

Customer Access Review Full Assessment

The main types of activities that impact on others are those that involve decision-making (choosing to do or not to do), communicating and providing assistance. Where possible, activities should be carried out free from bias, inequality, or discrimination i.e. **fair**. If it is not possible to be fair then there needs to be justifiable reasons for exceptional treatment i.e. **reasonable**. Often Council activities are governed by legislation but that should have been designed to be fair or reasonable and then the Council must apply it in a fair and reasonable manner.

If the assessment shows activities are not always fair or reasonable, then steps must be taken to address the issues.

Assessment Details	
Assessment Area	Promoting healthier communities
Date of Assessment	20/09/11
Directorate & Service	Strategic/ Environmental Health
Manager	Shona McQuade
Lead Officer	Anna Card

	Key Questions	Answers/Notes
Step 1	Scoping the assessment	
1.	What are you looking to achieve i.e. aims/outcomes?	To reduce health inequalities in the Borough by targeting those in need.
2.	Who will be affected?	Residents in wards that have been identified by Kent and Medway Public Health Observatory (KMPHO) as having the greatest health inequalities. Adults who are employed within the Borough can also participate in certain projects if they are a resident of West Kent.
3.	How do the activities/changes a) contribute to any national indicators?	a) None b) It meets the corporate plans health and well-being sub section which aims to “reduce overall health inequality in the Borough” and “increase the

Customer Access Review Full Assessment

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	b) meet or hinder other policies, values or objectives of the Council?	opportunities for participating in sporting, and leisure activities”.
4.	Which aspects of the activity are dictated by legislation / regulation and where do we have discretion in how they are delivered?	Our activities are set by Kent and Medway NHS, whose priorities are based on the annual local health profiles which are published by the Association of Public Health Observatories. We have discretion on how these interventions are delivered locally if we can evidence their effectiveness.
Step 2	Consideration of data and information Note: Ethnic monitoring data from relevant SNAP Surveys and Dartford population data can be found at: <\\serverc\common data\Equality and diversity monitoring>	
5.	What do you know about the groups who will be affected e.g. demographic information etc?	<p>We have a general knowledge of the demographic profile and the health status of the population of Dartford Borough; this is via nationally collated statistic data. We also have local knowledge of health outcomes provided by KMPHO e.g. from local hospital, and medical practice data.</p> <p>An example of a piece of work that has been undertaken used Mosaic to map where Kent and Medway segment five (South Asian population) reside in the Borough, so weight management services could be targeted more effectively.</p> <p>For all the activities/initiatives that are provided, participants are asked to complete equality monitoring within the quarterly monitoring questionnaire. This has shown that most completed surveys are from White, middle-aged females, this is because the ‘Get Active’ and the ‘Healthy Weight’ groups are targeted towards middle age females.</p> <p>The Healthy Living Centre record equality information for those who use the weight management courses, this data is supplied to the PCT and shows that 85% of participants are White British whereas 8% were Asian and 6% were Black origin.</p>

Customer Access Review Full Assessment

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6.	What additional research is needed to ensure that all 'equality groups' needs are taken into account?	The NHS identifies the needs of specific equality groups, the projects the Council develops are based on these identified needs.
7.	How do you propose to gather the additional information?	-
Step 3	Assessing the equality impact	
8.	Based on information you already know, in relation to each of the following groups, consider: a) for existing activities, how they are actually working in practice for each group b) whether there is anything in any proposed activities/changes that could discriminate or put anyone at a disadvantage or assist in promoting equality of opportunity.	
	Equality groups	
a.	Age	<p><u>Older People</u> We manage and promote the following programmes which are targeted towards older people, these are promoted via the Get Active Booklet, posters, flyers and via the DBC website:</p> <ul style="list-style-type: none"> • Postural stability course/class • Health Walks (this is open to all over 18) • Chair-based exercise training was provided to staff of care/residential homes so they could provide the service to their clients. • Relevant activities are promoted to the Elder's Forum. <p><u>Children and Young People</u> We promote and run health promotion activities for children and young people, including activities in the DBC Summer Sizzlers programme. We also help to facilitate access to health services targeted at young people who are provided by partner organisations such as sexual health service via the Urban Blue Bus Friday Night project and family weight management via the Don't Sit Get Fit project (7-13).</p>

