

## Colchester Borough Council

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

#### Section 1: Initial Equality Impact Assessment

Name of policy, service or strategy to be assessed: Monitoring & Response Service

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

To deliver a service covering Helpline calls, CCTV and Out of Hours service for Colchester Borough council.

2 List the main activities of the policy, service or strategy? (For strategies list the main policy areas):

- Website
- Telephone
- Face to Face
- Email
- Letters.

3. Are there changes to an existing policy being considered in this assessment? If so what are they?

No

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

Customers  
Visitors  
Staff

5 What outcomes are wanted from this policy, service or strategy?

- Improved level of service
- Reaching and engaging with 'harder to reach' demographics and customer groups.

6. Are other departments or partners involved in delivery of the policy, service or strategy? If so, please give details Below:

All service areas of the Council are involved in delivery.

External partners are also involved including Essex County Council, NHS, Police and CCVS, Age Uk.

7. What data, information or knowledge do you have to enable you to assess the impact on equality target groups? Please list below. (For example, think about performance indicators and targets, user satisfaction, uptake of services, consultation or involvement, workforce monitoring data, complaints, external verification and eligibility criteria).

CCTV User Group which holds and Annual Conference plus regular email contact with members

- Lay Visitors Scheme who audits use and handling of images.
- Telecare Services Association Annual Conference and regular meetings with members.
- Telecare Core User Group meetings.
- Direct meetings with Police, Red Lion Walk and Culver Square.
- Annual Staff Survey.
- Corporate Complaints & Compliments procedure.

8. The 'general duty' states that we must have "due regard" to the need to:

(a) Eliminate unlawful discrimination, harassment and victimisation

(b) Advance equality of opportunity between people who share a 'protected characteristic'<sup>1</sup> and those who do not<sup>2</sup>

(c) Foster good relations between people who share a protected characteristic and those who do not<sup>3</sup>

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<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> This involves having due regard, in particular, to the need to (a) tackle prejudice, and (b) promote understanding.

Not all policies help us to meet the 'general duty', but most do.

The Service helps us to 'eliminate unlawful discrimination, harassment and victimisation' by adhering to the Equality Act 2010.

The Service helps us to 'advance equality of opportunity by being part of the bigger organisation (Colchester Borough Council) which publishes information relating to employees and others affected by policies and practices and It helps to 'advance equality of opportunity' by providing choice of contact channel and that individual needs are met as fairly and comprehensively as possible particularly hard to reach groups e.g. vulnerable customers.

The service helps us to 'foster good relations by working with partner groups internally and externally.

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

Remember to 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
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'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	Customers are able to choose the channel that best suits their needs to either access information or contact the service. The service is 24/7 and conducts home visits to allow access to services for all. The service has clear lines of dialogue with key organisations and groups that represent older people including Age UK and the Older People's Forum. This can help to help to tackle prejudice and promote understanding.	No	
	Younger people (17-25) and children (0-16)	Yes	As above	No	
Disability	Physical	Yes	As above	No	
	Sensory	Yes	As above	No	
	Learning	Yes	As above	No	
	Mental health issues	Yes	As above	No	
	Other – <i>specify</i>	N/A	N/A	No	
Ethnicity <sup>4</sup>	White	Yes	The Service has clear lines of dialogue with groups that represent BME groups including TACMEP through the wider organisation and access to language line if required. Google translate is also available. The above can help to help to tackle prejudice and promote understanding.	No	
	Black	Yes		No	
	Chinese	Yes		No	
	Mixed Ethnic Origin	Yes		No	
	Gypsies/ Travellers	Yes		No	
	Other – <i>please state</i>	N/A		N/A	
Language	English not first language	Yes		No	

<sup>4</sup> 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).

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks	Yes	. The service has clear lines of dialogue with social services and the NHS This can help to tackle prejudice and promote understanding.	No	
Religion or Belief	People with a religious belief (or none)	Yes	The Service has clear lines of dialogue with groups that represent different religious groups including North East Essex Faiths Forum via the wider organisation. This can help to tackle prejudice and promote understanding.	No	
Sex	Men	Yes	Customers are able to choose the channel that best suits their needs to either access information or contact the service which helps to eliminate potential discrimination.	No	
	Women	Yes	As above	No	
Gender Reassignment <sup>5</sup>	Transgender/ Transsexual	Yes	As above	No	
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian	Yes	Above	No	
Marriage and Civil	People who are married or in a civil	Yes	Above	No	

<sup>5</sup> The protected characteristic of gender reassignment is defined by the Equality Act 2010 as “a person proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex.” This is a personal process that may involve medical interventions such as counselling, psychotherapy, hormone therapy or surgery, but does not have to. NB: It is generally held that transgender people disguise their features or clothing to resemble their preferred sex, whereas transsexual people wish to change their body to completely resemble their preferred sex.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Partnership	partnership				

10. If you have identified any negative impacts (above) how can they be minimised or removed?

(N/A)

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11. Could the policy discriminate<sup>6</sup> against any 'protected characteristic', either directly or indirectly<sup>7</sup>?

No

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<sup>6</sup> 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'.

<sup>7</sup> If you answer 'yes' to question 11 (above) you will need to complete this section *and* go on to complete Section 2 in order to conduct a full Equality Impact Assessment.

## Summary and findings of Initial Equality Impact Assessment

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

Findings	Action required
<b>No negative impacts have been identified X</b>	<b>Sign off screening and finish.</b>
Negative impacts have been identified but have been minimised or removed <input type="checkbox"/>	Sign off screening and finish.
Negative impacts could not be 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:

Jay Bolaky: Monitoring and Response Manger

14. Date of completion:

7<sup>th</sup> December 2015

15. Date for update or review of this screening:

7<sup>th</sup> December 2018