



Equality Impact Assessment Record Form

Environmental Health – Access to
services and communications

Equality Impact Assessments

Directorate	Service	Person responsible for the assessment	Date assessment completed
Environment	Environmental Health (Commercial, Environmental Protection, Environmental Services & Licensing Teams)	Chris Cawley Steve Hems John Peet	15 Oct 2009
Title of the service being assessed	Environmental Health – Access to Services / Communications		
The status of the service	All documents are live within the Departments ISO9001 Quality Management System		
1. What are the aims, objectives and purposes of the service?	<p>The aims the service are described within the Service Business Plan as:</p> <p>North Norfolk District Councils Environmental Health Service covers a wide range of enforcement and service delivery activities on a proactive and reactive basis including; food safety, infectious disease control, health & safety, waste enforcement and disposal, nuisance complaints, air quality and other pollution incidents, pest and dog control and licensing. The service works closely with other internal departments, notably the planning service, and external agencies such as the Food Standards Agency, Health & Safety Executive, Environment Agency, Police and Parish & Town Councils.</p> <p>The service provides 24 hour emergency cover for the above services and others within the Authority.</p> <p>The primary role of the service is to provide a safe and healthy environment</p>		
2. Does the service support other objectives of the council?	The services aims support the Corporate Plan 2008 – 2011, which in itself contributes to the Councils obligations under the Local Area Agreement.		
3. Who is intended to benefit from the service, and in what way?	<p>Members of the Public (Residents and visitors) and Businesses will benefit from these policies and services.</p> <p>Members of the Public & Businesses will benefit from receiving consistent clear information in a</p>		

	number of different ways, which suit their requirements.			
What outcomes are anticipated from the service being in place?	Access by all groups to the Councils Environmental Health & Services.			
4. Identify and select your assessment team.	Name	Role	Responsibilities	
	Mark Whitmore Chris Cawley Alan Dixon Rachel Smith Richard Cook	Environmental Protection Team Leader Environmental Health Manager Commercial Team Leader Environmental Protection Officer Technical Officer, Env Services		
5. What data have you gathered for this assessment? How have you analysed this data?	Source and Age of Data	Owner	Findings	Data Gaps
	Internal Leaflets Website Standard Letters Customer Satisfaction Surveys (CSS) Complaints & Compliments Customer Charter Our Standards Leaflets from external agencies	Env Health / Services Corporate Document Owned by external agencies	Internal Leaflets – make reference to Intran services, Large Print, Audio & Braille etc. Some concern as to whether or not service users are aware of who Intran are and what they do. Need to ensure all Internal Leaflets are reviewed, should be included as part of procedure reviews. WEBSITE- as dept we are limited in terms of	Corporate Policy Consultation – not aware of Internal consultation on appropriate languages for translation. Not aware of any other consultations internally regarding corporate EQIA issues. CSS forms do not cover entire service. CSS forms do not provide information on the 6 strands of equality and diversity, it

	<p>EH Peer Challenge Report 2009</p> <p>Outlook Magazine</p> <p>Food Hygiene Training</p>	<p>Env Health / Services</p>	<p>how information is displayed. There is corporate style that is controlled by Media Team. Access to the website for all would be controlled by Media & Communications team.</p> <p>Website has Intranet box with links to foreign languages</p> <p>Std Letters / Notices etc – dealt with in Enforcement EQIA.</p> <p>Customer Satisfaction Surveys. - CSS surveys are sent out after every job / inspection is completed by the Env Protection & Commercial Teams. The CSS questionnaires contain questions relating to the customer's access to the service and the quality of information received. Problems with service are recorded as complaints and entered onto M3 for action. Compliments are also recorded in this manner.</p> <p>CSS only captures</p>	<p>is not possible to differentiate customer satisfaction based on these strands as a result.</p>
--	---	------------------------------	--	---

