

EQUALITY IMPACT ASSESSMENT AND ANALYSIS (EqIAA)

Name of Function under consideration:	Building Control and Enforcement
Is this Function 'Major', 'Minor yet likely to have a major impact' or 'Neither'	Minor yet likely to have a major impact
Date(s) of completing the EqIAA:	May – July 2012
Name and job title(s) of person(s) completing the EqIAA:	Andy Clark Building Control and Enforcement Manager

SECTION 1 – INTRODUCTORY INFORMATION

1. What is the main purpose of the Function?

The building control and enforcement service seeks to ensure that building work carried out is in accordance with the Building Act, the building regulations and Town and Country Planning Act. The building regulations and planning legislation seek to secure the following:

- The health, safety and welfare of building users and others affected by them
- The conservation of fuel and power
- The provision of access and facilities to enable all people to use buildings
- Safeguard the Built environment and integrity of the planning system.

The aim of the Building Control and enforcement service is to promote the safety, accessibility and sustainability of buildings; in particular by operating the service in a timely, consistent and open manner both for applicants and those who may be affected by building works and development.

2. List the main activities of the Function:

The key activities carried out by Building Control and enforcement are:

- Checking of plans submitted for Building Regulation Applications for compliance with Building Regulations.
- Inspection of Building Work to secure compliance with Building Regulations.
- Inspection of Dangerous structures
- Authorising and inspection of demolition work
- Investigation and Enforcement of any unauthorised Development

3. Who are the main beneficiaries of the Function?

The service benefits a wide range of people including:-

- Members of the public
- Small Builders
- Sub Contractors
- Developers
- National Contractors
- Architects
- Surveyors
- Councillors

4. How is the overall success of the Function measured?

Building Control

% Of DS resolved within agreed deadlines i.e. made safe, within agreed time period.

% of BC cases processed in full accordance with service statement.

BC Traded Service Net Cost

Planning Enforcement

% of cases year on year that have been completed within rolling 12 month period.

% Planning Enforcement cases updated to the complainant at 6 weeks.

% Cases that receive a substantive response within 20 working days

5. What equality monitoring systems are in place to carry out regular checks on the effects of the Function on equality groups? (NB. If no equality monitoring systems are currently in place, the need for implementing a monitoring system should be considered and details given in Section 4 of this form).

Analysis of Customer feedback is conducted and results are disaggregated according to protected characteristic groupings.

6. What are your equality related performance indicators/measure of success for this Function?

Parity of satisfaction amongst all customer groups.

SECTION 2 – INITIAL ASSESSMENT OF IMPACT

7.

Equality Group	Negative Impact	Positive Impact	No Impact	Unsure of Impact	Reason(s)*
Women/Girls	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Data shows that Females have a higher than average satisfaction level with the service (94% compared to an average of 88%). Male satisfaction is lower than average by 4 percentage points (84% compared to an average of 88%). Even so, this does not indicate either a negative impact or a positive impact in respect of promoting equality or relations with and between groups. No complaints have been received by the service in relation to any issues pertaining to gender.
Men/Boys	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Lesbians, gay men & bisexuals	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no identified impact in these areas. Customer satisfaction feedback does not require disclosure of these details - this is a conscious decision. It is noted that all individuals and groups using the service are protected and covered by the council's Equality and Diversity Policy which is well established. No complaints have been received by the service in relation to any issues pertaining to these groups.
Transgender people	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
White people (including Irish people)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Data shows that the 'White British' group has a lower level of satisfaction. Even so, this does not indicate a negative impact or a positive impact on promoting equality or relations with and between groups. All BAME groups show a 100% satisfaction level. No complaints have been received by the service in relation to any issues pertaining to race. The satisfaction rates of White British service users require further detailed investigation and this is a planned priority for the forthcoming period.
Asian or Asian British people	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Black or Black British people	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
People of mixed heritage	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Chinese people	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Travellers (gypsy/Roma/Irish heritage)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
People from other ethnic groups	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Disabled People:					
Physical impairment, e.g. mobility issues which mean using a wheelchair or crutches.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Disabled people report a 100% satisfaction level with the service. In addition, it is noted that the implementation of accessibility regulations by the service directly improves access for all and particularly disabled people (including people with physical and sensory impairments). The work of the service also contributes to promoting equality of access as well as wider disability equality issues and assists in fostering good relations amongst groups.
Sensory impairment, e.g. blind/having a serious visual impairment, deaf/having a serious hearing impairment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Mental health condition, e.g. depression or schizophrenia.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Learning disability/difficulty, e.g. Down's syndrome or dyslexia, or cognitive impairment such as autistic spectrum disorder.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Long-standing illness or health condition, e.g. cancer, HIV, diabetes, chronic heart disease or epilepsy.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other health problems or impairments.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Older People	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	It is planned to analyse data according to the satisfaction levels of all age groups in the forthcoming period. It is also noted that the occurrence of disability increases with age - around 1 in 20 children are disabled, compared to around 1 in 7 working age adults and almost 1 in 2 people over state pension age (<i>source: Office for Disability Issues</i>). The implementation of accessibility regulations by the service directly improves access for all and contributes to promoting equality of access.
Children and Young People	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The health, safety and welfare of building users and others is a key purpose of the service; as such, children and young people can experience a positive impact through ensuring that their health and safety is proactively considered. It is planned to analyse data according to the satisfaction levels of all age groups in the forthcoming period.
Faith Groups	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no identified impact in these areas. Customer satisfaction feedback does not require disclosure of these details - this is a conscious decision. It is noted that all individuals and groups using the service are protected and covered by the council's Equality and Diversity Policy which is well established. No complaints have been received by the service in relation to any issues pertaining to these groups.
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Marriage & Civil Partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

