

Customer Access Review – Full Assessment

Assessment details		
Assessment area		Emergency Planning (EP) & Business Continuity (BC)
Date of assessment		January 2017
Directorate and Service		Enforcement and Regulatory Services
Manager		Mark Salisbury
Officer conducting assessment		Mark Salisbury
Step 1: Scoping the assessment		
1	What are the aims and objectives of the activity or proposal?	Effective and impactful response to Incident/ Emergencies.
2	Who will be affected?	Those living, working and visiting in Dartford.
3	How does the activity or proposal contribute to: a) any key performance indicators? b) policies, values or objectives of Dartford Borough Council?	Emergency Planning is a requirement under the 2004 Civil Contingencies Act Business Continuity is about DBC's internal preparedness should there be an internal Emergency that could compromise service delivery.
4	Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?	Emergency Planning is a requirement under the 2004 Civil Contingencies Act.
Step 2: Information collection		
Note: Equality and Diversity information for Dartford can be found at http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data		
5	What do you know about the groups of people who will be affected? i.e. demographic information in relation to the protected characteristic groups (age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment)	Dartford Borough Council covers a mainly urban area with outlining rural locations. The population comprises a mix of ages, gender, racial groups and different religious cultures.
6	What consultation has taken place with affected groups? Please describe who was consulted and the key findings	None- Any emergency plan is a source of reference and acts as a strategic and tactical guide for responding agencies to manage the needs of the 'whole' community irrespective of individual needs, differences etc.
7	Are there any gaps in information? If so, what additional research and/or consultation is needed to ensure that affected groups needs and views are taken into account?	No

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Step 3: Assessing the equality impact					
8	<p>Consider whether the activity or proposal has or will have any positive or negative equality impacts on the protected characteristic groups in relation to the following aims of the General Equality Duty:</p> <p>a) tackling unlawful discrimination b) promoting equality of opportunity c) promoting good relations</p> <p><u>NOTES:</u></p> <ul style="list-style-type: none"> The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration For existing activities, consider how they are working in practice for each relevant protected group For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group If there is no identified equality impact, please tick the 'No Impact' box and explain why in question 9 If the equality impact is unclear, please tick the 'Unknown' box and explain why in question 9 				
		POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
a	Age			<input checked="" type="checkbox"/>	<input type="checkbox"/>
b	Disability			<input checked="" type="checkbox"/>	<input type="checkbox"/>
c	Gender (including reassignment)			<input checked="" type="checkbox"/>	<input type="checkbox"/>
d	Race			<input checked="" type="checkbox"/>	<input type="checkbox"/>
e	Religion/Belief			<input checked="" type="checkbox"/>	<input type="checkbox"/>
f	Sexual Orientation			<input checked="" type="checkbox"/>	<input type="checkbox"/>
g	Pregnancy/Maternity			<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	If 'no impact' or 'unknown' was selected, please explain	The Major Emergency Plan is a generic document utilising a Pan Kent wide template in order to comply with the Civil Contingencies Act 2004. The plan does not suggest or direct service delivery needs to specific parts of the wider community. Internal Business continuity Planning has no impact on the wider community.			
10	If Dartford Borough Council works with partners to deliver the activity or proposal, please describe any circumstances that could give rise to positive or negative	Positive or Negative impacts would only be derived from the actual response to an Emergency by the respective organisations but not the plan itself.			

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	equality impacts between different groups	
11	Any other comments	This Major Emergency Plan template is replicated by every District / Borough Council in Kent and Medway. Internal Business Continuity Plans are completed by each DBC Service Manager and 'owned' by the Director (Internal Services).

Step 4: Action plan

11. Based on the information in Steps 1 to 3, please list the actions that will be taken to address:

- a) any gaps in information and consultation**
- b) how any negative impacts on equality will be mitigated or eradicated**

a) If additional information and/or consultation is required or the impact is still unclear, what actions will you put in place to gather the information you need?

Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
Agreed countywide changes to plan content and format	Liaison with the Kent Resilience Team (KRT)	Ongoing dialogue and change management as required	Plan is reviewed every year	By the EARs Manager in liaison with the KRT	EARs Manager
BC plans should take into account the diverse 'internal' needs of staff should alternative working practices be administered following a complete IT failure for example	Director (Internal Services) would lead on the decision to invoke alternative service delivery provisions such as remote working	That periods of disruption to council business are minimised	Plans are reviewed every year	By each Service Manager overseen by the Director (Internal Services)	Director (Internal Services)

b) If any negative impacts on equality were found, what actions will you put in place to mitigate or eradicate these impacts?

Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
None identified					

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Step 5: Decision making and future monitoring

13	Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?	Internal consultation with relevant departments, KRT and KCC. Approved by DBC Management Team for both EP and BC plans.
14	How will you continue to monitor the impact of the activity or proposal on the equality groups?	By assessing the plans against the changing needs of the organisation and community as a whole.
15	When will you review this Customer Access Review?	Yearly in conjunction with plan reviews to ensure all information is correct and relevant.

Step 6: Final steps

16	Once this Customer Access Review has been approved, send this assessment to the Policy & Projects Officer
17	If the subject of the Customer Access Review is going to committee, summarise your findings in the committee report
18	Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded