

Service being assessed	Environmental Health - Nuisance
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?	“Someone or something is directly interfering in my life, how can you help me?” Helping customers with their nuisance problems.
Is this assessment being undertaken because of changes to the service? If so what are they?	This service has recently undergone a systems thinking review.
<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>The delivery of this service centres on listening to the customer and understanding what matters to that person. Work is then done to try and help that customer with their problem.</p> <p>As part of the help the team and managers have access to and use translation services in the form of face-to-face, over the phone or written.</p> <p>The service is open to and works with other governmental and non-governmental bodies to ensure that help is given to the customer. For example the service has links with GYROS, a voluntary sector organisations which provides a one stop shop for minority groups.</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>The team will not step away from a customer until that customer agrees that they have been helped by the service as much as they can be. In addition to this the officers that deliver this service meet regularly to review cases and capture learning, all with the idea of improving the service.</p>
<p>What data have you used to help you make this assessment?</p>	<p>A spreadsheet and case files, both of which contain customer details and data that aids the service in continuous improvement and the identification of trends and patterns.</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 service has been designed using a method known as systems thinking. This method centres on the customer and understanding what matters to the customer.</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>This is done as part of bigger picture for the service. Currently the service is experimenting with how demand comes into it to make this much more effective and easier for a customer to access.</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 that needs to use the service. The service is then tailored around individual customer needs.</p> <p><b>Who should be expected to benefit but don't – Why not?</b> None identified.</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>This assessment shows that every customer is treated equally and helped depending on their needs and what matters to that customer.</p>
<p>What now needs to be done and by who?</p>	<p>No further actions at this stage beyond the actions already taken to ensure continuous improvement.</p>
<p>Signed off by</p>	<p>Kate Watts, Service Manager Environmental Health</p>