



EQUALITY IMPACT ASSESSMENT

Stage 1: Title and aims of the activity (“activity” is an umbrella term covering policies, procedures, guidance and decisions).	
Service	Infrastructure
Section	Trading Standards
Title of the activity etc.	Trading Standards Budget
Aims of the activity	To fund the trading standards service to carry out their statutory duties to provide law enforcement, licensing and consumer advice & mediation function.
Author(s) & Title(s)	 Trading Standards Manager.

Stage 2: List the evidence that has been used in this assessment.	
Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).	Business User Surveys, Consumer Satisfaction Surveys, Customer Complaints, Consumer Quality Mark Policies and procedures.
Internal consultation with staff and other services affected.	Consultation with Principal Trading Standards Officers and Head of Service.
External consultation (partner organisations, community groups, and councils).	
External data (census, available statistics).	Chartered Institute of Public Finance and Accountancy returns, Audit Scotland data
Other (general information as appropriate).	

Stage 3: Evidence Gaps.	
Are there any gaps in the information you currently hold?	Don't currently collect data on protected characteristics of users of the service.

Stage 4: Measures to fill the evidence gaps.		
What measures will be taken to fill the information gaps before the activity is implemented? These should be included in the action plan at the back of this form.	Measures:	Timescale:
	Surveys will be amended to seek (on voluntary basis) information on protected characteristics of users of the service.	For year 2014-15

Stage 5: Are there potential impacts on protected groups? Please complete for each protected group by inserting "yes" in the applicable box/boxes below.				
	Positive	Negative	Neutral	Unknown
Age – Younger	Yes			
Age – Older			Yes	
Disability	Yes			
Race – (includes Gypsy Travellers)			Yes	
Religion or Belief			Yes	
Gender – male/female			Yes	
Pregnancy and maternity			Yes	
Sexual orientation – (includes Lesbian/ Gay/Bisexual)			Yes	
Gender reassignment – (includes Transgender)			Yes	

Marriage and Civil Partnership			Yes	
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Stage 6: What are the positive and negative impacts?

Impacts.	Positive (describe the impact for each of the protected characteristics affected)	Negative (describe the impact for each of the protected characteristics affected)
Please detail the potential positive and/or negative impacts on those with protected characteristics you have highlighted above. Detail the impacts and describe those affected.	<p>Age-(Younger) The service enforces age related sales legislation. This is designed to protect young people from accessing goods which may harm themselves and others, for example cigarettes, fireworks and solvents, and thus impacts positively on them.</p>	
	<p>Disability The consumer advice policy allows for more assistance to be provided to those who may not be able to properly articulate their complaint. It is designed to ensure the more vulnerable receive the required level of help and would constitute a positive impact for anyone with a disability or vulnerability.</p>	
	<p>Race See above under Disability and in addition advice leaflets were prepared and translated into a number of different languages providing basic advice on their consumer rights and the help trading standards can provide.</p>	

Stage 7: Have any of the affected groups been consulted?

<p>If yes, please give details of how this was done and what the results were. If no, how have you ensured that you can make an informed decision about mitigating steps?</p>	<p>N/A</p>
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Stage 8: What mitigating steps will be taken to remove or reduce negative impacts?

	Mitigating Steps	Timescale
<p>These should be included in any action plan at the back of this form.</p>	<p>N/A</p>	

Stage 9: What steps can be taken to promote good relations between various groups?

<p>These should be included in the action plan.</p>	<p>The aims of the service are achieved through communicating key messages to the general public including protected groups- for example, leaflets and information on the Council's website and ensuring age related sales information is displayed in trade premises.</p>
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Stage 10: How does the policy/activity create opportunities for advancing equality of opportunity?

<p>Foreign language leaflets were produced in Russian, Portuguese, Latvian, Lithuanian, Bengali, Cantonese and Polish. These provide basic consumer advice and information about help that can be provided by trading standards and citizens advice.</p>
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Stage 11: What equality monitoring arrangements will be put in place?

<p>These should be included in any action plan (for example customer satisfaction questionnaires).</p>	<p>User Surveys and Customer complaints will continue to be monitored to ensure no negative impacts are indicated for groups with any of the protected characteristics.</p>
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Stage 12: What is the outcome of the Assessment?

<p>Please complete</p>	<p>1</p>	<p>No negative impacts have been identified –please explain.</p>
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the appropriate box/boxes	The service is open and accessible to all. Some additional help would be provided to those not able to progress their complaint by themselves due to some vulnerability. Some legislation has a greater impact on some groups than others for example legislation controlling sales of some products to those that have acquired a certain age.	
	2	Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.
	3	The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen

* Stage 13: Set out the justification that the activity can and should go ahead despite the negative impact.

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Stage 14: Sign off and authorisation.

Sign off and authorisation.	1) Service and Team	Trading Standards	
	2) Title of Policy/Activity	Trading Standards Service (if appropriate)	
	3) Authors: I/We have completed the equality impact assessment for this policy/activity.	Name: <input type="text"/>	Name:
		Position: Trading Standards Manager Date: 7/11/13 Signature:	Position: Date: Signature:
	Name: Position: Date: Signature:	Name: Position: Date: Signature:	

4) Consultation with Service Manager	Name: Date:	
5) Authorisation by Director or Head of Service	Name: Position: Date:	Name: Position: Date:
6) If the EIA relates to a matter that has to go before a Committee, Committee report author sends the Committee Report and this form, and any supporting assessment documents, to the Officers responsible for monitoring and the Committee Officer of the relevant Committee. e.g. Social Work and Housing Committee.		Date:
7) EIA author sends a copy of the finalised form to: eia@abdnshire		Date:
(Equalities team to complete) Has the completed form been published on the website? YES/NO		Date:

Action Plan					
Action	Start	Complete	Lead Officer	Expected Outcome	Resource Implications
Surveys will be amended to seek (on voluntary basis) information on protected characteristics of users of the service.	1 April 2014	31 March 2015		Improved information available on whether our service is accessible and used by all.	2-3 hours additional time in preparing and collating survey results 4 times per year.
The use of Social media as a communication tool will be explored to further enhance communications	1 April 2014	31 March 2015		Improved Communications with those familiar with the use of social media	Unknown but could be 1/2 day per week to keep information updated and relevant