

## Equality impact assessments – for services and policies

### What is an equality impact assessment?

An equality impact assessment is an important part of our commitment to improving equality practice. The form will help us find out what impact or consequences our functions, policies, procedures and practices have on our citizens, employees and potential employees. It should be used alongside the TBC EIA guidance.

By undertaking an impact assessment, we are able to:

- Take into account the needs, experiences and circumstances of those groups of people who use (or don't / can't use) our services.
- Identify any inequalities people may experience.
- Think about the other ways in which we can deliver our services which will not lead to inequalities.
- Develop better policy-making, procedures and services.

Impact assessment are required by law; within the context of the Equality Act 2010

Our view is that we should be using the results of impact assessment to improve service delivery so that we become more accountable to the people that we serve.

### Initial Impact Assessment

#### Background

Name of service / policy and date	Review of Tewkesbury Borough News – communications – September 2017.
Lead officer	Clare Evans – Corporate Services Manager
Other people involved in completing this form	n/a

## Step 1 - About the service / policy

<b>What is the aim of the service / policy and what outcomes is it contributing to</b>	<p>The council's main communications method to all households in the borough – used to update residents on corporate and service issues, as well as changes within the council.</p> <p>It is a valued vehicle for keeping residents informed; examples include waste and recycling, community news, information on council tax and details of community funding. It is also a useful tool for promotion of business and tourism.</p>
<b>Are there any key performance indicators against this service / policy?</b>	No
<b>Who will be affected by this service / policy? Who is intended to benefit from it and how?</b>	Services using the communication method and residents who receive it.
<b>Who implements the service /policy? Who is responsible for it?</b>	Corporate services
<b>What potential barriers might exist or are known of to achieving the outcomes?</b>	None – the intention is to keep Tewkesbury Borough News but to reduce it to two magazines per year.

## Step 2 – What do you know already about your existing / potential customers

<p><b>What existing information and data do you have about your existing / potential customers e.g. Statistics, customer feedback, performance information</b></p>	<p>A survey held with the Citizens' Panel revealed:</p> <ul style="list-style-type: none"> <li>• The most valuable news was considered to be community news, waste and recycling, and community funding. Followed closely by JCS updates and tourism news.</li> <li>• Respondents would also like updates on services not run by the council, including transport and crime, as well as ones we are responsible for such as major planning applications.</li> <li>• The most important edition was considered to be spring (43%) then winter (30%) followed by summer (21.7%).</li> <li>• There was a split in terms of preference for a magazine (46.7%) or newspaper (53.3%).</li> </ul>
<p><b>What does it tell you about who uses your service / policy and those that don't?</b></p>	<p>It indicates that Tewkesbury Borough News is a valued communication tool.</p>
<p><b>What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups?</b></p>	<p>None</p>
<p><b>If no monitoring is undertaken of the service or policy what monitoring is planned for the future?</b></p>	<p>To carry out regular surveys with the Citizens' Panel – particularly for feedback when the change to magazine takes place.</p>

### Step 3 - Assessing Impact

If you have monitoring information and data please fill in below to show what it tells us about the community and different groups in the community. How does your service / policy impact on different groups in the community?

Group	What are you already doing to benefit this group	What are you doing that might disadvantage this group	What could you do differently to benefit this group	No impact on this group
Ethnicity / Race				X
Gender				X
Age				X
Disability				X
Religion or belief				X
Sexual orientation				X
Marital status				X
Transgender				X
Pregnant women and maternity leave				X
Any other socially excluded groups or communities				X

NB You may find that the categories for marital status and pregnant women and maternity leave only apply to internal policies for staff and employees.

## Step 4 - what are the differences

Are any groups affected in different ways to others as a result of the service / policy?	No
Does your service / policy either directly or indirectly discriminate?	No
If yes, what can be done to improve this?	.
Are there any other ways in which the service can help support priority communities in Tewkesbury?	Yes, it can reach out to all communities in the borough and is often used to communicate messages around support groups and funding opportunities.

## Step 5 – taking things forward

What are the key actions from this impact assessment to be carried out and how will they be resourced and monitored?	<ul style="list-style-type: none"> <li>We will ensure the newspaper continues to be made available online as well as hard copies.</li> <li>We will do a follow up survey with the citizens panel to get their feedback on the new format.</li> </ul>
Is there need for further work through a fuller impact assessment? If yes please attach the resulting action plan highlighting the issues and steps that need to be explored.	No
Who will play a role in the decision-making process?	n/a

What are your learning and development needs?	n/a
How will you capture these actions in your service planning?	Online option available immediately. Follow up survey to take place one year after magazine implementation.

**If a full impact assessment is required please use the template and questions below along with the internal EIA guidance (for a more detailed explanation of what is expected from the assessment) to complete the process.**

## **Full Impact Assessment**

<b>What are the issues highlighted through the initial assessment that now require further and fuller assessment?</b>	
<b>What research / data was used to create a fuller picture i.e. quantitative and qualitative?</b>	
<b>Who was consulted?</b>	
<b>What are the issues or potential equality issues that have been highlighted as part of the process of the fuller assessment?</b>	
<b>How and who will consider the relevant and necessary decisions to be made against the issues identified?</b>	
<b>What changes have been suggested as a result of the fuller assessment?</b>	
<b>How will the changes be implemented and by whom?</b>	
<b>If the assessment highlighted any adverse impact were the reasons for this explored? If so what was the outcome?</b>	

What actions now need to be taken to deal with the outcomes of exploring the adverse impact?

## Equality Objectives and business planning

Outcome from EIA	Suggested equality objective	Who will be responsible and by when for ensuring action against the objective