

## **Equality Impact Assessment (EIA) Form** **'Knowing your customers needs'**

### **Background**

An Equality Impact Assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

### **Legislation - Equality duty**

As a local authority who provides services to the public, Melton has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to:

- Eliminate discrimination, harassment and victimisation
- Advance Equality of Opportunity
- Foster good relations

For the following protected characteristics:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership (when providing services)
5. Pregnancy and maternity (when providing services)
6. Race
7. Religion and belief
8. Sex
9. Sexual orientation

What is prohibited?

1. Direct discrimination, including by association and perception.
2. Indirect discrimination – now covers all characteristics.
3. Pregnancy and maternity discrimination.
4. Harassment.
5. Third party harassment.
6. Discrimination arising from disability.
7. Duty to make reasonable adjustments.

|   |                             |
|---|-----------------------------|
| <b>Title of the policy</b>                                  | Corporate Complaints Policy |
| <b>Is it new or exiting?</b>                                | Existing but Revised        |
| <b>Date</b>   | March 2012                  |
| <b>Officer undertaking EIA</b>                              | Joe Collier/Angela Tebbutt  |
| <b>Who else is involved in undertaking this assessment?</b> | Lynn Aisbett                |

## 1. Overview of policy/function being assessed

|  |
|--|
| <b>A. Outline: What is the purpose of this policy? (specify aims and objectives)</b>   |
| The aim of this policy is to ensure complaints are dealt with proactively, efficiently and timely. Complaints are a vital way of monitoring service quality and can often highlight areas that require improvement and learning for the Council. |
| <b>B. What specific groups is the policy designed to affect/impact? All</b>  |
|  |
| <b>C. Which groups have been consulted as part of the creation or review of the policy?</b>  |
| Parish Councils, TFEC, General Public  |

## 2. What we already know and where there are gaps

| <b>A. What existing information/data do you have/monitor about different diverse groups in relation to this policy? This could consist of previous EIA's, reports, consultation, surveys, demographic profiles etc.</b>   |                    |        |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
|---|--------------------|--------|---|------------|-------|--------|-------|-------|-------|----------------|-------|-------|--------------|-------|-------|--------------------|------|-------|-------|------|-------|----------------------------------|----|------|--------------------------------|----|------|
| The Demographic make up of Melton is:   |                    |        |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| <u>Age:</u>   |                    |        |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| <table> <thead> <tr> <th>Broad Age (cohort)</th> <th>Count</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>All</td> <td>47866</td> <td>100.0%</td> </tr> <tr> <td>0-16</td> <td>10077</td> <td>21.1%</td> </tr> <tr> <td>17-34</td> <td>9746</td> <td>20.4%</td> </tr> <tr> <td>35-49</td> <td>10950</td> <td>22.9%</td> </tr> <tr> <td>50-64</td> <td>9387</td> <td>19.6%</td> </tr> <tr> <td>65+</td> <td>7706</td> <td>16.1%</td> </tr> </tbody> </table>  | Broad Age (cohort) | Count  | % | All        | 47866 | 100.0% | 0-16  | 10077 | 21.1% | 17-34          | 9746  | 20.4% | 35-49        | 10950 | 22.9% | 50-64              | 9387 | 19.6% | 65+   | 7706 | 16.1% |                                  |    |      |                                |    |      |
| Broad Age (cohort)  | Count              | %      |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| All   | 47866              | 100.0% |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| 0-16  | 10077              | 21.1%  |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| 17-34   | 9746               | 20.4%  |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| 35-49   | 10950              | 22.9%  |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| 50-64   | 9387               | 19.6%  |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| 65+   | 7706               | 16.1%  |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| <u>Gender:</u>  |                    |        |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| <table> <thead> <tr> <th>Gender</th> <th>Count</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>All</td> <td>47866</td> <td>100.0%</td> </tr> <tr> <td>Male</td> <td>23534</td> <td>49.2%</td> </tr> <tr> <td>Female</td> <td>24332</td> <td>50.8%</td> </tr> </tbody> </table>  | Gender             | Count  | % | All        | 47866 | 100.0% | Male  | 23534 | 49.2% | Female         | 24332 | 50.8% |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| Gender  | Count              | %      |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| All   | 47866              | 100.0% |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| Male  | 23534              | 49.2%  |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| Female  | 24332              | 50.8%  |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| <u>Ethnicity:</u>   |                    |        |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| <table> <thead> <tr> <th>Ethnic Group</th> <th>Count</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>All People</td> <td>47866</td> <td>100.0%</td> </tr> <tr> <td>White</td> <td>47271</td> <td>98.8%</td> </tr> <tr> <td>White: British</td> <td>46344</td> <td>96.8%</td> </tr> <tr> <td>White: Irish</td> <td>308</td> <td>0.6%</td> </tr> <tr> <td>White: Other White</td> <td>619</td> <td>1.3%</td> </tr> <tr> <td>Mixed</td> <td>226</td> <td>0.5%</td> </tr> <tr> <td>Mixed: White and Black Caribbean</td> <td>77</td> <td>0.2%</td> </tr> <tr> <td>Mixed: White and Black African</td> <td>16</td> <td>0.0%</td> </tr> </tbody> </table> | Ethnic Group       | Count  | % | All People | 47866 | 100.0% | White | 47271 | 98.8% | White: British | 46344 | 96.8% | White: Irish | 308   | 0.6%  | White: Other White | 619  | 1.3%  | Mixed | 226  | 0.5%  | Mixed: White and Black Caribbean | 77 | 0.2% | Mixed: White and Black African | 16 | 0.0% |
| Ethnic Group  | Count              | %      |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| All People  | 47866              | 100.0% |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| White   | 47271              | 98.8%  |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| White: British  | 46344              | 96.8%  |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| White: Irish  | 308                | 0.6%   |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| White: Other White  | 619                | 1.3%   |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| Mixed   | 226                | 0.5%   |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| Mixed: White and Black Caribbean  | 77                 | 0.2%   |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |
| Mixed: White and Black African  | 16                 | 0.0%   |   |            |       |        |       |       |       |                |       |       |              |       |       |                    |      |       |       |      |       |                                  |    |      |                                |    |      |

