

Colchester Borough Council

Equality Impact Assessment Form - An Analysis of the Effects on Equality

Section 1: screening stage

Name of policy, service or strategy to be assessed:

- Commercial Services – Commercial Reviews & Business Cases

1. What is the main purpose of the policy, service or strategy?

- As part of the Councils desire to commercialise services, work has been undertaken to review the commercial opportunities for a number of selected areas including CCTV & Helpline, Cemetery and Crematorium, Planning Control and Engineering. Following completion of situation analysis for the services as well as full options appraisals, clear business plans will be developed for each area. The business plans aim to improve customer service, improve efficiency and effectiveness of resources as well as ultimately generating strong revenue streams for the Council.
- This EQIA is aimed to cover the overall review and business case process – specific EQIA's would be developed to cover the implementation of any change.

2. What main areas or activities does it cover?

- Ensure that service structures are in place to enable a more commercial way of working, or if required to restructure accordingly.
- Review the services offered to our customers and diversify where possible and appropriate
- Review existing fees and charges for services provided to customers
- Consider alternative structures for business areas including the potential development of Local Authority Trading Companies (LATC), outsourcing or partnership working
- Reviewing corporate support services such as Procurement and Communications to enable a more pro-active approach to commercialisation

3. Are there changes to an existing policy being considered in this assessment?

- No

4. Who are the main audience, users or customers who will be affected by the policy?

- Customers for CCTV, Helpline, Cemetery & Crematorium, Planning Control, Engineering
- Officers currently working within the teams affected
- Other organisations and businesses

5. What outcomes do you want to achieve from the policy, service or strategy?

- Increased revenue therefore supporting corporate budgets
- More efficient and effective processes
- Improved customer journey and experience
- Culture change across the organisation to encourage more commercial ways of working
- Revised fees and charges in some areas (though these will be generic for all customers so should have no adverse impact on customers with protected characteristics)

6. Are other service areas or partner agencies involved in delivery? If so, please give details below:

- No (but there may be specific options within the business cases that involve or affect other agencies)

7. Are you aware of any relevant information, data, surveys or consultations¹, which help us to assess the likely or actual impact of the policy, service or strategy upon customers or staff?

- Budget information
- Customer data

8. How does the policy, service or strategy help to further or facilitate our 'general duty'² to:

¹Click on [surveys or consultations](#) for more information. The Council's surveys and consultations include 'equality monitoring information' to help us identify any particular concerns or views expressed by any particular group or 'protected characteristic'. It can also help us to assess how representative of our customers the respondent group is.

- (a) eliminate unlawful discrimination, harassment and victimisation?
- (b) advance equality of opportunity between people who share a 'protected characteristic'³ and those who do not?⁴
- (c) foster good relations between people who share a protected characteristic and those who do not?⁵

Please complete the following table in order to identify how the policy, practice or strategy furthers the aim of the 'general duty':

'Protected characteristic' group		How does it help to 'eliminate unlawful discrimination, harassment and victimisation'?	How does it help to 'advance equality of opportunity between people who share a protected characteristic and those who do not'?	How does it help to 'foster good relations between those who share a protected characteristic and those who do not'?
Age	Older people (60+)	Diversifying services will help the organisation to provide more services more suitable for those with specific needs.	One of the services being reviewed supports elderly residents to live independently in their homes. The reviews should help to make service improvements as well as offering additional services and improving referral streams. Improvements to customer journey will improve access to services for all customers.	None identified
	Younger people (17-25) and children (0-16)	None identified	Improvements to customer journey will improve access to services for all customers.	None identified

² These 3 points summarise the 'general duty' as it applies to public sector organisations in the Equality Act 2010

³ The Equality Act's 'protected characteristics' include age, disability, gender reassignment, pregnancy and maternity, race, religion or belief and sex and sexual orientation. It also covers marriage and civil partnerships, but not for all aspects of the duty.

⁴ This involves having due regard, in particular, to the need to: (a) remove or minimise disadvantages suffered by persons who share a protected characteristic that are connected to that characteristic; (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it, and (c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

⁵ This involves having due regard, in particular, to the need to (a) tackle prejudice, and (b) promote understanding.

'Protected characteristic' group		How does it help to 'eliminate unlawful discrimination, harassment and victimisation'?	How does it help to 'advance equality of opportunity between people who share a protected characteristic and those who do not'?	How does it help to 'foster good relations between those who share a protected characteristic and those who do not'?
Disability	Physical	Diversifying services will help the organisation to provide more services more suitable for those with specific needs.	<p>One of the services being reviewed supports vulnerable residents to live independently in their homes. The reviews should help to make service improvements as well as offering additional services and improving referral streams.</p> <p>Improvements to customer journey will improve access to services for all customers.</p>	None identified
	Sensory	Diversifying services will help the organisation to provide more services more suitable for those with specific needs.	As above	None identified
	Learning	Diversifying services will help the organisation to provide more services more suitable for those with specific needs.	As above	None identified
	Mental health issues	<p>Diversifying services will help the organisation to provide more services more suitable for those with specific needs.</p> <p>Helpline may be unable to offer services for those deemed unable to operate the equipment effectively or who require higher levels of support.</p>	As above	None identified
	Other – <i>please specify</i>			

