



## Equality Impact Assessment questionnaire

*(covering race, gender, disability, sexual orientation, religion or belief and age)*

This Equality Impact Assessment (EqIA) seeks to assess the impacts of your service, function, policy or strategy on people who are legally protected from discrimination (this is people belonging to one or more of these groups: race, religion, disability, sexual orientation, religion or belief and age).

Conducting this EqIA will ensure that any positive or negative impacts on people legally protected from discrimination are highlighted and the necessary action is taken to ensure equality in our services.

**This impact assessment must be reviewed at least every three years.**

**Build the next review of this service/policy into your departments' Management Plan.**

<b>Service or Policy Area:</b>	Document Signposting
<b>Service Unit:</b>	Document Services
<b>Officer Completing Assessment:</b>	David Eccleston, Fozia Yamin
<b>Telephone:</b>	██████████
<b>Date:</b>	7 <sup>th</sup> July 2009

General	
Q.1	Please provide a brief description of this service/policy including its aims and objectives
	Document signposting will provide a clear means of access to information and council services for residents along with a protocol for inclusion of the Equality & Diversity signposting on all external documentation.
Q. 2	Please list the main stakeholders/beneficiaries/ recipients of this service/policy
	<ul style="list-style-type: none"> <li>■ Directly affects all residents, employees and council service providers as it ensures information is received and accessible by all.</li> <li>■ Local communities and visitors to the district who benefit from services provided by MHDC.</li> <li>■ Potential investors, partners &amp; applicants for employment within the district.</li> </ul>
Q. 3	If this service/policy is provided by another organisation on behalf of the Council, please give the names of these organisations
	The protocol and inclusion of signposting is provided by the Council itself with the provision of translation & interpretation Services by a service provider on our behalf.

Consultation	
Q. 4	Please list any consultation activity with internal or external customers carried out over the last year: e.g. satisfaction surveys, focus groups or citizens panel exercises etc.
	Continually liaising with service users, Equality & Diversity officer and Graphic Designer whilst initiating document design and production.
Q. 5	Please list any arrangements you have made, or are planning for consulting with groups protected from legal discrimination on your service/policy
	There are currently no plans to consult with groups legally protected from discrimination in respect of use of the language box.
Q. 6	Please list groups protected from legal discrimination you have consulted with

	No consultation has taken place
Q. 7	Please state how you consult with members of your staff about your service/policy
	There are plans in place to consult with departments through team /departmental meetings in order to highlight the policy at all service area team meetings. The Council's Graphic Designer will ensure inclusion of language box during design process and briefing sessions as they take place with customers.
Q. 8	Please list any changes to your service/policy that you have made, or you plan to make as a result of consultation with groups protected from legal discrimination
	As a result of consultation with service users

### Discrimination

Q. 9	Please list any evidence you have of this service/policy having an adverse impact on any groups (internal or external) protected from legal discrimination
	No adverse effect has been highlighted as a result of use of language
Q. 10	If the function or policy is discriminatory, is positive action justifiable to overcome the discrimination?
	No requirement to take positive action as the service is not discriminatory.
Q. 11	Could the function or policy have an adverse impact on relations <b>between</b> groups protected from legal discrimination? If so, please describe
	No.

### Service Delivery

Q. 12	Please list any alternative ways to improve <b>access to your service/policy</b> by groups protected from legal discrimination. <i>Include this in the Action Plan attached.</i>
	Formal procedure for inclusion of signposting on all external documents. Monitor feedback from service users for continuous improvement.
Q. 13	Please list any alternative ways to improve <b>understanding of your service/policy</b> by groups protected from legal discrimination. <i>Include this in the Action Plan attached.</i>
	Monitor feedback regarding understanding of service users

Monitoring	
Q. 14	Please describe how monitor of take up of your service/policy
	Evaluate data received from service provider regarding requests placed with them.
Q. 15	How are the results of any monitoring analysed, reported and publicised?
	The analysis of data regarding take up of translation & interpretation services is provided by AA Global . Reporting and publication of this data is responsibility of MHDC and does not currently take place.
Q. 16	Does an analysis of your customer base against baseline population figures for the District show that you are reaching all groups in your area? If not, which groups are adversely affected?
	No analysis of take up of language box currently takes place so unable to assess whether take up is representative of the district.
Q. 17	Please list any performance targets relating to equality in your function
	None in place.
Q. 18	Please list any plans you have to introduce new targets on equality in your service/policy <i>Include this in the Action Plan attached.</i>

	No plans in place.
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Miscellaneous	
Q. 19	If your function is provided by a private sector or voluntary sector organisation on a contract basis, please list any arrangements <b>you have made or plan to make</b> to make sure that these organisations ensure equality.
	New Procurement rules forces all contractors to agree to MHDC's E&D commitment and supply information on their current E&D practices and all contractors will adhere to these rules.
Q. 20	Have you received any complaints about your service/policy in respect of equality issues? If so, please give a brief description
	None.
Q. 21	Please list any staff training issues on equality arising from this assessment
	None.
Q. 22	Does your service/policy result in any financial support being given to people protected from legal discrimination within the voluntary and community sector. If yes, please list organisations and amounts.
	None.
Q. 23	How do you plan to publicise the results of this assessment?
	Results to be published on intranet and Internet.

## ACTION PLAN

Please detail any action that you plan to take as a result of this impact assessment

Objective	Action/s	Lead Officer	Completed by
To ensure constant access to translation services for all documentation produced by MHDC.	To assess service from provider and highlight areas for improvement as required.	DE	August 2009
To maintain & update service based on the needs of minority groups.	Consultation with DWG and all MHDC departments.	DE	ongoing
To ensure information is accessible.	To signpost documentation in order to ensure availability in a range of appropriate formats.	DE	ongoing
Ensure transparency	Results to be published on intranet and Internet.	DE/FY	September 2009
To ensure service provision improvements as and when identified.	Informing colleagues of the issues & actions in the E I A through Team Talk	FY	ongoing
To ensure availability and transparency of information.	Reporting & analysis of monitoring data.	FY	E&D officer progressing project.