

Worcestershire County Council Equality Impact Assessment Simplified Desktop Screening

This exercise is not an Equality Impact Assessment. It is a simplified desktop exercise designed to establish if there is a need to carry out a full assessment.

Part One: basic information needed to identify the policy/function and to prepare for the screening.		
1.1	Directorate and Section/Unit.	Environmental Services – ITS – Access Team
1.2	Title or brief description of the policy/function being screened.	Manage record and respond to complaints
1.3	To which section of the Directorate or Corporate “business/service plan” does this relate?	Environmental Services Performance Plan <ul style="list-style-type: none"> • Improving customer access to our services and facilities • Safeguarding the County’s consumers and businesses
1.4	Are there any related policies/functions? If so what are they?	Corporate Complaints Guidelines
1.5	Screening carried out by	Paul Young and Darius Mason
1.6	Date of screening	20/08/2007
1.7	What is the policy or function trying to achieve?	All complaints are dealt with in an appropriate timescale and answered in full with a satisfactory outcome wherever possible.
1.8	What are the specific outcome measures?	All complaints dealt with within set timescales.
1.9	Who is formally responsible for ensuring the delivery of this policy/function?	Darius Mason, Access Team, Integrated Transport Services
1.10	Who is responsible for leading the delivery if different from 1.9?	Simon Addison, Access Team, Operations Officer, Rachael Alldritt, Access Team, Escort Officer and Paul Young, Access Team, Planning and Review Officer
1.11	Are there any priorities within this policy/function? If so what are they?	None
1.12	Has any consultation, explicitly on the policy/function, taken place? If so who was consulted and when?	Unknown
1.13	Is equality monitoring in place for this policy/function?	Unknown

Part two: the test to see if further action is required. For the purpose of this exercise concentrate on the impact on people of differing race, sex, disability, age, religion or belief and sexual orientation.

		Yes	No	Details
2.1	Is there any way in which the policy/function is directly discriminatory or in breach of the Council's Equality and Diversity Policy?		X	All complaints received are thoroughly investigated and answered in full within corporate timescales. The Access Team receive many complaints regarding the transport network it arranges/maintains. No group complains more than any other. Many complaints about contractors come direct from WCC employed escorts. Complaints are held on the Transport database, monitored and appropriate action taken if they are of a serious nature or frequent. There is no specific trend to which operators have more or less complaints.
2.2	Are there any barriers to people from minority groups getting the full benefit of this policy/function which have not been resolved as part of the policy/function?		X	See above
2.3	Are there any other ways the policy/function could unintentionally deliver poorer quality outcomes for individuals because they were members of a minority group?		X	See above
2.4	Could people from minority groups reasonably believe that they would be likely to get poorer benefits from the policy/function?		X	See above



If the answer to any of these questions is yes or "could be yes" then you **must** take action. If the issue is straightforward remedy it **now** so the answer changes to no. If it cannot be remedied now or there are outstanding issues you should go on to a full EIA.