'Protected characteristic' group		How does it help to 'eliminate unlawful discrimination, harassment and victimisation'?	How does it help to 'advance equality of opportunity between people who share a protected characteristic and those who do not'?	How does it help to 'foster good relations between those who share a protected characteristic and those who do not'?
Ethnicity ⁶	White	None identified	Improvements to customer journey will improve access to services for all customers.	None identified
	Black	None identified	As above	None identified
	Chinese	None identified	As above	None identified
	Mixed Ethnic Origin	None identified	As above	None identified
	Gypsies/ Travellers	None identified	As above	None identified
	Other – <i>please state</i>			None identified
Language	English not first language	Improvements to customer journey and improved marketing of services will help people to be aware of and access services.	As above	None identified
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks	None identified	As above	None identified
Religion or Belief	People with a religious belief (or none) ⁷	Diversifying services will help the Cemetery and Crematorium to be more inclusive for all religious beliefs.	Diversifying services will help the Cemetery and Crematorium to be more inclusive for all religious beliefs.	None identified
Sex	Men	None identified	Improvements to customer journey will improve access to services for all customers.	None identified
	Women	None identified	As above	None identified
	Transsexual / gender reassignment	None identified	As above	None identified
Sexual	Bisexual,	None identified	As above	None identified

⁶ National Census 2011 categories are: Bangladeshi, Indian, Pakistani, Other Asian (Asian or Asian British), African, Caribbean, Other Black (Black or Black British), White and Black African, White and Asian, White and Black Caribbean (Mixed), British, Irish, Other White (White), Chinese, Other (Other Ethnic Group).

⁷ For example, Buddhist, Christian, Hindu, Jewish, Muslim, Sikh or no religious belief.

'Protected characteristic' group		How does it help to 'eliminate unlawful discrimination, harassment and victimisation'?	How does it help to 'advance equality of opportunity between people who share a protected characteristic and those who do not'?	How does it help to 'foster good relations between those who share a protected characteristic and those who do not'?
Orientation	Heterosexual, Gay or Lesbian			
Marriage and Civil Partnership ⁸	People who are single, married or in a civil partnership	None identified	not applicable	not applicable

9. This section helps us to identify any disproportionate impacts. Please indicate in the table below whether the policy, service or strategy is likely to particularly benefit or disadvantage any of the 'protected characteristics'.

Include reference to any relevant consultation, data or information.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Age	Older people (60+)	Yes	Improvement to existing services as well as offering new services that can support elderly residents. Improved customer journey and marketing could enable more customers to access services.		None identified
	Younger people (17-25) and children (0-16)		None identified		None identified
Disability	Physical	Yes	Improvement to existing services as well as offering new services that can support people with disabilities. Improved customer journey and marketing could enable more customers to access services.		Some customers with disabilities may not be able to use Helpline service for health and safety reasons.

⁸ Our legal duty in respect of 'marriage or civil partnership' extends only to the need to eliminate unlawful discrimination.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
	Sensory	Yes	As above		As above
	Learning	Yes	As above		As above
	Mental health issues	Yes	As above		As above
	Other – <i>please specify</i>				
Ethnicity	White		None identified		None identified
	Black		None identified		None identified
	Chinese		None identified		None identified
	Mixed Ethnic Origin		None identified		None identified
	Gypsies/ Travellers		None identified		None identified
	Other – <i>please state</i>				
Language	English not first language	Yes	Improved customer journey and marketing could enable more customers to access services.		None identified
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks		None identified		None identified
Religion or Belief	People with a religious belief (or none)	Yes	Offering a more diverse range of services through cemetery and crematorium will help to include options for people of all religious beliefs		None identified
Sex	Men		None identified		None identified
	Women		None identified		None identified
	Transsexual / gender reassignment		None identified		None identified
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian		None identified		None identified
Marriage and Civil Partnership	People who are single, married or in a civil partnership		None identified		None identified

10. Could the policy, service or strategy unlawfully discriminate⁹ against any 'protected characteristic', either directly or indirectly?

- No

11. If you have identified any negative impacts above, have you been able to minimise or remove them, and if so, how?

- Yes – The Helpline Service must review the suitability of any new customer by understanding their individual needs and requirements. If they are felt to be unsuitable because of a need that cannot be met by the service the Mobile Support Officers would look to refer the customer to another appropriate service or organisation.

⁹ The Council has a general duty to 'eliminate unlawful discrimination, harassment and victimisation'. Direct discrimination occurs when a person is treated less favourably than another in a comparable situation because of their 'protected characteristic' whether on grounds of age, disability, pregnancy and maternity, ethnicity; religion or belief; sex (gender), sexual orientation, or marriage and civil partnership. Indirect discrimination occurs when an apparently neutral provision or practice would nevertheless disadvantage people on the grounds of their 'protected characteristic' unless the practice can be objectively justified by a legitimate aim.

Summary and findings of Initial Equality Impact Assessment – screening stage

12. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
No likely negative impacts have been identified and this has been justified with reference to information, data, surveys or consultations. <input type="checkbox"/>	Sign off screening and finish.
Likely negative impacts have been identified but have been minimised or removed. <input checked="" type="checkbox"/>	Sign off screening and finish.
Likely negative impacts were identified but have not been minimised or removed. <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
There is insufficient evidence to make a judgement. <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

13. Name and job title of person completing this form:

- Sam Preston – Group Manager for Strategy and Business

14. Date of completion:

- 07/11/13

15. Date for update or review of this screening:

- Report will be superseded by service specific EQIA's.

If you have now signed off this screening form, Section Two is not required and you should remove Section Two from this document, along with these two paragraphs in italics. Please send a copy to the relevant Head of Service and the Equality and Safeguarding Officer. You also need to arrange for it to be published on the Council's website [here](#) – under the relevant service area heading.

If you have identified any negative impact which and has not been minimised or removed, or if there is insufficient evidence - you must complete Section Two, Full Impact Assessment. The policy, service or strategy should not be implemented until the Full Impact Assessment has been completed and approved as it is potentially discriminatory.

