



**SOLENT
LOCAL
ENTERPRISE
PARTNERSHIP**



Obligations under Equality Act 2010

July 2017

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1.0 Introduction

The Solent LEP is very mindful of the obligations under the Equality Act 2010 and in particular the impact of the proposals on groups with protected characteristics. In accordance with the processes and procedures of our accountable body, Portsmouth City Council, the LEP have adopted the Equality Impact Assessment (EIA) Toolkit, provided in annex A.

As part of work to develop individual projects in advance of delivery, all scheme leads will be required to undertake an EIA, which will form part of the LEP's assessment prior to awarding funding.

Annex A



Portsmouth
CITY COUNCIL

Equality Impact Assessments (EIAs)

Policies, projects, services, functions & strategies

An easy guide for staff
who need to complete
Equality Impact
Assessments

www.portsmouth.gov.uk



Welcome to the revised Equality Impact Assessment (EIA) toolkit. We hope that you find the toolkit easy to use and helpful – in just eight easy steps you will have your EIA completed

What's the toolkit all about?

This toolkit links with the new EIA form so that each section of the toolkit will explain how to complete each section of the form. We've used an example of a contact centre to show you how they might do an EIA. The toolkits' designed to make life a bit easier for you when you're doing an EIA and hopefully make the process and outcomes meaningful for you and others involved

What's an Equality Impact Assessment (EIA)?

It's a really good way to look at current and new policies, projects, services, functions and strategies in depth to see what impact they may have on different equality groups (race, disability, age, gender including transgender, religion or belief, sexual orientation, pregnancy and maternity and other socially excluded communities or groups (some examples might be those on low income, single parents or the gypsy or travelling community and carers)

The aim of an EIA is to:

- allow you to have more contact with the diverse groups in our community
- change the way you think about your work and the decisions you make
- help you to think more about the needs of various groups so that equality is at the heart of everything you do

Why do I need to do an EIA?

First and foremost an EIA should be a tool to allow you to find out whether your work has a negative impact on different groups. It should be completed **before** the policy, project, service, function or strategy has been set up; if changes are needed its easier to make these sooner rather than later!

EIAs can be used to:

- stop unlawful direct and indirect discrimination from happening now and in the future
- highlight diversity as a strength and an integral part of your work, not just an add on that you feel you must do
- recognise the fact that we don't all have an equal chance in life, and find ways to address this through your work
- make sure that your services are accessible to everyone in the community
- the process is not the most important thing – it's the outcomes that matter

EIAs can also be used to:

- help improving the way you treat customers
- help with the decisions that you need to make
- improve relations with our residents by publicising our commitment to equality as an organisation
- ensure that we all comply with legislation

When do I need to assess?

- In the formative stages of new or changed policies, projects, services, functions and strategies and as part of an ongoing 3 year programme
- Before completing a full assessment you should complete a preliminary EIA which, is a screening process to see if your policy, project, service, function or strategy has an impact on any of the equality groups.

You don't need to complete a preliminary EIA for :

- information updates where no descisions are required
- financial update unless it is relating to cutting budgets for a service that will have an impact on the equality strands

You will need to complete a preliminary EIA for:

- changes to or new services
- changes to or new policies
- projects
- strategies
- functions

[Click here for the preliminary form](#)

- Making sure that EIAs are in place **before** setting them up could save you time, problems and even money in the future.

See the example below where not completing an EIA properly has caused problems.

Southall Black Sisters judgement

The judgement by Lord Justice Moses in the case of Southall Black Sisters and London of Ealing was published on 29 July 2008.

Southall Black Sisters (SBS) successfully challenged Ealing Council's decision to end funding their services to Asian and Afro-Caribbean women experiencing domestic violence.

Lord Justice Moses' ruling provides helpful clarification for local authorities, particularly in relation to the timing and importance of equality impact assessments.

