

Service being assessed	Environmental Health – All areas that have not undergone a systems thinking review (Health & Safety, Pollution Control, Housing & Licensing)
Who will be involved in completing this assessment?	Kate Watts, Service Manager Environmental Health
Date of Review	1 July 2011
Date of Next Review	Ongoing
What is the purpose of the service?	To protect the health, safety and welfare of people that live in or visit the Borough.
Is this assessment being undertaken because of changes to the service? If so what are they?	Assessment being undertaken as part of Council's annual review of equalities information, not because of change to service/policy. This is a baseline assessment of the service.
<p>The purpose of this review is to understand how services can help the Council to meet its duties under Equalities legislation. The duties can be summarised as</p> <ol style="list-style-type: none"> <li>1. Eliminate discrimination</li> <li>2. Advance equality of opportunity</li> <li>3. Foster good relations between different parts of the community</li> </ol>	<p>Although the rest of the service has not gone through a systems thinking review, all the officers still focus on what matters to the customer and the customer's individual needs.</p> <p>All customers are treated fairly and officers will use translation services, either face-to-face, over the phone or in written letters when required.</p> <p>The service also works with partner agencies (governmental and non-governmental) to ensure equal opportunities and resolutions for all members of the Borough's communities.</p>

<p>How does this service help the Council to do this, in particular in relation to the categories specifically mentioned in legislation - Race, Gender/Sex, Disability, Age, Religion/Belief, Gender Reassignment, Sexual Orientation, Pregnancy &amp; Maternity and in respect of Duty 1 only – Marriage and Civil Partnerships?</p>	
<p>How will you know that service is working as it should?</p>	<p>Environmental Health continuously improves its service both internally and externally, part of all the managers' roles is to focus on continuous improvement of the service.</p>
<p>What data have you used to help you make this assessment?</p>	<p>Internal data and external reporting data is available and used to continuously improve the service.</p>
<p>Is there any additional data that you need to collect to help in continuous improvement?</p>	<p>None.</p>
<p>How have you ensured that this service has been designed from a customer's perspective and how have you involved customers in that process?</p>	<p>The rest of Environmental Health has not gone through a systems thinking review – however the customer is still at the heart of the service and all officers spend time listening to and finding out what matters to our customers.</p>
<p>Has any other consultation been carried out, including to ensure that we have taken into consideration the needs of those not currently using the service?</p>	<p>In terms of the bigger picture yes – for example literature on our service is sometimes published in other languages to ensure that everyone knows what the service is about and has access to it.</p>

<p>What is, or what do you expect to be the impact of the way you work on different parts of the community, including those covered by equality legislation?</p>	<p><b>Who benefits?</b> Everyone.</p> <p><b>Who should be expected to benefit but don't – Why not?</b> None.</p>
<p>On the basis of what you have found out, which of these options will you now follow</p>	<ul style="list-style-type: none"> <li>• No major changes</li> <li>• Adjust the policy</li> <li>• <b>Continue the policy</b></li> <li>• Stop and remove the policy</li> </ul> <p>The assessment shows that the service has everything it should in place and that it provides an equal service for all its customers.</p>
<p>What now needs to be done and by who?</p>	<p>No actions to be taken at this time.</p>
<p>Signed off by</p>	<p>Kate Watts, Service Manager Environmental Health</p>