|   |     |      |
|---|-----|------|
| Mixed: White and Asian                            | 85  | 0.2% |
| Mixed: Other Mixed                                | 48  | 0.1% |
| Asian or Asian British                            | 246 | 0.5% |
| Asian or Asian British: Indian                    | 209 | 0.4% |
| Asian or Asian British: Pakistani                 | 4   | 0.0% |
| Asian or Asian British: Bangladeshi               | 10  | 0.0% |
| Asian or Asian British: Other Asian               | 23  | 0.0% |
| Black or Black British                            | 39  | 0.1% |
| Black or Black British: Caribbean                 | 28  | 0.1% |
| Black or Black British: African                   | 5   | 0.0% |
| Black or Black British: Other Black               | 6   | 0.0% |
| Chinese or Other Ethnic Group                     | 84  | 0.2% |
| Chinese or Other Ethnic Group: Chinese            | 57  | 0.1% |
| Chinese or Other Ethnic Group: Other Ethnic Group | 27  | 0.1% |

**Religion:**

| Religion            | Count | %      |
|---------------------|-------|--------|
| All People          | 47866 | 100.0% |
| Christian           | 37913 | 79.2%  |
| Buddhist            | 42    | 0.1%   |
| Hindu               | 162   | 0.3%   |
| Jewish              | 28    | 0.1%   |
| Muslim              | 41    | 0.1%   |
| Sikh                | 18    | 0.0%   |
| Any other religion  | 83    | 0.2%   |
| No religion         | 6413  | 13.4%  |
| Religion not stated | 3166  | 6.6%   |

**Marital Status:**

| Marital Status                        | Count | %      |
|---------------------------------------|-------|--------|
| All people aged 16 and over           | 38369 | 100.0% |
| Single (never married)                | 8984  | 23.4%  |
| Married                               | 18927 | 49.3%  |
| Re-married                            | 3571  | 9.3%   |
| Separated (but still legally married) | 859   | 2.2%   |
| Divorced                              | 2903  | 7.6%   |
| Widowed                               | 3125  | 8.1%   |

**Disability:**

| Illness                              | Count | %      |
|--------------------------------------|-------|--------|
| All People                           | 47866 | 100.0% |
| With a Limiting Long-Term Illness    | 6959  | 14.5%  |
| Without a Limiting Long-Term Illness | 40907 | 85.5%  |