8. If you have indicated that there is a negative impact on any group, is that impact:

Legal? Yes No

Intended? Yes No

Level of impact High Low

No negative impact has been identified:

9. Could you minimise or remove any negative impact - how? (Enter N/A if no negative impact has been identified).

N/A

10. Could you improve a positive impact of the Function - how? (Enter N/A if no positive impact has been identified).

N/A

11. If there is no evidence that the Function promotes equality of opportunity or improved relations, could it be adapted so that it does - how? (Enter N/A if appropriate).

N/A

12. Any other relevant notes:

Please see Section 4 of this EqIAA document for details of actions that will be taken as a result of this analysis.

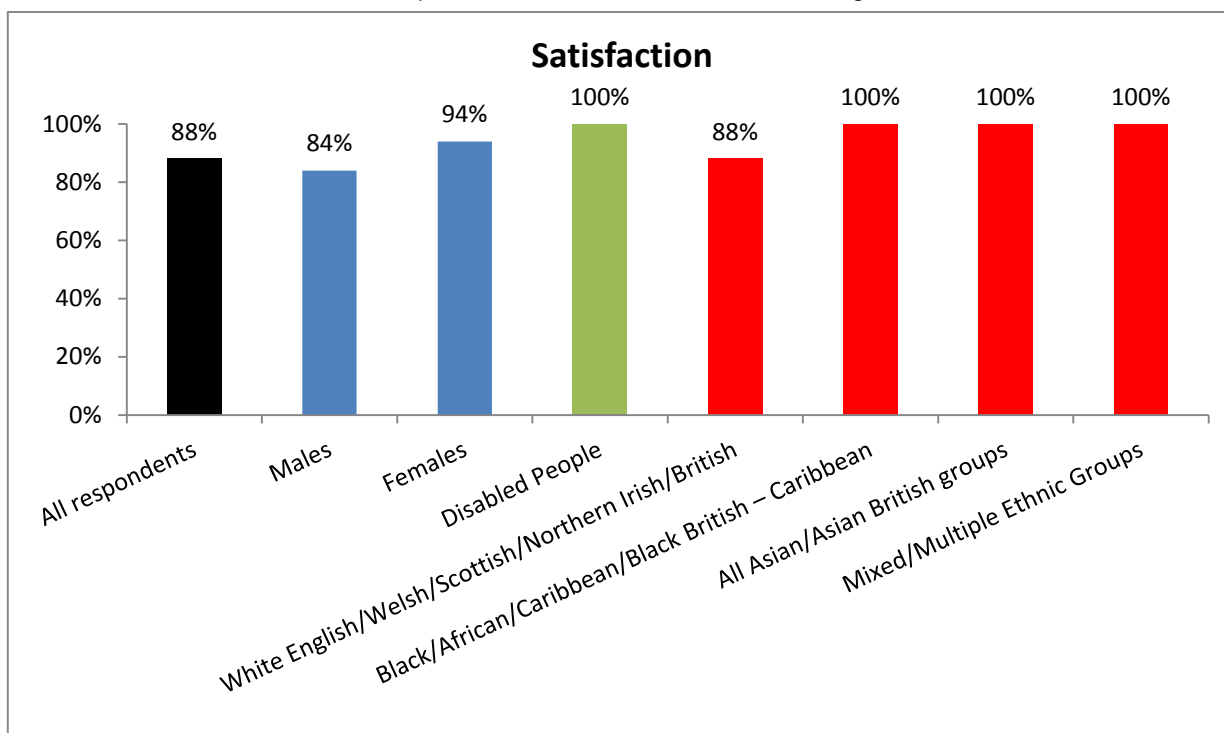
SECTION 3 – CONSULTATION & RESEARCH IN RELATION TO THE EqIAA

13. What consultation has been conducted with groups and individuals from groups likely to be affected as well as staff, and what evidence has this provided about equalities impact?

