

Equality Impact Assessment (EIA) Form **'Knowing you 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.

Title of the policy	Corporate Compensation Policy
Is it new or exiting?	New
Date	31 August 2011
Officer undertaking EIA	Joe Collier / Angela Tebbutt
Who else is involved in undertaking this assessment?	

1. Overview of policy/function being assessed

A. Outline: What is the purpose of this policy? (specify aims and objectives)
<p>The procedure seeks to ensure that where possible a remedy will be applied that puts the complainant back into the position that they would have been in but for the maladministration arising from the Council's actions or failure to act, especially when the complainant has sustained loss or suffering.</p> <p>To resolve complaints at the earliest opportunity.</p> <p>To put the complainant into the position they would have been but for the maladministration of the Council.</p> <p>To improve service delivery by maintaining records of compensation paid and using that to further reduce the risk of maladministration occurring in the future.</p> <p>To maintain records of compensation paid so that regular reviews can be produced for internal monitoring for internal and public accountability. The records will be maintained and updated within the Legal department and include compensation paid following an investigation by the Local Government Ombudsman.</p>
B. What specific groups is the policy designed to affect/impact?
The policy will apply to any person who through the complaints procedure may have a claim.
C. Which groups have been consulted as part of the creation or review of the policy?
None

2. What we already know and where there are gaps

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.
<p>Ethnicity: There could possibly be language barriers for the policy; however, the policy can be translated on request by a customer.</p> <p>Religion: None</p> <p>Sexual Orientation: None</p> <p>Disability: The policy would be supplied in a different format where ever practicable at the request of a customer, for example people may request a different format if they have a visual impairment.</p> <p>Age: None</p> <p>Gender: None</p>

Transgender: None

Other (Civil partnerships/marriage, pregnancy and maternity, offenders, priority neighbourhoods):

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)

As this is a new policy, aimed at redressing customer complaints, there are no additional equalities information to consider other than what is considered for the Corporate Complaints Policy. The Compensation Policy should allow quicker resolution to complaints involving financial loss and thus should benefit all equality groups.

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.

Ongoing use of the policy needs to be monitored to determine how effective the policy is. Equalities should be part of this process and will be picked up as part of MBC's equalities monitoring programme.

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> Intentional / Unintentional	<u>Negative impacts</u> Intentional / Unintentional	Is there evidence of direct/indirect discrimination?	<u>Comments/explanation</u> Use data to evidence
Age				
Disability (physical, visual, hearing, learning disability, mental health)				
Gender / Sex				
Religious Belief				
Racial Group				
Sexual Orientation				

Transgender				
Other protected groups (pregnancy & maternity, marriage & civil partnership)				
Other socially excluded groups (low literacy, offenders, priority neighbourhoods, etc)				
All	X			

5. Action Plan

Please include any identified concerns/actions/issues in this action plan: <i>The issues identified should inform your Service Plan and, if appropriate, your Consultation Plan</i>			
Question Number (Ref)	Action	Responsible Officer	Target Date
1	To build into the equalities monitoring programme once the pilot has been completed.	Joe Collier / Lucy Gleave	31 January 2012

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

	Who needs to know (Please tick)	How they will be informed (we have a legal duty to publish EIA's)
Internally (employees & EIA Scrutiny group)	X	Through an equalities report at the end of the data collection week
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 / with this assessment / action plan
If disagree, state action/s required, reasons and details of who is to carry them out with timescales:

Signed (Head of Service):Angela Tebbutt
Date: 1 September 2011

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

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

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