

Equalities Screening Record Form

Date of Screening: August 2011	Directorate: Children, Young People & Learning	Section: Strategy, Resources & Early Intervention
1. Activity to be assessed	Family Information Service	
2. What is the activity?	<input type="checkbox"/> Policy/strategy <input checked="" type="checkbox"/> Function/procedure <input type="checkbox"/> Project <input type="checkbox"/> Review <input type="checkbox"/> Service <input type="checkbox"/> Organisational change	
3. Is it a new or existing activity?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Existing	
4. Officer responsible for the screening	Kim Barraclough, Family Information Service Coordinator	
5. Who are the members of the EIA team?	Graham Symonds – Policy & Commissioning Manager, Kim Barraclough - Family Information Service Coordinator, Louise Gofford, Family Information Officer, Maria Walker Family Information Officer	
6. What is the purpose of the activity?	<p>Family Information Service provides a free and impartial service on childcare and other services that support parents and carers of children and young people up to the age of 20. Service is provided in response to telephone enquiries (estimated 60%), through an online enquiry form (estimated 20%), through the ability to do online database searches (estimated 20%) and through outreach, talking directly to parents and carers in community settings, in particular to reach the more vulnerable or disadvantaged groups that would not otherwise access the service.</p> <p>It is not appropriate to collect details on all equality characteristics from all service users. Where possible, characteristics will be monitored on access to the service. Data will also be collected on a sample basis through quality monitoring.</p>	
7. Who is the activity designed to benefit/target?	Parent & carers of children & young people up to the age of 20. Professionals working with parents & carers of children & young people up to the age of 20.	
8. a Racial equality - Is there an impact? What kind of equality impact may there be? Is the impact positive or adverse or is there a potential for both? If the impact is neutral please give a reason.	Y	<p>The service is available to all residents of Bracknell Forest irrespective of race. Information is collected on ethnic background from enquirers.</p> <p>There is the potential for a positive impact. The service needs to be aware of cultural differences so that the service respects cultural norms and expectations. If enquirers do not speak English we will refer to Language Line Services.</p> <p>The service will monitor uptake by different groups to ensure all groups are reached. If appropriate, specific promotion may be needed and/or the focus of outreach may need to be targeted at specific groups.</p>
8. b What evidence do you have to support this? E.g equality monitoring data, consultation results, customer satisfaction information etc.	We will collect and monitor: Numbers of users from different ethnic backgrounds utilising the service and compare this with the characteristics of the population in Bracknell Forest. If targeted outreach is undertaken, we shall evaluate feedback received.	

