



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 year.

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

Service or Policy Area:	Emergency Planning
Service Unit:	Performance & Policy
Officer Completing Assessment:	D A Rolls
Telephone:	01684 862131
Date:	17 August 2009

General

Q.1	Please provide a brief description of this service/policy including its aims and objectives
	Emergency planning is carried out for the whole community, in conjunction with key partners, in order to help the community prepare for and respond to emergency situations from whatever cause. Typically this will cover flooding, major disruptions to Council services, and other unspecified emergency events of a large scale which threaten life and/or property.
Q. 2	Please list the main stakeholders/beneficiaries/ recipients of this service/policy
	All sections and members of the community, including residents, businesses and visitors to the area.
Q. 3	If this service/policy is provided by partners/contractors on behalf of the Council, please give the names of these organisations
	Certain aspects of emergency planning are carried out by Worcestershire County Council Emergency Planning Unit under an SLA. In particular this covers issues which are pan county in nature, such as major pipelines, excess deaths and temporary mortuaries.

Consultation

Q. 4	Please list any consultation activity with customers carried out over the last year : e.g. satisfaction surveys, focus groups or citizens panel exercises etc.
	Local emergency plans (Community Emergency Support Plans) have been established with a number of parish councils and local community groups in order to better address their local needs (e.g flooding and flood protection). These plans have been developed with considerable consultation with the parish councils and local residents.
Q. 5	Please list any plans you have made to consult with groups protected from legal discrimination in your service/policy

	<i>Include this in the Action Plan attached</i>
	We need to consider any language needs that must be met within CEST plans
Q. 6	Please list groups protected from legal discrimination you have consulted with
	Each CEST contains a requirement to understand and evaluate the special needs of disabled people and those who are particularly vulnerable, such as older people, deaf people, those with special medical needs. Rest Centre plans already include consideration of gender, ethnicity, religion, disability and age.
Q. 7	Please state how you consult with staff/colleagues about your service/policy
	N/A because staff and colleagues are not beneficiaries of the service. However, all staff are aware of the Council's responsibilities as a Category 1 responder under the Civil Contingencies Act and a number have been additionally trained as rest centre volunteers.
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
	Rest centre arrangements have been changed to include temporary beds which are usable by more elderly or infirm people who are unable to use the conventional air beds used in rest centres. Rest centres now have a list of key questions in a variety of languages which can be used to ascertain key information during a crisis. Note: Rest Centres are short term temporary arrangements only, usually lasting no more than 2-3 days. If longer term Humanitarian Centres are required, they would be established by Worcestershire County Council.

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

See Q.8 above

Q. 10 If the function or policy is discriminatory, is **Positive Action*** justifiable to overcome the discrimination?
**Positive Action refers to a range of measures taken to help people from under-represented groups access services on equal terms with other customers*

See Q. 8 above

Q. 11 Could the function or policy have an **adverse impact on relations between groups** protected from legal discrimination? If so, please describe

In a rest centre situation it may not be possible to provide separate facilities for different groups (e.g. different religious spaces and requirements, different genders including sexual orientations, different ethnic groups). In all other circumstances there are no differentiations made between groups in the service provided.

Service Delivery

Q. 12 Please list ways to improve printed/electronic/physical **access to your service/policy** by groups protected from legal discrimination. *Include this in the Action Plan attached.*

Policies are intended for service partners and staff as a basis for providing emergency support.

General advice to the public is provided via the Council's website, which is available in different languages and different fonts etc to accommodate the needs of disabled members of the public. This provides details of how updates can be obtained during an emergency. In addition, people living in flood vulnerable areas have access to warnings from the Environment Agency and from their local CEST.

During an emergency, regular bulletins are issued on the web site and on local radio (BBC H&W) to provide up to date information as an emergency unfolds and as rescue/response activity takes place. These updates and bulletins could be improved to take account of those who cannot hear or understand such broadcasts.

Q. 13 Please list ways to improve **understanding of your service/policy** by groups protected from legal discrimination. *Include this in the Action Plan attached.*

During an emergency, regular bulletins are issued on the web site and on local radio (BBC H&W) to provide up to date information as an emergency unfolds and as rescue/response activity takes place. These updates and bulletins could be improved to take account of those who cannot hear or understand such broadcasts.

Monitoring

Q. 14 Please describe how you **monitor of take up of your service/policy**

There is no routine monitoring of take up of the emergency planning service.

However, following an emergency event, the effectiveness of the service is a matter for consultation and discussion by all the emergency services and by Council Overview & Scrutiny Committee (O&S) – in order to understand what worked

	well and what could be further improved.
Q. 15	How are the results of any monitoring analysed, reported and publicised ?
	O&S Committee reviews are published via the Council's website and most meetings are open to the public.
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 is carried out, but see Q.14 above.
Q. 17	Please list any performance targets relating to equality in your function
	None.
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>
	All advice re standard emergency arrangements and emergency bulletins will be accessible in all relevant languages and formats .

Miscellaneous

Q. 19	If your function is provided by partners/contractors , please list any arrangements you have made or plan to make to make sure that these organisations ensure Equality and value Diversity. <i>Include this in the Action Plan attached</i>
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	Worcestershire County Council has a full Equality & Diversity policy, to which our partners are committed.
Q. 20	Have you received any complaints about your service/policy in respect of equality issues ? If so, please give a brief description
	No
Q. 21	Please list any staff training issues on equality arising from this assessment <i>Include this in the Action Plan attached</i>
	Rest Centre training already includes the need to identify and understand equality and diversity issues within the service; however, this will be reinforced in all subsequent training of rest centre volunteers.
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.
	The only financial support provided by the Council in the past has been via special grants available to help people protect their homes from flooding or to provide temporary hardship support. Any such grants have been made against strict financial and need criteria only, irrespective of any other equality or diversity consideration.
Q. 23	How do you plan to publish this assessment ? <i>Include this in the Action Plan attached</i>
	Sharepoint and MHDC website.

ACTION PLAN CHECKLIST

The following **MUST** be included as Actions of this EqIA (if they aren't currently being done):

- Access to printed/electronic information
- Physical access
- Anti-discrimination policy
- Consulting with customers on service design & delivery
- Training for new starters
- Ensuring partners/contractors have Equality & Diversity policies and practices in place
- Informing colleagues of the issues & actions in the EqIA through Team Talk
- Publish EqIA on website and elsewhere
- Monitoring take-up of service/policy

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
Ensure that CEST plans are understood by all members of that community regardless of ethnic origin	We need to consider any language needs that must be met within CEST plans	D Rolls	October 2009
Ensure that emergency bulletins issued on the radio or website are understood by all members of that community regardless of ethnic origin or disability.	During an emergency, regular bulletins are issued on the web site and on local radio (BBC H&W) to provide up to date information as an emergency unfolds and as rescue/response activity takes place. These updates and bulletins could be improved to take account of those who cannot hear or understand such broadcasts.	D Rolls / L Orr	October 2009
Ensure that all standard emergency advice and guidance and emergency bulletins issued on the radio or website are understood by all members of that community regardless of ethnic origin or disability.	All advice re standard emergency arrangements and emergency bulletins will be accessible in all relevant languages and formats .	D Rolls / L Orr	October 2009
Ensure that Rest Centre staff are fully aware of the equality and diversity issues and needs of those who attend or	Rest Centre training already includes the need to identify and understand equality and diversity issues	D Rolls / WCC EPU	October 2009

support Rest Centres.	within the service; however, this will be reinforced in all subsequent training of rest centre volunteers.		
	Publish assessment on Sharepoint and MHDC website.	D Rolls	November 2009