			<p>those groups who have already accessed the service.</p> <p>The Licensing Team do not currently send out CSS forms.</p> <p>Peer Challenge report and supporting information has identified areas of good practice around engaging with migrant workers, over waste disposal, and gypsy and traveller communities. However the report also identifies that identification of hard to reach groups is not as effective as it could be.</p> <p>Standard Letters – are produced to a corporate standard but there is less clarity over translation services available. There is no evidence of consideration of other methods of communication.</p> <p>Outlook magazine goes to every domestic premises (52,000 properties) in North Norfolk on a quarterly</p>	
--	--	--	---	--

			<p>basis. The Service makes regular use of the magazine including features on all of the services provided by EH/S. This has included advice on Food Hygiene Scores on the Doors scheme, preventing fly tipping, pest control and refuse collection schedules. Although not formally measured there is a perceived take up in service requests around the publication of Outlook articles.</p> <p>Food Hygiene Training is provided but there is some doubt over the accessibility to training for all.</p>	
6. Who are the main stakeholders of this service?	Community	Staff/Members	Partners	
	Community Visitors Businesses	All staff members	All Norfolk Authorities Environment Agency DEFRA Food Standards Agency Health & Safety Executive Police	

			<p>Fire Service</p> <p>Health Protection Agency</p> <p>Contractors (Norse being the largest single contractor)</p>
<p>7. Are there any concerns that the service could have a negative impact with regard to race and ethnicity?</p>	<p>Yes</p>	<p>What evidence (actual data or assumptions) do you have to support this?</p> <p>No evidence has been collected about customers whose 1st language is not English and whether they have difficulty accessing service.</p> <p>No corporate guidance in relation to translation of letters etc.</p> <p>Food Hygiene training is not readily accessible by all, as courses are delivered in English language only.</p> <p>Use of log sheets for nuisance investigations as a first filter could have a negative impact on service users who do not have English as a first language.</p>	
<p>8. Are there any concerns that the service could have a negative impact with regard to gender?</p>	<p>No</p>	<p>What evidence (actual data or assumptions) do you have to support this?</p> <p>None of the services are gender specific and therefore no bias is assumed.</p>	
<p>9. Are there any concerns that the service could have a negative impact with regard to disability?</p>	<p>Yes</p>	<p>What evidence (actual data or assumptions) do you have to support this?</p> <p>Use of log sheets for nuisance investigations as a first filter could have a negative impact on service users who are unable to read/write.</p> <p>Access to Council Buildings under the Disability Discrimination Act is being addressed by the Property Services Team. At the time of writing it is anticipated that 80% of buildings will be DDA compliant by the end of 2009 with the remaining 20% compliant by the end of 2010.</p> <p>Access to website is governed by the requirements of the W3SC AA standard.</p>	
<p>10. Are there any concerns</p>	<p>Yes</p>	<p>What evidence (actual data or assumptions) do you have to support this?</p>	

<p>Or any other reason?</p> <p>Can the impact be mitigated by existing means?</p> <p>If yes, what actions will you undertake to mitigate these impacts and revise the service?</p>	<p>No</p> <p>Unknown</p>	<p>Council.</p> <p>Whilst food hygiene training is not readily accessible by all, work needs to be done to ensure that the Council can signpost training for minority groups in order that they can achieve the necessary competency levels.</p>	
<p>14. Describe the arrangements for reporting and publishing this assessment.</p>	<p>Report to Equality & Diversity Board Nov 2009</p>		
<p>Has this assessment been undertaken by a minimum of two staff?</p>	<p>Yes</p>	<p>Has this assessment been scrutinised by your Directorate Steering Group?</p>	<p>No</p>
<p>If the service is new, or requires a decision by Councillors to revise, has this Equality Impact Assessment been included with the report?</p>			<p>N/A</p>
<p>Have any actions identified in this assessment been included in your service equality and diversity action plan?</p>			<p>Yes</p>
<p>Completed by:</p>	<p>Alan Dixon, Commercial Team Leader.</p>	<p>Signed off by:</p>	<p>Chris Cawley Environmental Health Manager</p>

Equality Impact Assessments

Produced by
David Lloyd associates
In partnership with
North Norfolk District Council
May 2008