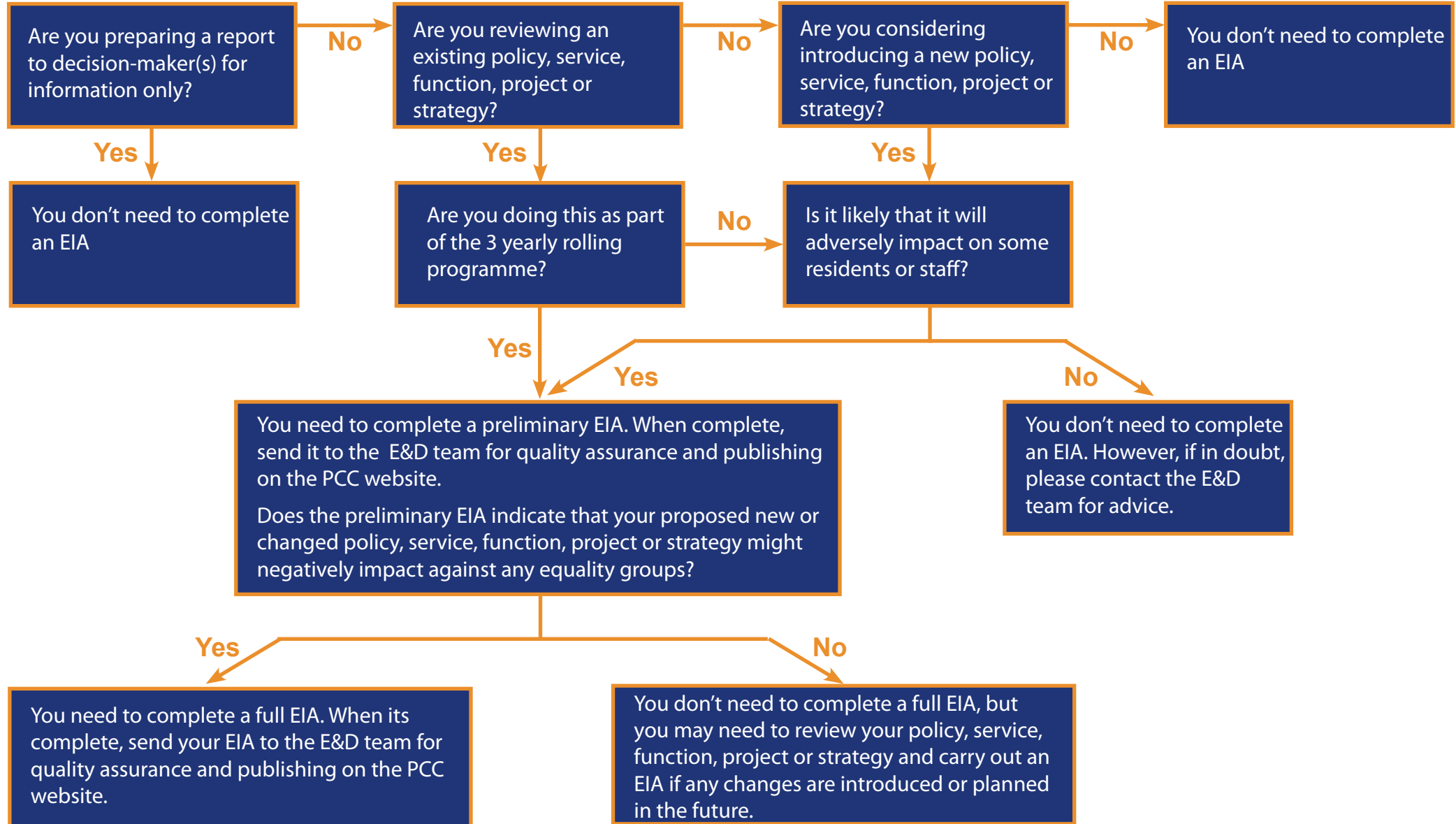
The ruling stresses the need to carry out an equality impact assessment before formulating policies.

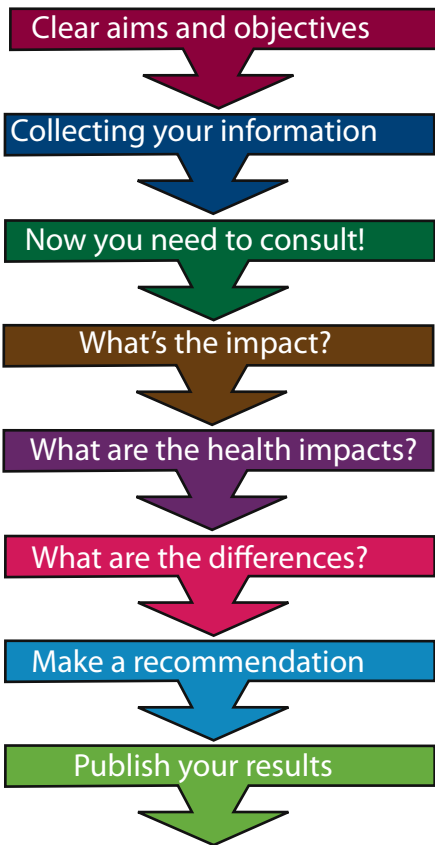
Southall Black Sisters won the case and Ealing Council was charged with failing to carry out a proper EIA and misinterpreting the race equality legislation, subsequently Ealing carried out a full EIA including consultation and had to pay £100,000 because of the case

