

Bath and North East Somerset Council

Equality Impact Assessment Toolkit

This toolkit has been developed to use as a guide when conducting an Equalities Impact Assessment (EqIA) on a policy, service or function. It includes questions that need to be answered by the person/team conducting the EqIA, plus questions that could be asked of key stakeholders during consultation phases. It is intended that this is used as a working document throughout the EqIA process: the final written report of the EqIA should follow the same format and cover each of the sections within it.

It is important to consider all available information that could help determine both whether the policy could have any potential adverse impact and whether it meets the particular needs of different equalities groups. Please attach examples of any monitoring information, research and consultation reports that you have used to assess the potential impact upon the six equalities strands.

NB - Only fill in the sections that are relevant

Title of service, function or policy being assessed	Custom and Practise
Name of directorate and service	Resources Finance – (Adult Social Services and Housing)
Name and role of officers completing the assessment	Linda Frankland – Service Finance Manager
Contact telephone number	01225 477969
Date assessment completed	5/2/08

1.	Identify the aims of the policy/service/function and how it is implemented.		
	Key questions	Answers / Notes	Actions required
1.1	Is this a new a new policy / function or service or a review of an existing one?	This is the day to day operation of the Team and has established	
1.2	What is the aim, objective or purpose of the policy/service/function?	To provide the financial support to the operational service	
1.3	Whose needs is it designed to meet? who are the main stakeholders?	Managers across the service and service users of Adult Social Services	
1.4	Who defines or defined the policy/function? How much room for manoeuvre is there?	This is defined by the Operational Service – Room for Manoeuvre is governed by Value for Money	
1.5	Who implements the policy function? Is it possible for bias/prejudice to creep into the process?	The service is closely connected with the operational service which has a high standard of equalities awareness	
1.6	Are there any areas of the policy or function that are governed by discretionary powers or judgement? If so is there clear guidance on how to exercise these?	Much of the day to day work of finance staff in the management accounts team is determined by Judgement and assumptions of best practice. Finance Technical Group have established standards for working practices	Audit of procedures without documented procedure notes is required.
1.7	What factors or forces are at play that could contribute or detract from the outcomes	Availability of resources, workloads, and staff skills and knowledge could	Core Induction Programme to be reviewed

	identified earlier in 1.2?	affect the outcome. Workload and balancing of resources is managed through the Management team meeting.	
1.8	How do these outcomes meet or hinder other policies, values or objectives of the public authority (this question will not always apply)	The charging of service users who are in need of a service can lead to conflict.	
1.9	How does the local authority interface with other bodies in relation to the implementation of this policy function? (this question will not always apply)	There are close links with the Primary Care Trust for some financial services as we make payments on their behalf.	
1.10	Consider if any of the six equalities strands have particular needs relevant to the policy.	The main strand will relate to disability with regards to access of information. Age will also have an impact as many of the Social Care service users are older people.	
1.11	Taking the six strands of equalities, is there anything in the policy that could discriminate or disadvantage any groups of people?	Not within the Finance service	

2. Consideration of available data, research and information

	Key questions	Answers / Notes	Actions required
2.1	What do you already know about who uses and delivers this service or policy?	Most of the knowledge of service users is with the operational service and is recorded on Care First Client System	Analysis of available data for specific Finance customers required
2.2	What quantitative data do you already have? (e.g census data, employee data, customer	This is available with the management information team for the service	

	profile data etc)		
2.3	What qualitative data do you already have? (e.g results of customer satisfaction surveys, results of previous consultations, staff survey findings etc).	A customer satisfaction survey was carried out in 2006 where we had a very positive response. Staff survey carried out with finance specific questions in 2006.	Need to determine date for repeat of customer survey
2.4	What additional information is needed to ensure that all equality groups' needs are taken into account? Do you need to collect more data, carry out consultation at this stage?	We need to clearly understand the needs of our customers (service users and budget managers)	Analysis of data above is required.
2.5	How are you going to go about getting the extra information that is required?	Liaison with the Performance Management and Information team (which I manage)	

3. Formal consultation (include within this section any consultation you are planning along with the results of any consultation you undertake)

	Key questions	Answers/notes	Actions required
3.1	Who do you need to consult with?	Consultation on policies is carried out by the operational service. The team regularly requests feedback from managers across the service. Feedback is very positive	Continue to request feedback. The Team plan has feedback from managers as a key ongoing task.
3.2	What method / form of consultation can be used?	Consultation by the service for policies is formal. Consultation with budget managers is by meeting them face to face regularly	

		and attending management team meetings to discuss information provided by finance	
3.3	What consultation was actually carried out as part of this EQIA and with which groups?	This is one of the EQIA for this team. Consultation is taking place with staff within the team	
3.4	What were the main issues arising from the consultation?	The complexity of the task.	

