

EQUALITY IMPACT ASSESSMENT TEMPLATE



<h2 style="margin: 0;">EQUALITY IMPACT ASSESSMENT TEMPLATE</h2>		
Lead Officer: Sue Parker Role: Systems and Quality Manager	Service: Business Services Directorate	
New or Existing area of work? Existing	Area of work to be assessed: Company Website	
1.	<p>Identify the main aims of the function, strategy, policy, procedure or service</p> <p>Briefly describe the aims, objectives and purpose of this policy/service/ function or area of work</p>	Streamline access to information for the general public e.g. through the Freedom of Information Publication Scheme. Build awareness of the organisation. To facilitate interactive communication e.g. through form filling.
2.	<p>Assessing Relevance</p> <p>Who is affected by the function, strategy, policy, procedure or service</p> <p>Please assess the relevance of the policy/service/ function to the promotion of equality of each of the six equality strands (race, gender, disability, sexual orientation, religion or belief and age)</p>	
		The general public and individuals. Other

2a.	Who is the function, strategy, policy, procedure or service for?		organisations (businesses, other public bodies, third sector bodies). NSH as an organisation.
2b.	Does the function, strategy, policy, procedure or service affect the public directly or indirectly?	Yes/ No	Yes
2c.	Does the function, strategy, policy, procedure or service affect how other policies, services or functions are provided?	Yes /No	Yes
2d.	Have complaints been received from different equality groups about the function, strategy, policy, procedure or service and its effect on them?	Yes/No	No
2e.	Does the function, strategy, policy, procedure or service have employment implications?	Yes	Yes, the website is administered by the Business Services Team and Company vacancies are advertised online
<p>If the answer to some or all of the above questions is yes, then that function or policy will be 'relevant' – please continue with the assessment. If you are sure that your answer is no to all of the above questions, then you do not need to continue. However, it may help to check that you are correct in this assumption by continuing for the next few questions.</p>			

Full Assessment

3.	Stakeholders/Beneficiaries Which groups are intended to benefit from this function, strategy, policy, procedure or service	<ul style="list-style-type: none"> • General public e.g. tenants, leaseholders and residents • NSH staff • Stakeholders • Partners and contractors • Voluntary or statutory agencies working on behalf of our customers 	
4.	Outsourced Services If your function, strategy, policy, procedure or service is partly or wholly provided by external organisations/agencies on behalf of the service, please list any arrangements you have to ensure that the function/service promotes equality. Include this in your improvement plan.	Hosting is provided by an external supplier – however equality is unaffected by this service provision.	
		If the answer to any of the Questions 5-10 below is yes, please indicate in the appropriate cell below what existing evidence (either anecdotal or documented) do you have for this? Complaints/Feedback/Consultation/Research/Data?	
5	Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to age?	No	No known problems
6.	Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due	Yes	No known problems, however a number of features have been incorporated to increase access such as: Browsealound; ability to

	to disability?		increase text size and view as text only versions.
7.	Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to gender?	No	No known problems.
8.	Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to race/ethnicity?	Yes	No known problems, however features have been incorporated to translate the website into other languages for customers whose first language may not be English.
9.	Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to religious belief or faith?	No	No known problems
10.	Are there concerns that the function, strategy, policy, procedure or service does or could have a differential impact due to sexual orientation?	No	No known problems
11.	With regard to Questions 5-10 above, does your assessment show that a function, strategy, policy, procedure or service is adversely affecting relations between different equality groups?	No	If no, please go directly on to Q 14.
12.	If Yes, can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or as part of a wider strategy of positive action in relation to particular groups?	Yes/No	If yes, please explain, in the Improvement Plan section below, what steps you will take to limit this adverse impact, or any potential it may have for damaging relations between groups, or consider alternative policies that might better achieve the promotion of equality? Please explain your plan of action for each relevant equality heading (questions 5 - 10) on the Improvement Plan (e.g. adapt the

			policy; find another way to meet policy objectives; consider specific provision ; adopt changes in communication methods; language support; disability measures etc for relevant groups)
13.	If the adverse impact cannot be justified, does the adverse impact amount to unlawful discrimination?	Yes/No	Where the adverse impact is unlawful, the function, strategy, policy, procedure or service or the element of it that is unlawful must be changed or abandoned. If an adverse impact is unavoidable, then it must be justified, as outlined in the question above.
14. Consultation			
<p>What does available data and the results of any consultation show about the take up and appropriateness of your function, strategy, policy, procedure or service. This should include consultation from those who are likely to be directly affected by the policy e.g. users/potential users from the six equality categories; staff; relevant interest groups.</p> <p>Where there is insufficient data or knowledge about the equalities target groups' needs, you will need to undertake further consultation (include details of any future consultation exercises planned, or planned improvements as a result of consultation, in your Improvement Plan attached).</p> <p>The extent of the consultation exercise should be in proportion to the effect that the policy is likely to have, and may not need to be detailed.</p>		There is a link to the website survey form on the homepage. This survey incorporates information about Equality and Diversity which is monitored upon receipt	
15. Monitoring			

How are you going to monitor or carry out regular checks on the effects this function, strategy, policy, procedure or service has on different racial/equality target groups?	Equality and Diversity information will be collected when a user fills in a form. This information is logged.
A list of all Impact Assessments undertaken need to be published on an annual basis	
16. Publishing & Communication	
What methods do you use to communicate this function, strategy, policy, procedure or service? (Include review and assessment of methods, media, translations, interpretation etc, bearing in mind the extent to which these media forms are accessible to all sector of the community):	<p><u>Externally</u> The website is promoted via Company newsletters and all corporate stationery and communications through inclusion of the website address. There are tools available on the website which will: translate; remove formatting and read the content therefore catering for people with disabilities.</p> <p><u>Internally</u> Website maintenance is an internal workflow. Authors create and edit content and Publishers approve content.</p>
17. Training	
Please list any staff training issues on equalities, diversity or inclusion arising from this assessment (and include this in your improvement plan attached)	Internal training sessions for content authors include discussions about Accessibility as defined by in the Web Accessibility Initiative.

Signed Sue Parker

Name in Print Sue Parker

Signed _____

Name in Print

(Service Leader Responsible for implementing this function, strategy, policy, procedure or service)

Date 14 December 2009

(Lead officer with responsibility for the effective working of this function, strategy, policy, procedure or service)

Date

Please list actions that you plan to take as a result of this assessment (continue on separate sheets as necessary)

Improvement Plan

Issues to be addressed	Action to be Undertaken	Desired Outcome	Who is Responsible and Timescale

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