Customer Access Review Full Assessment

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b.	Disability	<p>For activities in the Get Active booklet which are wheelchair friendly a sign is included next to it to indicate this. However, this has not been done for children and young people based activities e.g. Change4Life holiday activities.</p> <p>We work closely with disability groups/organisations to promote services and engage with clients to gain referrals into programmes, examples include; MIND, MENCAP, Parents Consortium, D&G Sports Focus Forum (learning disability sports forum), Kent and Medway Health and Social Care Mental Health Rehabilitation Unit.</p> <p>Currently there is no strapline on any promotional documents to say they can be accessed in the other formats e.g. large print and braille.</p>
c.	Gender (including reassignment)	<p>Within Dartford in partnership with Healthy Living Centre, Dartford Men Only Weight Management sessions were developed based on client feedback from the mixed gender groups. Mixed and female only groups are also available.</p> <p>The Get Active booklet includes activities for all genders but does have a higher proportion of activities for females due to physical activity participation being lower in the female population.</p>
d.	Race	<p>The number of people from a BME community attending the healthy weight classes, is over representative of the population as a whole- 15% of participants are from a BME community.</p> <p>Currently the translation strapline is not included on any promotional material.</p> <p>DBC and Gravesham Borough Council in partnership with NHS Kent and Medway fund a BME Health Worker for the two localities. Her role is to promote, set-up and improve access to health services in the area.</p>
e.	Religion/Belief	<p>The BME Health worker visits religious places of worship in the area to promote health services and health promotion projects. We do not record religion and belief in the equality monitoring forms.</p>
f.	Sexual Orientation	<p>None identified for current programmes. We do not record sexual orientation in the equality monitoring forms.</p>

Customer Access Review Full Assessment

	Key Questions	Answers/Notes
g.	Pregnancy/Maternity	<p>None identified for current programmes. However, we sit on local boards and work in partnership with services and organisations that support mothers and expectant mothers.</p> <p>In the past we worked in partnership to provide training to Children Centre volunteers so they could develop an exercise class for pre and post natal women.</p>
9.	If the Local Authority works with partners to deliver activities/changes, please describe any that could give rise to inconsistent customer experiences?	<p>The Healthy Living Centre Dartford is the delivery arm for the majority of healthy lifestyle programmes for Dartford Borough Council. HLC Dartford has Equality and Diversity policies in line with Dartford Borough Council.</p> <p>An issue that could cause an inconsistent customer experience is that HLC Dartford do not have the resources to offer alternative formats on any promotional materials they produce i.e. different languages, Braille. However, If a person was identified as needing this service DBC would support HLC Dartford to support the persons' needs.</p> <p>The NHS identifies needs within the area and provides funding for projects. The NHS is governed by the Equality Act 2010 and the public sector duty.</p>
Step 4	Reviewing and scrutinising the impact	
10.	Summarise any positive or adverse impact you have identified and who is affected.	<p>A number of positives have been identified, they include: BME Worker, activities targeted at specific groups of individuals based on their identified need, and working with organisation who represent these groups.</p> <p>This review has identified that we need to actively promote that information can be obtained in other formats and ensure disability accessibility on relevant promotional materials.</p> <p>The review has also identified that some people are not aware of the projects.</p>
11.	What changes can be made to address any adverse impact?	Include disability and language strapline on materials. Include disability symbol on children's activities in the Summer Sizzlers

Customer Access Review Full Assessment

	Key Questions	Answers/Notes
12.	If an adverse impact remains, how can this be fairly justified?	At present we publicise projects as widely as possible within available resources. The current levels of resources will not enable us to publicise any more widely.
13.	Summarise the expected residual impact once steps have been taken to minimise adverse impact and identify who remains affected.	-

Customer Access Review Full Assessment

Step 4 continued...	Actions to be inserted into Equality Action Plans			
Based on your answers to questions 11-14, please finalise your actions here. These actions will then be incorporated into our equality action plans.				
Identified impact (including who is affected)	Action	Monitoring (include expected outcomes, milestones and targets)	Date for Completion	Responsible Officer
If an adverse impact was found or unmet needs identified, which actions will you put in place to address this:				
Disability and Race	Include alternative format and translation strapline on all future published material.	Individuals requesting information in these formats	<i>Ongoing from Oct 2011</i>	Anna Card
Disability	Include wheelchair symbol on any children activities/projects if suitable	Information from monitoring form after event(s).	<i>Ongoing from Oct 2011</i>	Anna Card
If the impact is still unclear, list the actions you will put in place to gather the information you need:				
If you did not find any evidence of unmet needs or adverse impact, list the actions you will put in place to maintain good practice:				

Customer Access Review Full Assessment

Step 5 Decision making and future monitoring		
14.	Which decision making process do these changes need to go through i.e. who do they need to be approved by?	Strategic Director
15.	How will you continue to monitor the impact of the activity/service/ policy on diverse groups?	Equalities monitoring on evaluation form. Complaints/Feedback
16.	When will you review this Customer Access Review?	Three years' time – September 2014
Final steps		
<p>For an existing activity/service/policy: Send your assessment to the West Kent Equalities Officer .</p> <p>For a new activity/service/ policy: Summarise your findings in the committee report. Ensure planned consultations address the findings of this impact assessment.</p>		