[Click here for the judgement](#)

Equality duty requires that consideration of equalities should be an integral part of the council's decision-making. Equality analysis has to be carried out on all proposed new or changed projects, services, functions, policies or strategies. However, a formal EIA in its written form is not always required. See the process below.

Start here





Fill out the details of the EIA on the form

Make sure you have clear aims and objectives

- What is the aim of your policy, service, function, project or strategy?
- Who is the policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?
- What outcomes do you want to achieve?
- What barriers are there to achieving these outcomes?

Example - Contact Centre EIA

What is the aim of your policy, service, function, project or strategy?

- One point contact for residents requiring information or services from the council. Contact via, phone, email, face to face and e-form.

Who is the policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?

- Visitors to the city, residents, 'the customer'-internal and external partners. It will enable the customer to contact the council and conclude their business from one phone call.

What outcomes do you want to achieve?

- We want to ensure the contact services available are accessible, appropriate and sensitive to the needs of users and potential users of the service. We also want to increase the customer satisfaction with the contact centre.

What barriers are there to achieving these outcomes?

- Budgetary restraints which could include staffing issues for new initiatives may not be able to be introduced until further funding is available.

Collecting your information

Some things you could have a look at:

- [Census information, Residents survey and Place survey](#)
- Data about the people who use your service
- Satisfaction or complaints feedback
- Previous EIA's
- Your knowledge and the knowledge of people in your team
- Our staff groups
- [Diversity of Portsmouth](#)
- [Joint Strategic Needs Assessment](#)



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Tips

Aim for practical outcomes – use what you can.
Fill in any gaps in information, don't use it as an excuse not to carry on but...
Know when to stop – this part is a means to an end, focus on the outcome

Information that was used:

- 2001 census
- valuing diversity survey
- complaints feedback
- customer feedback
- residents survey
- collecting equality information from customers to see where the gaps are

Using your existing data what does it tell you?

- Through customer feedback it was highlighted that a high proportion were dissatisfied when they contacted the council because they were passed from service to service rather than their business being concluded at first point of contact.
- In the valuing diversity survey most BME customers preferred to speak to someone face to face as they found using the telephone difficult because of language difficulties.

Now you need to consult!

- Make sure you provide enough information about the proposals to the consultees so that they can give you informed feedback
- Make sure that the way you ask for views is open, inclusive and accessible for everyone
- Use methods appropriate for the policy or service being looked at
- Make sure that anyone who may be affected by, or with an interest in the policy are asked for their views
- Use a wide variety of community based and practical approaches
- Use previous consultations & improve on them if you can



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Tips

Don't forget the [consultation toolkit](#) and the [Big list](#)

Who have you consulted with?

- Some consultation has taken place with the following: staff groups, local disability group and the local umbrella group representing BME but more information is needed to cover all the equality groups

If you have not consulted yet please list who and how are you are going to consult with specific groups or communities

- Multi cultural link group
 - Pompey pensioners
 - Inscape
- Attend community events
 - Attend meetings
 - Send questionnaires to groups for comment
 - Conduct a telephone questionnaire when customers ring the contact centre
 - Customer feedback cards

What's the impact?

- What do different minority groups think? (you might think your policy, project or service is accessible and addressing the needs of these groups, but asking them might give you a totally different view)
- Does it really meet their varied needs?
- Are some groups less likely to get a good service?