4. Assessment of impact			
	Based upon any data you have analysed, or the results of consultation or research, use the spaces below to list how the policy will or does actually work in practice for each equalities group. Identify any differential impact and consider whether the policy/function meets any particular needs of each of the six equalities groups. Also include any examples of how the policy or service helps to promote race, disability and gender equality.		
		Impact or potential impact (negative, positive or neutral)	
4.1	Gender – identify the impact/potential impact of the policy on women, men and transgender people	A – All staff in the team need to be aware of equalities issues, know the policy and apply it as a natural strand of their day to day working	
4.2	Disability - identify the impact/potential impact of the policy on disabled people (ensure consideration of a range of impairments including visual and hearing impairments, mobility impairments, learning disability etc)	A - All of our documentation requires the member of staff or the service user to be English Literate. All staff within the service need to be equality aware and ensure that documentation can be provided in accessible formats. This will include not only leaflets and information for members of the public but information and procedure notes for staff within the team and operational budget managers.	
4.3	Age – identify the impact/potential impact of the policy on different age groups	A - All of our documentation requires the member of staff or the service user to be English Literate. Formats are not always accessible. All staff within the service need to be equality aware and ensure that documentation can be provided in accessible formats. This will include not only leaflets and information for members of the public but information and procedure notes for staff within the team and	

		operational budget managers.	
4.4	Race – identify the impact/potential impact on different black and minority ethnic groups	A - All of our documentation requires the member of staff or the service user to be English Literate. All staff within the service need to be equality aware and ensure that documentation can be provided in accessible formats. This will include not only leaflets and information for members of the public but information and procedure notes for staff within the team and operational budget managers.	
4.5	Sexual orientation - identify the impact/potential impact of the policy on lesbians, gay men, bisexual and heterosexual people	A – All staff in the team need to be aware of equalities issues, know the policy and apply it as a natural strand of their day to day working	
4.6	Religion/belief – identify the impact/potential impact of the policy on people of different religious/faith groups and also upon those with no religion.	A – All staff in the team need to be aware of equalities issues, know the policy and apply it as a natural strand of their day to day working	
	Key questions	Answers/notes	Actions required
4.7	Have you identified any areas in which the policy/service or function is indirectly or directly discriminatory? If you answer yes to this please refer to legal services on whether this is justifiable within legislation.	No	
4.8	If you have identified any adverse impact(s) can it be avoided, can we make changes, can we lessen it etc? (NB: If you have identified a differential or adverse impact that amounts to unlawful discrimination, then you are duty bound to act to ensure that the Council acts lawfully by changing the policy or proposal in question).	No	
4.9	Are there additional measures that could be adopted to further equality of opportunity in the context of this policy/service/function and to meet the particular needs of equalities groups that you have identified?	Yes	Measures will be to address the understanding of the equalities policy, understand the needs of our customers, and to ensure that internal procedures are documented.

5.	Internal processes for the organisation – to be explored at the end of the mentoring process.		
Making a decision in the light of data, alternatives and consultations			
	Key questions	Answers/notes	Actions required
5.1	How will the organisations decision making process be used to take this forward?	Not required	
Monitoring for adverse impact in the future			
	Key questions	Answers/notes	Actions required
5.2	What have we found out in completing this EqIA? What can we learn for the future?	Complexity of the task.	
5.3	Who will carry out monitoring?	Linda F and Team Leaders	Management team to monitor through team work plan
5.4	What needs to be monitored?	Training of staff	Identification of who attended workshop and recent training on the policy and who missed this training. LF to provide a second briefing.
5.5	What method(s) of monitoring will be used?	This will be captured within the team workplan	Include as actions in the team work plan
5.6	How will the monitoring information be published?	This will be published at a future team meeting	Include on agenda at future team meeting

Publication of results of the equality impact assessment			
	Key questions	Answers/notes	Actions required
5.7	Who will take responsibility for writing up the EqIA report?	N/A	
5.8	How will the results of the EqIA be published?	At the team meeting	LF to agenda at future team meeting
5.9	Who will take responsibility for this?	LF	

6. Bath and North East Somerset Council Equality Impact Assessment Improvement Plan

Please list actions that you plan to take as a result of this assessment (continue on separate sheets as necessary). These actions need to be built into the service planning framework and targets should be measurable, achievable, realistic and time bound.

Title of service/function or policy being assessed:

Name and role of officers completing assessment:

Date assessment completed:

Issues identified	Actions required	Progress milestones	Officer responsible	By when
Not all internal procedures are clearly documented which could lead to differences in approach	Audit of procedures to be carried out and any that are missing notes to be documented.	Within 3 months to have identified gaps. By Dec 2008 to have completed task	LF	Dec 2009
Not all staff have attended workshop	LF to provide follow up briefing to	By April 2008 all of team have had	LF	April 2008

or team meeting to discuss Equalities issues. Equalities issues need to be mainstreamed and not an add on	staff that missed the January briefing. Equalities Impact assessments to be brought to team meetings to raise the profile	briefing Inclusion of awareness at team meetings		Ongoing
We are not clear about the needs of our customers from an equalities perspective	Obtain analysis of service users specific to finance from Richard Brewers Team	Initial scoping by April 2008	HC	June 2008
Not all documentation will be in accessible formats – This to be identified by EQIA for each specific area	Cross reference this issue to the other EQIA		LF	When all EQIA complete
Review Induction training programme to consider whether impact assessment required	TC to review the programme that is used for new staff using the recent induction of a new staff member as a guideline.		TC	April 2008

Once you have completed this form, use it as a basis for writing a report of the Equality Impact Assessment. Keep a copy of the form as a record of the processes you have been through in carrying out the EqIA and send one copy to the Equalities Team (equality@bathnes.gov.uk, or by post to Equalities Team, Keynsham Town Hall, Bristol, BS31 1NL

Please contact your Directorate equalities officer for advice and guidance.

Major Projects: Cordelia Johnney
Support Services Cordelia Johnney
Customer services – Cordelia Johnney

Improvement and performance – Louise Murphy
Children’s services – Louise Murphy
Adult Social services and housing – Samantha Jones
Democratic and legal services - Samantha Jones

Corporate Equalities Team
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