

Wandsworth Borough Council
EQUALITY IMPACT NEEDS ANALYSIS

Initial Equality Needs Analysis (Service delivery) – Regulatory Services

Directorate	Chief Executive's Group
Service Area	Public Health Division (Environmental Services)
Service/policy/function being assessed	Regulatory Services
Staff involved	Houda Al Sharifi (Director of Public Health) and Sue Kelleher (Head of Environmental Health and Strategic Business Management)
Date approved by Policy and Review Manager All EINAs must be signed off by the Policy and Review Manager	07.06.17
Date submitted to Directors' Board	16 th May 2017

1. What are the aims of the proposals?

It is proposed to develop a shared regulatory service with the London Borough Councils of Merton and Richmond-upon-Thames.

2. What is the rationale behind these changes?

Wandsworth has significantly reduced its expenditure whilst protecting frontline services. Senior management has reduced by a third, services have been market tested, and a major staff-led mutual for culture and leisure services has been launched. However, further savings need to be identified. Implementation of a shared regulatory service would help deliver the savings required.

3. What information do you have on the service and the potential impact of your service change in relation to the following?

Group	Information
Race	According to the 2011 Census for Wandsworth, 28.56% of the Borough's residents are from black and minority ethnic backgrounds. 87% of our complainants who fill in our surveys are White/European.

	49% of Business owners are from BME backgrounds.(based on data collected from customer surveys)
Gender	<p>According to the Census for Wandsworth, 51.6% of residents are female.</p> <p>63% of those individuals who contact us to make a complaint and fill in a survey are female.</p> <p>69% of business owners we interact with are male.</p>
Disability	<p>According to the Census for Wandsworth, 11.2% of residents reported that their day-to-day activities were limited to some extent by a long term health problem or disability.</p> <p>The number of Complainants that contact us that declare they are disabled averages at around 5%, of the businesses we inspect only 2% of owners are disabled.</p>
Age	<p>According to the Census for Wandsworth, 19.9% of residents are aged 19 or under and 8.8% are aged 65 or over.</p> <p>The data collected from surveys shows that only 1% of complainants are 19 and under, but 25% are 65 or over.</p> <p>The majority of business owners are aged 25-60 (84%)</p>
Faith	We do not collect this data.
Sexual Orientation	We do not collect this data.

4. Thinking about each group below please list the impact that the service change will have.

	Positive impacts	Possible negative impacts
Across the strands	<p>The proposal to develop a shared staffing structure will achieve savings. This should minimise the impact on frontline services. Other options were considered as set out in paragraphs 17-20 of the report but option 1 (to do nothing) would have compromised service levels & standards while option 2 (external commissioning) would have limited the ability of the council to influence the way services were structured or delivered.</p>	<p>Residents & Businesses may be concerned regarding how the changes will impact on how they are supported by the Council. In order to mitigate these concerns the Council will:</p> <p>(a) Ensure decisions regarding the changes are scrutinised through its Overview and Scrutiny process. This enables residents to see the detail of proposals;</p>

	<p>Implementing a shared regulatory service will facilitate the sharing of best practice and ideas which could lead to further service improvements for residents.</p> <p>The Council will retain its sovereignty and scrutiny arrangements and will remain separately accountable to residents and retain its ability to deliver local solutions for them.</p>	<p>(b) Ensure that EINAs are developed and that these EINAs are published alongside committee papers so that the equality impact of all decisions is clear to Members and residents; and</p> <p>(c). Communicate clearly and regularly to residents & businesses regarding the proposals.</p> <p>(d) Maintain a frontline presence (such as drop down office area) for frontline staff in Wandsworth. This will ensure that staff maintain their close links with the borough and local residents</p> <p>(e) Continue to report to Members performance against topline indicators such as high risk inspections, satisfaction of businesses with service and percentage of service requests answered within agreed targets so that any changes in services to residents are quickly identified and action taken</p>
Race	As outlined in “across the strands”	<p>As above</p> <p>49% of Business owners are from BME backgrounds (based on data collected from customer surveys) . The impact set out above may therefore impact more on BME businesses than non-BME businesses It is worth noting that more non-BME residents make complaints to the service. The mitigating actions set out above should</p>

		reduce any potential negative impact
Gender	As outlined in “across the strands”	As above
Disability	As outlined in “across the strands”	As above
Age	As outlined in “across the strands”	As above
Faith	As outlined in “across the strands”	As above
Sexual orientation	As outlined in “across the strands”	As above

5. Is a full EINA required? No.

- Is the service a frontline service? Yes.
- Is it clear what impact the service change will have on all the equality groups? Yes
- Overall will the change have a negative impact on any of the equality groups? No.

Comments - Please give the rationale here for not undertaking a full EINA

Initial impact identified and EINAs will be conducted at every stage of the process going forward.

6. Through the initial EINA have you identified any actions that needed to be implemented to improve access to the service or monitoring of the service? (please list)

The following mitigating actions have been identified:

- Ensure decisions regarding the changes are scrutinised through its Overview and Scrutiny process. This enables residents to see the detail of proposals;
- Ensure that EINAs are developed and that these EINAs are published alongside committee papers so that the equality impact of all decisions is clear to Members and residents;
- Communicate clearly and regularly to residents regarding the proposals.
- Maintain a frontline presence (such as drop down office area) for frontline staff in Wandsworth. This will ensure that staff maintain their close links with the borough and local residents

(e) Continue to report to Members performance against topline indicators such as high risk inspections, satisfaction of businesses with service and percentage of service requests answered within agreed targets so that any changes in services to residents are quickly identified and action taken

Date: 07.06.17

Approved

C O'Connor