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Tips

Being accessible can include:
how physical accessible your service is
or intellectually-use of jargon or language
that is too complex

Ethnicity or race

- Language (contact centre unaware of customers preferred first language)
- Contact centre is not advertised in specific black minority ethnic (BME) publications
- The lack of awareness of the contact centre within the BME communities
- Lack of data regarding the take-up or satisfaction with the contact centre by the BME communities

Gender and transgender

- Lack of understanding of trans people by the contact centre staff
- Lack of data of gender usage or satisfaction with the contact centre services

Age

- Distance to the main entrance from car parking for customers
- Physical access to the building

Age cont...

- Appropriate seating in the main reception
- Availability of large print information (on the web and in the contact centre publications)

Disability

- Distance to the main entrance from car parking for customers
- Physical access to the building
- Lack of understanding of issues/requirements affecting disabled people
- Minicom is available in the contact centre but is not advertised to hearing impaired people
- No hearing loop at the main reception
- Lack of data of disability usage or satisfaction with the contact centre services

Religion or belief

- Lack of data of religion or belief usage or satisfaction with the contact centre services

Sexual orientation

- Lack of data of lesbian, gay or bisexual people usage or satisfaction with the contact centre services

Pregnancy and maternity

- Staff awareness of mothers right to breastfeed in public places

Other socially excluded groups or communities e.g. carers, areas of deprivation, low literacy skills

- Take up of the services by socially and / or economically excluded residents, such as people with low literacy skills or people on low income

What are the health impacts?

- Have you referred to the [Joint Strategic Needs assessment](#) to identify any associated health and wellbeing needs?
- What are the health impacts, positive and / or negative?



Top Tips

Remember that the council has a significant role in providing health and care services which will be strengthened by the Health and Social Care Bill 2010-11. Therefore, failing to consider negative impacts of your policy, project or strategy on health and care can lead to discrimination under the Equality Act 2010. The JSNA group provide regular summaries of health trends in the city so take a look at the ones relevant to your project.

Have you referred to the Joint Strategic Needs Assessment?

No

What are the health impacts?

No health impacts have been identified

What are the differences?

- Are any groups affected in a different way to others as a result of the policy, service, function, project or strategy
- Does your policy, service, function, project or strategy either directly or indirectly discriminate?
- If you are either directly or indirectly discriminating, how are you going to change this?
- Explain your reasons



Top
Tips

Think about each group and try to see your service from their perspective

- Are any groups affected in a different way to others as a result of the service?

The contact centre aims for all communities and groups to have access to their services

- Does the service either directly or indirectly discriminate?

No

Make a recommendation based on steps 2 – 6

- Clearly show how your policy, service, function, project or strategy was decided on
- What will be its main effects and benefits?
- Make sure that you record how these decisions were made
- If you are not in a position to go ahead, what actions are you going to take?

Future monitoring:

It's important to:

- Set up a way of regularly monitoring your policy, service, function, project or strategy that includes collecting and reviewing equality information
- Carry out a review and feed this into the annual review cycle
- Carry out any amendments to your policy, project or service as a result of the monitoring

If you are in a position to make a recommendation to change or introduce the policy, service, function, project or strategy, clearly show how it was decided on

There was an increased demand from residents through consultations wanting to contact a single number and their business being concluded through one contact even if there were multiple issues they wanted addressed

What changes or benefits have been highlighted as a result of your consultation?

Customers can contact through whichever channel they wish to either via email, telephone or face to face. They can contact outside office opening hours which is beneficial for working people; disabled people can contact by email or telephone if not able to get to the offices.

When customers telephone the centre they are not passed from service to service as business is concluded at the first point of contact.

If **you are not** in a position to go ahead, what actions are you going to take?

- Consultations planned with lesbian, gay, bisexual and transgender groups, older people and young adults
- Investigate getting the contact centres literature in alternative formats
- Introduce Type talk
- Look at staffing on the main reception for BME customers
- Training
- Start to advertise the service in specific publications

How are you going to review the policy, service, function, project or strategy, how often and who will be responsible?

The manager will have responsibility for future monitoring by:

- annual review of the service
- customer survey conducted every 2 years
- customer feedback cards for customers who come into the offices
- complaints

Publish your results

- Please email your completed EIA to the Equality and diversity team
- Your results will be published on the PCC website



Top
Tips

Make sure the language you use is jargon free

Finally...

If you're struggling with one or more steps, we can help. Contact us on x4789 or 8957.



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Portsmouth City
Council information
in large print, Braille,
audio or in another
language by calling
9283 4789.

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