**Sexual Orientation:**

| Same-sex marriage                         | Count | %      |
|---|-------|--------|
| All People Aged 16 and Over in Households | 37910 | 100.0% |
| Living in a same-sex couple               | 34    | 0.1%   |

**B. What does this information/data tell you about diverse groups? If you do not hold or have access to any data/information on certain/all diverse groups, what do you need to begin collating/monitoring? (please list)**

- Melton is predominantly white, married, has a broad spread of ages and is predominantly Christian or non religious.
- There is a small gay community

**3. Do we need to seek the views of others and if so, who?**

**A. In light of the answers you have given in question 2, do you need to consult with specific groups? If not please explain why.**

no

**4. Assessing the impacts**

| In light of any data/consultation/information and your own knowledge and awareness, please identify whether the policy has a positive or negative on the groups specified and whether there is evidence of discrimination. Provide an explanation for your decisions. (please refer to the general duties on the front page) |  |  |  |   |
|--|--|--|--|---|
| <u>Diversity Groups</u>  | <u>Positive impacts</u><br>Intentional / Unintentional | <u>Negative impacts</u><br>Intentional / Unintentional | Is there evidence of direct/indirect discrimination? | <u>Comments/explanation</u><br>Use data to evidence |
| <b>Age</b>   |  |  |  |   |
| <b>Disability</b><br>(physical, visual, hearing, learning disability, mental health )  |  |  |  |   |
| <b>Gender / Sex</b>  |  |  |  |   |
| <b>Religious Belief</b>  |  |  |  |   |
| <b>Racial Group</b>  |  |  |  |   |
| <b>Sexual Orientation</b>  |  |  |  |   |
| <b>Transgender</b>   |  |  |  |   |
| <b>Other protected groups</b><br>(pregnancy & maternity, marriage & civil partnership)   |  |  |  |   |
| <b>Other socially excluded groups</b><br>(low literacy, offenders, priority neighbourhoods, etc)   |  |  |  |   |
| <b>All</b>   | Policy is shorter and easier to understand             |  |  |   |

|  |  |  |  |  |
|--|--|--|--|--|
|  | <p>Timescales are clearer</p> <p>The variety of contact methods caters for all protected characteristics</p> |  |  |  |
|--|--|--|--|--|

## 5. Action Plan

| <p>Please include any identified concerns/actions/issues in this action plan:<br/> <i>The issues identified should inform your Service Plan and, if appropriate, your Consultation Plan</i></p> |                             |                     |             |
|---|-----------------------------|---------------------|-------------|
| Question Number (Ref)   | Action                      | Responsible Officer | Target Date |
| 1   | Consult with TFEC           | Joe Collier         | May 2012    |
| 2   | Consult with general public | Joe Collier         | June 2012   |
|   |                             |                     |             |

## 6. Who needs to know about the outcomes of this assessment and how they will they be informed

|  | Who needs to know<br>(Please tick) | How they will be informed<br>(we have a legal duty to publish EIA's) |
|--|------------------------------------|--|
| Internally (employees & EIA Scrutiny group)                                  | X                                  | Check and challenge group  |
| Externally (service users, stakeholders etc)                                 |                                    |  |
| Others   |                                    |  |
| To ensure ease of access, what other communication needs/concerns are there? |                                    |  |

## 7. Conclusion (to be completed and signed by the [Head of Service](#))

|  |
|--|
| Please delete as appropriate   |
| I agree //   |
| If <i>disagree</i> , state action/s required, reasons and details of who is to carry them out with timescales: |
| Signed (Head of Service): Angela Tebbutt   |
| Date: April 2012   |

## 8. Internal Scrutiny (to be completed and signed by an independent [member of the third tier manager group](#))

|  |
|--|
| <b>Please delete as appropriate</b>  |
| <b>I agree / disagree with this assessment</b>   |
| <b>If <i>disagree</i>, state action/s required, reasons and details of who is to carry them out with timescales:</b> |
| <b>Signed (third tier manager):</b>  |
| <b>Date:</b>   |

[Please ensure that this EIA is publicised on the Internet](#)