<p>9. a Gender equality - Is there an impact? What kind of equality impact may there be? Is the impact positive or adverse or is there a potential for both? If the impact is neutral please give a reason.</p>	Y	<p>The service is available to all parents & carers of children & young people up to the age of 20 in Bracknell Forest. Information is collected on gender from enquirers.</p> <p>There is the potential for a positive impact. The service needs to be aware of differences in use by mothers and fathers. If take-up is imbalanced, this will be addressed through specific publicity or through targeted outreach.</p>
<p>9. b What evidence do you have to support this?</p>		<p>We will collect and monitor numbers of users of different genders utilising the service. If targeted outreach is undertaken, we shall evaluate feedback received.</p>
<p>10. a Disability equality - Is there an impact? What kind of equality impact may there be? Is the impact positive or adverse or is there a potential for both? If the impact is neutral please give a reason.</p>	Y	<p>There is the potential for a positive impact. Data will be collected on the use of the service by disabled people.</p> <p>If there is evidence that use by disabled people is lower than anticipated this will be addressed through specific publicity or through targeted outreach.</p> <p>Where outreach is provided we shall have to be aware of access issues.</p> <p>If enquiries are made from parents/carers with visual or aural impairments arrangements will be made through the usual council mechanisms.</p>
<p>10. b What evidence do you have to support this?</p>		<p>Data will be collected on the use of the service by disabled people. If targeted outreach is undertaken, we shall evaluate feedback received</p>
<p>11. a Age equality - Is there an impact? What kind of equality impact may there be? Is the impact positive or adverse or is there a potential for both? If the impact is neutral please give a reason.</p>	Y	<p>There is the potential for a positive impact. The service is available to all parents & carers of children & young people up to the age of 20 in Bracknell Forest irrespective of age. Data will be collected on the use of the service by parents and carers of different ages. For example, groups under-represented may include young parents or grandparents.</p> <p>If there is evidence that use by parents / carers of certain ages is lower than anticipated this will be addressed through specific publicity or through targeted outreach.</p>
<p>11. b What evidence do you have to support this?</p>		<p>Data will be collected on the use of the service by parents and carers of different ages. If targeted outreach is undertaken, we shall evaluate feedback received.</p>
<p>12. a Religion and belief equality - Is there an impact? What kind of equality impact may there be? Is the impact positive or adverse or is there a potential for both? If the impact is neutral please give a reason.</p>	Y	<p>There is the potential for a positive impact. The service is available to all parents & carers of children & young people up to the age of 20 in Bracknell Forest irrespective of religion and belief. Data will be collected on the use of the service by people with different faiths.</p> <p>If there is evidence that use by parents / carers of certain faiths is lower than anticipated this will be addressed through specific publicity or through targeted outreach.</p>
<p>12. b What evidence do you have to support this?</p>		<p>Data will be collected on the use of the service by parents and carers of different faiths. If targeted outreach is undertaken, we shall evaluate feedback received.</p>
<p>13. a Sexual orientation equality - Is there an impact? What kind of equality impact may there be? Is the impact positive or adverse or is there a potential for both? If the impact is neutral please give a reason.</p>	Y	<p>There is the potential for a positive impact. The service is available to all parents & carers of children & young people up to the age of 20 in Bracknell Forest irrespective of sexual orientation. Data will be collected on the use of the service by people with different sexual orientations. For example, use by lesbian and gay parents may be disproportionately low.</p> <p>If there is evidence that use by parents / carers of different orientations is lower than anticipated this will be addressed through specific publicity or through targeted outreach.</p>
<p>13. b What evidence do you have to support this?</p>		<p>Data will be collected on the use of the service by parents and carers of different sexual orientations. If targeted outreach is undertaken, we shall evaluate feedback received.</p>

14. Please give details of any other potential impacts on any other group (e.g. those on lower incomes/carers/ex-offenders) and on promoting good community relations.	Online access to the Family Information Directory is only available to those users with internet access. Free access to the internet is available in libraries and offices. Telephone access is always possible. Vulnerable and disadvantaged parents/carers who may not make contact by phone or online are supported through outreach. There is specific support for families on low income through the Benefit Information Officer.		
15. If an adverse/negative impact has been identified can it be justified on grounds of promoting equality of opportunity for one group or for any other reason?	No adverse impacts have been identified at the current time.		
16. If there is any difference in the impact of the activity when considered for each of the equality groups listed in 8 – 14 above; how significant is the difference in terms of its nature and the number of people likely to be affected?	None.		
17. Could the impact constitute unlawful discrimination in relation to any of the Equality Duties?	No		
18. What further information or data is required to better understand the impact? Where and how can that information be obtained?	Data on service use is needed, from monitoring on access to the service and/or on a sample basis through quality monitoring.		
19. On the basis of sections 7 – 17 above is a full impact assessment required?	No		
20. If a full impact assessment is not required; what actions will you take to reduce or remove any potential differential/adverse impact, to further promote equality of opportunity through this activity or to obtain further information or data? Please complete the action plan in full, adding more rows as needed.			
Action	Timescale	Person Responsible	Milestone/Success Criteria
Maintain monitoring and evaluation of access to, and delivery of, FIS	Ongoing	FIS team	Regular monitoring reports and case studies
Outreach to targeted groups	Ongoing	FIS team	Feedback from outreach
Promotion to targeted groups	Ongoing	FIS team	Regular monitoring of promotional activity
21. Which service, business or work plan will these actions be included in?	FIS Action Plan		
22. Have any current actions to address issues for any of the groups or examples of good practice been identified as part of the screening?			
23. Chief Officer's signature.	Signature: David Watkins 2011		Date: 23 August
24. Which PMR will this screening be reported in?	Q2 PMR CYPL		

When complete please send to abby.thomas@bracknell-forest.gov.uk for publication on the Council's website.