set out in the policy.
Children		Not applicable. Children are protected by other specific legislation.		
Other identifiable age, age group, or age band				

f) Identify the *potential* impact of the policy or activity on different religious or belief groups

Religion has the meaning usually given to it. *Belief* includes religious and philosophical beliefs including lack of belief (eg Atheism). Generally a belief should affect your life choices or the way you live for it to be included in the definition

Religious or belief groups	Potential Impact: Negative (please specify if High, Medium, or Low)	Potential Impact: Neutral (<i>no impact</i>)	Reason: (If you have identified a potential negative impact, please state what this impact is)	Positives (Measures you are taking to mitigate the problem, or constructive things you do to improve access to the service)
Buddhist		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.
Christian		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.
Hindu		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.
Jewish		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all

				protected characteristics and help in the identification and filling of information gaps.
Muslim		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.
Atheist		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.
Other (please specify)				

g) Identify the *potential* impact of the policy or activity on people of different sexual orientations

Sexual orientation: defined as sexual attraction towards own sex, the opposite sex or to both sexes

Sexual Orientation	Potential Impact: Negative (please specify if High, Medium, or Low)	Potential Impact: Neutral (<i>no impact</i>)	Reason: (If you have identified a potential negative impact, please state what this impact is)	Positives (Measures you are taking to mitigate the problem, or constructive things you do to improve access to the service)
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Lesbian, Gay, or bisexual		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.
h) Identify the <i>potential</i> impact of the activity or policy on a woman during pregnancy, maternity or breast feeding <i>Pregnancy: defined as condition of being pregnant</i> <i>Maternity: defined as 26 weeks after giving birth</i> <i>Breast feeding: defined as treating a woman unfavourable because she is breastfeeding for up to 26 weeks after giving birth</i>				
Pregnancy, maternity or breast feeding		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.
i) Identify the <i>potential</i> impact of the activity or policy on a marriage and civil partnership - discrimination element only. <i>Marriage: defined as a union between a man and a woman</i> <i>Civil Partnership: defined as a same sex couple, legally recognised, civil partnership</i>				
Marriage		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the identification and filling of information gaps.
Civil partnership		No negative impact		This Equality Monitoring Policy and Guidance will support equality monitoring activities for all protected characteristics and help in the

				identification and filling of information gaps.
j) Identify the <i>potential</i> impact of the activity or policy on any other group				
For example lone parents, or people who live in rural areas				
Any other identifiable group - please specify	Potential Impact: Negative (please specify if High, Medium, or Low)	Potential Impact: Neutral (<i>no impact</i>)	Reason: <i>(If you have identified a potential negative impact, please state what this impact is)</i>	Positives <i>(Measures you are taking to mitigate the problem, or constructive things you do to improve access to the service)</i>
Any group for which service specific data is required in order to ensure people can access the service but who may not be included under the public sector equality duty as a protected group, for example: people living in rural areas or people on low incomes.				This Equality Monitoring Policy and Guidance has the flexibility to support equality monitoring activities of groups not specifically protected by the public sector equality duty, but are nevertheless relevant to the Council's decision making, service planning and provision and other anti-discrimination legislation.

i) As a result of completing Question 4 a-j above, what is the **potential negative** impact of your policy? (Count up the number of high, medium and low potential negative impacts you have recorded and enter the totals in the boxes.)

High

Medium

Low

NOTE:

- If you have assessed ANY potential impact as HIGH you must complete a stage 2 Customer Impact Assessment focussing on that negative potential impact that you have identified
- Enter the date for the Stage 2 Customer Impact Assessment on the front sheet of this Stage 1 Customer Impact Assessment

5. If you have assessed the <i>potential</i> impact as LOW or MEDIUM	
<p>Could you minimise or remove any negative potential impact?</p> <p>Please explain how:</p>	<p>Measures for information to be provided in other languages or formats are already in place, and information and explanation of the policy and guidance is available at all times upon request.</p> <p>A leaflet is available to help explain why the Council collects equality monitoring data, and how we will ensure it is processed in accordance with the Data Protection Act 1998.</p>
<p>6. The council has a duty to do the following 3 things:</p> <p>a) tackle discrimination</p> <p>b) promote equality of opportunity (does not apply to marriage and civil partnership), and</p> <p>c) encourage good community relations (does not apply to marriage and civil partnership),</p> <p>and to consider and address these 3 things across all its functions</p> <p>Please consider your activity or policy against these 3 things:</p>	
a) Tackling Discrimination:	<i>Discrimination is:</i> <i>A distinction based on the personal characteristics of an individual resulting in some disadvantage to that individual</i>
What evidence is there that the policy or activity tackles discrimination?	This policy and guidance will help to tackle discrimination by providing a structure and guidance to support Council officers and members in their decision making and service planning and delivery. This policy and guidance is part of a coherent approach to delivering the public sector equality duty for our current and potential customers and service users. This approach and the policies and practices to deliver it are evidence of efforts to tackle discrimination.
How could the policy or activity be adapted so that it tackles discrimination, or plays a greater role in tackling discrimination?	No measures to improve its capacity to tackle discrimination are apparent at present. However this policy and guidance will be reviewed periodically to ensure it remains fit for purpose.
b) Equality of opportunity:	<i>Promoting equality of opportunity is:</i> <i>the creation of an environment in which people are not excluded from the activities of society on the basis of their colour, birth, nationality, sexual orientation, gender, age, etc.</i>
What evidence is there that the policy or activity promotes equality opportunity?	Further to comments under a) above, this policy and guidance promotes equality of opportunity by signalling the Council's views and the significance afforded to promoting equality for its existing and potential customers and employees. The reputation of the Council is relevant to the perception of others accessing or seeking to access services or employment.

How could the policy or activity be adapted so that it promotes equality of opportunity or plays a greater role in promoting equality of opportunity?	No measures to improve its capacity to promote equality of opportunity are apparent at present. However this policy and guidance will be reviewed periodically to ensure it remains fit for purpose.
c) Encourage good community relations:	<i>Encourages good community relations is: measures to prevent potential fragmentation of communities, or people being becoming isolated, angry and mistrustful of their neighbours</i>
What evidence is there that the policy or activity encourages good community relations?	In addition to comments under a) and b) above, this policy and guidance encourages good community relations by signalling to all our existing and potential customers and employees that the Council takes equality seriously and has a coherent approach to delivering the public sector equality duty. The policy and guidance is inclusive and sufficiently flexible to meet the requirements of individual services for equality information, and the needs of people not specifically included as those with protected characteristics.
How could the policy or activity be adapted so that it encourages good community relations or plays a greater role in encouraging good community relations?	No measures to improve its capacity to encourage good community relations are apparent at present. However this policy and guidance will be reviewed periodically to ensure it remains fit for purpose.

- **Please ensure that all actions identified are included in the attached action plan (below), and in your service plan.**
- **Please sign and date this form, keep one copy, and forward the original to the Performance Improvement Unit**

Signed Lead officer: ...Barbara Copson.....

Signed responsible officer (Director of Service).....

Date: 2 November 2012

Date

Action Plan

Recommendation	Key activity	Progress milestones	Responsible Officer	Target date	Predicted Outcomes
None					