

# Equality Impact and Needs Assessment Form



NB: Use the electronic MS Word template. Add additional rows and increase box size as required. Make sure your final document is suitable for publishing.

## A) Description

Name of service, function, policy (or other) being assessed

Trading Standards Advice Unit

Directorate or organisation responsible (and service, if it is a policy)

Trading Standards Service, Chief Executives Directorate

Date of assessment (DD/MM/YY)

12/2/09

Date next assessment due (3 years)

17/2/12

Names and/or job titles of people carrying out the assessment

Peter Greene, Operations Manager  
Dolores Riordan, Special Projects Officer

Accountable person (e.g. Head of Service)

Paul Thomas, Head of Service

Date EINA Form approved by accountable person (e.g. Head of Service)

17/2/09

1. What are the aims or main purpose of the service, function or policy? What does it provide and how does it provide it?

Provide advice and assistance to businesses and consumers and to deliver / coordinate Service promotion and consumer education. The Unit also provides analysis and intelligence on complaint trends etc.

The Unit carries out assessments of all complaints to determine whether referral is required for enforcement purposes and makes those referrals as appropriate.

### In terms of EINA

The business advice is not usually given to vulnerable people or people with communication barriers as the business dealings we have are with business owners unlike for example our colleagues in Environmental Health who deal with staff as well as proprietors. This is an important difference as when BME/vulnerable research was completed in the past with Environmental Health and Trading Standards most of the action points were for EH services because of this 'target' point in communication with businesses.

In dealing with consumers, our colleagues at Consumer Direct South West are the

first point of contact and we follow up referrals from them if the complaint is thought to have a criminal element or escalates in complexity. Here our Advice Policy is key as it documents how we facilitate the needs of vulnerable consumers. Also our Charter Mark and CLSP Quality Mark systems address barriers to communication such as provision of Typetalk facilities for example.

2. Location or any other relevant information

County Hall, Exeter

3. List any key policies or procedures to be reviewed as part of this assessment.

TSS Advice Policy  
 Charter Mark criteria  
 Community Legal Service Partnership – Quality Mark

4. Who is intended to benefit from the service, function or policy?

Devon consumers and businesses  
 Consumers and businesses residing outside of Devon, who complain or require advice in relation to the activities of Devon based businesses

5. Who are the stakeholders? What is their interest?

Consumers, businesses, national / central government bodies, Consumer Direct South West, elected members, regional partners

6. Are there any concerns at this stage which indicate the possibility of inequalities/negative impacts? For example: complaints, comments, research, outcomes of a scrutiny review. Please describe:

Service provision is regularly monitored and has not indicated inequalities or negative impact.  
 As part of our TSAU Review completed March 2008, it was agreed that TSAU will seek to develop secondary support in the case of vulnerable consumers.  
 In making positive impact on BME businesses in particular, it has been a barrier in the past that we have not been able to identify these businesses in Devon. Work is being undertaken in partnership with Business Link to identify these businesses and create a positive impact on them.

**B) Relevance – Note: if not relevant, do not complete this form**

Select **all** that apply:

7. Service or function that people use.	yes
8. Discretion is exercised, or potential for people to experience different outcomes or level of satisfaction.	no
9. Employment policy – where discretion is not exercised.	n/a
10. Employment policy – where	

**Scale of relevance**

See Advice Policy <a href="#">..\Policy Documents Approved by TSMG - NOT TO BE ALTERED\Advice\advice_policy_24_08_05.doc</a>

discretion is exercised (e.g. recruitment or disciplinary process).	n/a
11. Concerns at a local, regional or national level of discrimination/inequalities.	no
12. Major change such as the closure, removal or transfer of a service/provision.	no
13. Community and regeneration strategies, local area agreements and organisational or directorate/partnership strategies/plans.	no

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Other:

State why it is relevant: We are responding to need based on customer contacts

How relevant (high, medium or low?): low

Mark 'X' to confirm which strands are relevant to the review:

Age	<input checked="" type="checkbox"/>	Disability	<input checked="" type="checkbox"/>
Gender (men and women)	<input checked="" type="checkbox"/>	Race/ethnicity	<input checked="" type="checkbox"/>
Trans-gender	<input checked="" type="checkbox"/>	Religion/belief	<input checked="" type="checkbox"/>
Sexual orientation	<input checked="" type="checkbox"/>	Other (state below)	

Any other (such as Human Rights, people on low incomes and specific sub-strands requiring particular focus such as Travellers and Gypsies, Deaf people):

Vulnerable consumers (see Advice Policy) eg, learning difficulties or elderly consumers may have a visit from an officer.

### C) Information

14. What information (monitoring or consultation data) have you got and what is it telling you? *Required where relevance is Medium or High.*

Monthly quality monitoring of Unit via consumer and business quality questionnaires. An area for positive impact could be BME business engagement and this is a target in our Service Plan for 2009/10. Currently a database is not available to us but actions are being taken to access this information through Business Link.

### D) Assessment

14. Describe any NEGATIVE impacts (actual or potential):

Strand/community	Impact ( <i>how they may be affected</i> ). Include assessment of risk ( <i>likelihood and severity</i> ).
BME businesses	Positive engagement has not happened – but also there is no real evidence to suggest that businesses are being negatively impacted as TS aim to actively engage with <i>all</i> Devon

	businesses.

16 Describe any POSITIVE impacts:

Strand/community	Impact (how they may be affected)
General	<u>Advice Policy</u> <i>'In the provision of advice, the Service will not discriminate either directly or indirectly on the grounds of a person's race, colour, ethnic origin, nationality, sex, sexuality, religion, marital status, disability or age.'</i>
Vulnerable consumers (eg elderly and young people)	<u>Advice Policy</u> <i>'where the consumer seeking assistance is considered to be incapable of pursuing their grievance themselves, to intervene directly to try to broker a settlement of the dispute.'</i>
People with communication difficulties/Deaf people.	Typetalk and user friendly website for hearing or visually impaired business people or consumers. Two members of staff currently learning BSL through Exeter university.

17 Provide any information about NEUTRAL impacts that have been identified (there is neither a positive or negative impact):

Strand/community	Why there is 'no differential impact'
General	Officers maintain impartiality in giving advice
	National and legal protocol is followed

**E) Consultation**

18 Did you carry out any consultations? *Required where relevance is High.*

NO

19 Who was consulted? Include your findings in 15, 16 and 17 above.

20 Describe other research, studies or information used to assist with the assessment and include your findings above:

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**F) Conclusions**

	<b>Action/objective/target OR Justification</b>	<b>Resources required</b>	<b>Timescale</b>	<b>I/R/S/O</b>
a)	Partnership working to be developed with Business Link to help identify and engage with BME businesses as included in the Service Plan 09/10	Database from Business Link of BME businesses	February 09- source database  Consultation on service plan – Sept/Oct 09	S
b)	Engage with BME businesses by sending articles via Business Link e-magazine	Provide articles on a timeframe similar to InBusiness magazine	Monthly from April 09	S
c)				
d)				

(I) Taking immediate effect.

(R) Recommended to Council/Directors through a Committee or other Report\*.

(S) Added to the Service Plan.

(O) Added to the Fair for All Programme (as an organisational improvement)\*\*