

# Addressing Inequalities

## Equalities Impact Assessment Template

## Surrey County Council Equality Impact Assessment Template

### Stage one – initial screening

*(Please refer to pages one to twelve of the guidance before completing this screening)*

<b>What is being assessed?</b>	<b>Under Age Sales</b>
<b>Service</b>	<b>Trading Standards</b>
<b>Name of assessor/s</b>	<b>Amir Ali Andy Pollard</b>
<b>Head of service</b>	<b>Peter Denard</b>
<b>Date</b>	<b>March 2010</b>
<b>Is this a new or existing function or policy?</b>	<b>Existing</b>

**Write a brief description of your service, policy or function. If this screening is part of a project it is important to focus on the service or policy the project aims to review or improve.**

**Trading Standards is a law enforcement body responsible for enforcing criminal and civil legislation, which includes age restricted products. There are age restrictions on certain products to help protect the health and well being of young people, protect the environment and improve community safety. For example it is illegal for shops to sell alcohol to under 18's.**

**Because of anti-social behaviour and fear from crime caused by under age drinking, inappropriate use of fireworks, etc, it is appropriate for all age restricted products to be considered when formulating our under age sales (UAS) enforcement policy. The enforcement policy is available to view on [our website](#).**

**Further information about the work of Trading Standards in general can be found on [our website](#).**

Indicate for each equality strand whether there may be a positive impact, negative impact, or no impact.

Equality Strand	Positive	Negative	No impact	Reason
Age	x			Specific emphasis on the protection of young persons and older adults. (See EIAs on Investigations and Vulnerable Persons for further information).
Race	x			Recognition of specific needs and perceptions.
Disability			x	
Gender			x	
Belief / Faith			x	
Sexual Orientation			x	
Other equality issues – please state				
HR issues			x	

If you find a negative impact on any equality group you will need to complete stage one and move on to stage two and carry out a full EIA.

A full EIA will also need to be carried out if this is a high profile or major policy that will either effect many people or have a severe effect on some people.

Is a full EIA required?	Yes (go to stage two)	<u>No</u>
If no briefly summarise reasons why you have reached this conclusion, the evidence for this and the nature of any stakeholder verification of your conclusion.		

<b>Briefly describe any positive impacts identified that have resulted in improved access or services</b>

**For screenings only:**

<b>Review date</b>	
<b>Person responsible for review</b>	
<b>Head of Service signed off</b>	
<b>Date completed</b>	<b>27.4.2010</b>

- Signed off electronic version to be kept in your team for review
- Electronic copy to be forwarded to Equality and Diversity Manager for publishing

**Stage 2 – Full Equality Impact Assessment**

*Page 14 of the guidance*

**Introduction and background**

**Using the information from your screening please describe your service or function. This should include:**

- **The aims and scope**
- **The main beneficiaries or users**
- **The main equality, accessibility, social exclusion issues and barriers, and the equality strands they relate to (not all assessments will encounter issues relating to every strand)**

**If this EIA is part of a project it is important to focus on the service or policy the project aims to review or improve.**

**Trading Standards is responsible for enforcing a range of criminal and**

**civil legislation with a view to protecting the health and well being of young people, protect the environment and to improve the community safety.**

**The service investigates alleged breaches of legislation and provides advice to businesses on compliance of age restricted products.**

**Consumers and businesses come from all social and ethnic backgrounds consequently the service has contact with a broad range of people representing various ages, races, beliefs etc.**

**Now describe how this fits into 'the bigger picture' including other council or local plans and priorities.**

**The work of Trading Standards is closely aligned to the council's key aims and objectives.**

**The council has as one of its key aims the protection of children and young people. Our underage sales work contributes to this aim by reducing access by children to inappropriate and harmful products such as alcohol, tobacco, adult films and knives. Trading Standards follow national guidance when working with children. The children used are not from the area where they carry out checks. All officers are CRB checked and have had specific training.**

**We also work with key partners such as the police and local licensing officers from the districts.**

**By ensuring a level playing field for all businesses and offering business advice, Trading Standards contributes to the council's objective of working to keep Surrey's economy successful.**

**Evidence gathering and fact-finding**  
(Page 15 of the guidance)

**What evidence is available to support your views above? Please include:**

- **A summary of the available evidence**
- **Identification of where there are gaps in the evidence (this may identify a need for more evidence in the action plan)**
- **Information on contributing factors to inequality.**
- **What information is currently captured with respect to usage and take up of services.**

- **What the current situation is in relation to equality and diversity monitoring (where relevant)**

**All Age Restricted work is undertaken in accordance with statutory requirements and the service's own enforcement policy. Our enforcement policy is available to view on [our website](#). Decisions are based on fact and against defined criteria. Proactive investigations are intelligence driven. Investigations are monitored and scrutinised to ensure compliance with all legal and procedural requirements. Strict adherence to these rules ensures that all investigations are conducted fairly and all individuals treated equally. Our investigation and intervention policy can be found on [our website](#).**

