

Equality Impact Assessment Record

Date of EIA October 2009
 Directorate Corporate Services

Initial Screening Record		
Activity to be assessed	To provide a births, deaths and marriages service to the public	
What is the activity?	Policy/strategy <input type="checkbox"/> Function/procedure <input type="checkbox"/> Project Review X Service <input type="checkbox"/> Organisational change	
Is it a new or existing activity?	<input type="checkbox"/> New X Existing	
Aim / objective / purpose of the activity – who is the activity designed to benefit/target?	<p>The purpose of the activity is to: meet the needs of residents in the registration of births, deaths, marriages and civil partnerships (CPs), in the preparation and issue of copy certificates, in the giving of notice of marriages and CPs and offering marriage, civil partnership or other non-statutory ceremonies in the Borough within statutory timescales where necessary.</p> <p>The activity is designed for: all residents of the Borough requiring the service</p> <p>The registration service has always had to provide an equal service to all its users. Legislation requires us to meet the needs of people's religious beliefs i.e. registering a Muslim or Jewish death within the required time for burials and meet the needs of people with disabilities i.e. providing dedicated parking, hearing loops, attending at someone's home if they are medically unfit to travel to the office.</p>	
Who is responsible for the activity?	Head of Democratic & Registration Services	
Did Step 1: Initial Screening indicate that a full EIA was necessary?	X Yes – full EIA completed and recorded below. <input type="checkbox"/> No – full EIA not completed therefore record ends here.	
Full EIA Record		
Who are the members of the EIA team?	Daphne Gray, Registration Services Manager	
What evidence has been found to indicate that the activity might need to be amended? (Include any consultation undertaken)	Customers not being able to arrange an appointment at their chosen time/date. Borough residents choosing to go outside the Borough for their ceremonial requirements. Details of the service are on the Council's website, there is a celebration brochure, and various leaflets are available. We advertise in various locations.	
With regard to the equalities themes, which groups might be impacted by the activity? Might any of these groups be impacted adversely ?	Groups Impacted	Groups impacted adversely
	<input type="checkbox"/> Race and ethnicity X Disability <input type="checkbox"/> Gender X Age <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Religion or belief	<input type="checkbox"/> Race and ethnicity X Disability <input type="checkbox"/> Gender X Age <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Religion or belief
What evidence is there to suggest an impact/adverse impact?	Inspections by the Local Inspector have found that the location of the Register Office, on the fourth floor of Easthampstead House, can adversely impact ease of access by the elderly, parents with young children and those with mobility problems, particularly if the lifts are not working. Opening hours are restrictive for working residents. The ambience of the Register	

		Office, through its location in town centre offices, does not provide the dignified environment associated with a bereavement service.
On what grounds can impact or adverse impact be justified?	When alternative accommodation is either not available or the costs are prohibitive When demand for the service is insufficient to support the extension of opening hours. Alternative arrangements are made for the groups identified as and when the lifts are not working.	
Is there any current action that addresses issues for any of the groups impacted/adversely impacted?	A restructuring of the service is now complete which improves the service to the customer through longer opening times, improved customer care practices and offering greater choice in the conduct of ceremonies. Opening hours of the service were extended from 5 January 2009 to 09.30 to 16.30 daily. Ceremonies now take place at the Syrett Suite at Easthampstead Park Conference Centre which offers full disabled access and free car parking. A manual service is offered on the ground floor at Easthampstead House in the event of malfunction of the lifts or the inability of any of our customers being unable to access the service on the fourth floor.	
What changes will you make to the activity to reduce or remove any differential/adverse impact?	Consideration of additional services to help fund a full-time service. Ongoing training of staff for highest standards to be offered in all areas of the service. Preparation of a marketing strategy to increase number of licensed approved premises to give greater choice. Ongoing commitment to the upkeep of the Syrett Suite to maintain its desirability as a ceremonial venue. Introduction of an electronic, on-line booking system to enable the public to choose and book their own appointment times (subject to approval and funding).	
Into which action plan/s will these actions be incorporated?	Departmental Business Plan	
Who is responsible for the action plan?	Ann Moore	
Have any examples of good practise been identified as part of the EIA?	N/A	
Has the EIA been published on the Council website?	Yes	
Who is the relevant Chief Officer and have they signed off the EIA?	Alison Sanders Signature.....	
Which PMR will this EIA be reported in?	Q3 – Corporate Services PMR	