

## MID SUSSEX DISTRICT COUNCIL

### Equality Impact Assessment

**Title of Policy/Service/Contract:** Environmental Protection Services

**Division:** Housing, Environmental Health and Building Control

**Lead Officer:** Yvonne Leddy

**Date Assessment completed:** November 2012

#### 1. SCOPING

##### 1.1 What are the aims of the policy, service/service change or contract?

- Investigate and take statutory action on environmental complaints as prescribed in the Environmental Protection Act 1990.
- Investigate and take appropriate statutory action on matters relating to public health as prescribed under Public Health Acts
- Regulate emissions from prescribed industrial processes
- Implement air quality and land contamination strategies
- Progress with Contaminated Land Inspection Strategy
- Liaise and provide technical advice and support to other Council divisions on environmental issues.
- Carry out noise and air quality monitoring
- Provide assistance for funerals under the Public Health Act (control of Disease Act 1964)
- Investigate and take appropriate statutory action on environmental complaints as prescribed
- Provision of pest control service for owner occupiers and businesses in the District
- Provision of stray dog collection service and general advice on animal welfare.

##### 1.2 Who does the service/policy/contract affect? Who are the main customers (internal or external)?

All residents, businesses and visitors in the District.

##### 1.3 What equality information is available, including any evidence from engagement and analysis of use of services?

Most of the information that is available about service users comes from experience from field work and anecdotal reports from field officers.

##### 1.4 What does this information tell us about the equality issues associated with the service and implications for the protected groups?

Some residents feel that they are unable to pay for pest control services. The Council offers a 50% discount on fees to those who are in receipt of means tested benefits.

##### 1.5 Are contractors or partnerships used to deliver the service? Y/N Yes?

If No go to section 2.

If yes, please refer to the guidance notes, particularly Appendix One of the MSDC Guidance “Integrating Equality and Diversity into Procurement”, and complete the next three questions.

**Identify the contractors/partnerships used to deliver the service.**

Crawley Borough Council provide a stray dog service under contract.

**What is their contribution to equality in service delivery and the promotion of equality?**

N/A

**How are equality issues addressed through contractual arrangements and service level agreements?**

As a local authority at level 2 of the Equality Framework for Local Government, Crawley Borough Council complies with the equality and diversity requirements of our procurement procedures,

## 2. Assessment of Impact; Analysis and Action Planning

Any gaps in information or provision, opportunities to promote equalities and good relations identified above need to be translated into SMART actions and recorded here. These actions need to be delivered and monitored through the service planning process.

Opportunity to promote equality, good relations and/or address barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
The needs of different ethnic groups including white minorities, but also established white communities				
Levels of awareness of the requirements of legislation can be lower in some minority groups. As a result, people from some minority groups may face a disproportionate level of enforcement action. Language and literacy may exacerbate this problem but information leaflets and translation services are available.	The enforcement policy seeks to ensure that enforcement activities are consistent, proportionate, transparent and targeted in accordance with the Enforcement Concordat. Information leaflets are in English but on the back of each leaflet is a short passage in Spanish, Turkish, Vietnamese, Chinese and Bengali advising on how translations can be requested. All letters go out in English unless we are aware that the recipient does not have access to a friend/relative who can translate for them. Use of translation service during formal interviews as required under PACE.	None identified.		
The needs of men and women. Including taking account of pregnancy and maternity.				
None identified.	Not applicable.			
The needs of disabled people				
There may be access issues for people with disabilities	Officers provide site/home visits. We work closely with Social Services when we are dealing with cases where there may be behavioural or learning difficulties.	None identified.		
The needs of people with a religion or belief				
None identified.	Not applicable.			

Opportunity to promote equality and/or barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
The needs of gay men, lesbians, bisexuals and heterosexual people				
None identified.	Not applicable.	Not applicable.		
Issues from marriage and civil partnership				
None identified.	Not applicable.	Not applicable.		
The needs of different age groups, for example older and younger people				
Clashes of lifestyles can result in noise complaints leading to more requests for enforcement against younger people, potentially.	Officers are aware that the enforcement policy seeks to ensure that enforcement activities are consistent, proportionate, transparent and targeted in accordance with the Enforcement Concordat. Signposting to mediation service to resolve problems at early stage.	None identified.		
The needs of transgender communities				
None identified.	Not applicable.			
The needs of people who are disadvantaged by socio-economic factors such as low incomes, skill or living in a deprived area				
Charges for Pest Control services could be a barrier to those on low incomes.	For pest control treatments we offer concessionary charges for residents in receipt of a means tested benefits. We provide information leaflets which are non-technical where possible and we provide site/home visits or appointments at the office for people who find it difficult to understand our forms, leaflets etc.	None identified.		
The needs of people who live in a rural area				
Access to services for people in rural locations is a potential issue.	Officers provide site/home visits.	None identified.		

### 3. Mid Sussex District Council Equality Impact Assessment Summary

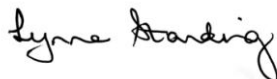
Key Findings	Future Actions
<ul style="list-style-type: none"><li>• Experience from field officers suggests that there may be issues with some customers of the Pest Control service in being able to pay for services. Charges are reviewed annually and we offer a discount of 50% on fees for people in receipt of a means tested benefit.</li><li>• For issues of enforcement, levels of awareness of the requirements of legislation can be lower in some BME groups. The availability of translation services is promoted in our literature. We work closely with Social Services when dealing with cases where there may be behavioural or learning difficulties. Signposting to mediation services is used for appropriate environmental complaints involving disputes.</li></ul>	<ul style="list-style-type: none"><li>• There are no specific actions identified that are additional to the service currently provided.</li></ul>

### 4. Signing off this assessment and action plan



Signature  
Person undertaking the assessment

Date 3<sup>rd</sup> December 2012



Signature .....  
Head of Service

Date .....3.12.12.....

Please send your completed impact assessment to Neal Barton for publication on the website.