**Regular surveys are sent to consumers and traders. Consumer surveys include questions about ethnicity which enables us to monitor the usage and provision of our services across the various groups. In a recent survey 91% of respondents felt that they were treated fairly by the service. The results of our surveys indicate that the proportion of our customers from ethnic minorities, at around 5%, is very much comparable to the ethnic distribution of the population of Surrey as a whole according to the 2001 census figures.**

**Traders who have been the subject of enforcement action are surveyed regarding the fairness of their treatment. Although surveys sent to businesses do not specifically include ethnic monitoring information there is an opportunity for any concerns or complaints to be raised should an individual feel that they have been treated unfairly. No complaint has ever been made that alleged discrimination either via a survey or independently.**

Sources of evidence may include:

- Service monitoring reports including equality monitoring data
- User feedback
- Population data – census, state of the county, Mosaic
- Complaints data
- Published research, local or national.
- Feedback from consultations and focus groups
- Feedback from individuals or organisations representing the interests of key target groups
- Evidence from partner organisations, other council departments, district or borough councils and other local authorities

**How have stakeholders been involved in this assessment? Who are they, and what is their view?**

**The regular surveys and attendance at meetings have provided useful insight into the perceptions of the service. While there is no room for complacency the feedback is encouraging. The service actively seeks the views of its users and encourages and welcomes feedback and suggestions. The external website provides a facility for feedback, comments or suggestions to be submitted and these are reviewed and actioned, where appropriate.**

**Stakeholders such as the Police, the Equalities and Diversity Representative, and the Corporate Equalities and Diversity Group have been involved in shaping our policy.**

#### **Analysis and assessment**

**Given the available information, what is the actual or likely impact on minority, disadvantaged, vulnerable and socially excluded groups? Is this impact positive or negative or a mixture of both? (Refer to page 17 of the EIA guidance for full list of issues to consider when making your analysis)**

**The service aims to treat all users fairly and equally with exceptions being made solely to make an extra effort for groups or individuals who may be regarded as vulnerable or in some way deserving of greater attention**

**What can be done to reduce the effects of any negative impacts? Where negative impact cannot be completely diminished, can this be justified, and is it lawful?**

**Trading Standards operates an approved trader scheme known as “Buy With Confidence” which traders from all sections of society can apply to join. There are published membership criteria and any business meeting**

those may become a member. We have members who represent a diverse range of backgrounds (*Please see “Buy With Confidence EIA” for further information*).

All staff received Equalities and Diversity training in December 2007. All new recruits since then have participated in the corporate induction programme, which includes Equalities & Diversity training.

**Where there are positive impacts, what changes have been or will be Made, who are the beneficiaries and how have they benefited?**

The work around underage sales helps to ensure that vulnerable children are protected from harmful products such as alcohol and tobacco.

A formal partnership with agencies such the police ensures that we have the support needed with working with traders and our volunteers.

Particular ethnic groups are associated with specific trading sectors. Interpreters are often used to facilitate communication with individuals for whom English may be a second language. Written information can be translated into other languages, on request.

### **Recommendations**

Please summarise the main recommendations arising from the assessment. If it is impossible to diminish negative impacts to an acceptable or even lawful level the recommendation should be that the proposal or the relevant part of it should not proceed.

Provide refresher training for all staff on Equalities and Diversity issues.

Ensure that staff who visit retail and licensed premises have access to a

**copy of the Food Standards Agency's cultural awareness guidance on working with ethnic communities.**

**Action Plan – actions needed to implement the EIA recommendations**

<b>Issue</b>	<b>Action</b>	<b>Expected outcome</b>	<b>Who</b>	<b>Deadline for action</b>
<b>Provide refresher training for all staff on Equalities and Diversity issues.</b>	<b>Work with E&amp;D groups to identify suitable training for staff</b>	<b>SCC Trading Standards Service is provided by knowledgeable and well-trained staff who are equipped to meet the diverse needs of local communities.</b>	<b>Head of Service</b>	<b>Q4 2010/11</b>
<b>Ensure that staff who visit retail and licensed premises have access to a copy of the Food Standards Agency's cultural awareness guidance on working with ethnic communities.</b>	<b>Staff are made aware and given a copy of the FSA guide</b>	<b>SCC Trading Standards Service is provided by knowledgeable and well-trained staff who are equipped to meet the diverse needs of local communities.</b>	<b>Andy Pollard</b>	<b>Q1 2010/11</b>

--	--	--	--	--

- Actions should have SMART Targets
- Actions should be reported to the Directorate Equality Group (DEG) and incorporated into the Equality and Diversity Action Plan, Service Plans and/or personal objectives of key staff.

Review date	
Person responsible for review	
Head of Service signed off	
Date completed	
Date forwarded to EIA coordinator for publishing	

- **Signed off electronic version to be kept in your team for review**
- **Electronic copy to be forwarded to your service EIA coordinator**