Consultation has been conducted through proactively asking each service user for feedback in relation to their level of satisfaction with the service received. This approach asks service users to declare personal details relating to equalities groupings which in turn enables the service to disaggregate results according to protected characteristic. The data for 2011 – 2012 is shown in part 14 below.

14. What relevant research (data, reports, expert opinion etc.) has been conducted and what evidence has this provided about equalities impact?

Research results conducted for the period 2011-2012 shows the following customer satisfaction feedback:



Overall, the data shows a high level of satisfaction with the service regardless of 'group'.

People with disabilities; Black/African/Caribbean/Black British – Caribbean; all Asian/Asian British groups and those from mixed/multiple ethnic groups have the highest satisfaction level. Those identifying as White British have the lowest satisfaction level.

15. What contributions does your function/activity make towards promoting community cohesion? *(Evidence can be supplemented by your consultation activity conducted in questions 13 and 14 above)*

The implementation of accessibility regulations by the service directly improves access for all. The work of the service contributes to promoting equality of access as well as wider disability equality issues – this assists in promoting community cohesion and fostering good relations amongst groups as awareness is raised in respect of accessibility thus creating more inclusive environments for all members of society and enhancing awareness of access issues.

SECTION 4 – OUTCOMES

16. The evidence that has been collected under Sections 1, 2 and 3 of this form will need to feed into the decision making process regarding changes to be implemented before any final decisions are taken. There are four possible outcomes of this EqlAA – indicate which outcome below with the reasons and justification for this.

Outcome	Your response	Reason(s) and Justification
Outcome 1: No major change required.	<input type="checkbox"/>	
Outcome 2: Adjustments to remove barriers or to better promote equality have been identified.	<input checked="" type="checkbox"/>	The service wishes to make adjustments as shown in part 17 below.
Outcome 3: Continue despite having identified potential for adverse impact or missed opportunities to promote equality.	<input type="checkbox"/>	
Outcome 4: Stop and rethink.	<input type="checkbox"/>	

17. List the actions you will take as a result of this EqlAA.

As a result of this EqlAA, the service plans the following actions for the forthcoming period. We will:-

- Conduct a review of the customer feedback form in use in order to ensure that the equalities categories used are precisely in-line with the corporate "Customer Insight" guidance which has been consulted on widely. This not only ensures compliance with corporate approaches, but enables both inter-service and inter-departmental comparisons to be made and good practices shared widely across the council.
- Conduct a detailed investigation concerning reasons why White British people and Males state a lower level of satisfaction. As a result of this, the service will define further actions for improvement as appropriate.
- Conduct a full analysis of satisfaction levels according to age groupings covering the 2012 – 2013 period.
- Publish satisfaction data for the 2012 – 2013 period in the next corporate Annual Equality Report due in September 2013. This data will be proactively used to inform a review of this EqlAA in 12 months' time in order to continuously assess the service and define appropriate improvements designed to deliver excellence in equalities throughout all activity of the service.

SECTION 5 – EqlAA EVIDENCE

18. List and attach the evidence you have which shows how you have systematically considered equality impact.

- Customer satisfaction feedback results.
- Corporate equality & Diversity Policy.
- Customer Insight guidance.
- Office for Disability Issues facts and figures: <http://odi.dwp.gov.uk/inclusive-communications/your-audience/facts-and-figures.php>

EQUALITY IMPACT ASSESSMENT AND ANALYSIS ACTION PLANNING FORM

Overall Objective(s)	What overall impact will successful achievement of the objective have?	What we will do (i.e. actions we will take)	How we will monitor / evaluate / review progress?	Responsibility	Timescale
Equalities categories used are precisely in-line with the corporate "Customer Insight" guidance	<ul style="list-style-type: none"> Ensures compliance with corporate approaches, but enables both inter-service and inter-departmental comparisons to be made and good practices shared widely across the council. 	Conduct a review of the customer feedback form.	Review and cross check with Corporate forms on an annual basis.	ADC	Dec 2012
Monitor and Improve Service standards	<ul style="list-style-type: none"> This data will be proactively used to inform a review of this EqIAA in 12 months' time in order to continuously assess the service and define appropriate improvements designed to deliver excellence in equalities throughout all activity of the service. 	Conduct a detailed investigation concerning reasons why White British people and Males state a lower level of satisfaction	Conduct a full analysis of satisfaction levels according to age groupings covering the 2012 – 2013 period	ADC	April 2013
		Publish satisfaction data for the 2012 – 2013 period in the next corporate Annual Equality Report		ADC	July 2013

Planned date for next EqIAA exercise:	May 2013
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