



Heddlu Gwent Police

Equality Impact Assessment Screening Template

This document provides a framework for an Initial Equality Assessment for initiatives including policies, procedures and operations. This framework will allow us to systematically judge the relevance to Gwent Police's public equality duties and also the potential level of impact to our communities.

Responses to this screening template will be scored on three dimensions.

1. The extent to which the initiative is relevant to our public duties (1= neutral to 3= highly relevant)
2. The level of impact the initiative will have on our communities (Low =1, High=3)
3. The extent to which the initiative will have an impact on our communities. (Low =1, High=3)

If a score of over 44 is achieved the proposal is deemed to be relevant to our equality duties and have the potential to have a significant negative disproportionate effect on our communities. Therefore, we need to conduct a Full equality impact in order to examine the potential impact further.

Scoring

Score	Level of Impact	Level of EIA
22-44	Low-medium	Initial
44-66	Medium-high	Full

Initially we will prioritise conducting equality impact assessment for initiatives which score over 50+

1.0 Reference Information

Title	Voicemail and Direct Dial Inward System Policy/Procedure
Reference:	309-1a issue 1
ACPO Business Area Lead:	ACC
Written By:	
Service Area/Department Responsible:	Response Policing – Communications
Lead:	
Review Date	

2.0 Statement and Intentions

2.1 What are the aims of the initiative, how do they fit in with the wider aims of the organisation?

- Enable the owner of the voicemail extension to response to calls in their absence
- Ensure the owner publicises the direct dial inward number to enable direct contact to be make without using the switchboard
- To maintain a system of quality assurance and monitoring of voice mail direct inward.

2.2 What are the motivators/driving forces in the development of this initiative? (e.g. national context)

- Ensure that access can be gained directly without being routed through a switchboard.
- Provision of service has potential to relive pressure on switchboard, leaving call handlers to deal with requests for assistance form the public thus improving performance levels in numbers of calls answered and times of answering.

3.0 How will the initiatives be relevance to our duty to:

Duty	Evidence	Relevance 1=neutral, 3 = highly relevant
<p>Promote equality of opportunity? (e.g. recruitment initiative offering part-time working)</p>	<p>Highly relevant. Contact with the police in either an emergency or non-emergency situation needs to be able meet the needs of the individual in order for an effective response to be given.</p>	<p>3</p>
<p>Eliminate discrimination? (e.g. Stop and Search being Intelligence led)</p>	<p>If needs are not met via telephone contact, the organisation could be at risk of in directly discriminating different community, for example – the procedure makes little reference to how non English speakers are dealt with and those who cannot access the telephone, e.g. people with hearing impairments.</p>	<p>3</p>

<p>Eliminate harassment?</p> <p>(e.g. Hate crime initiative having robust reporting mechanisms)</p>	<p>Mildly relevant, as the procedure discusses the role of the FCR in determining the category of the call. Initial scoping exercise internally suggests that hate crime/incidents may present a difficulty when deeming a graded response. Therefore there maybe a perception by the community that the call is not taken seriously.</p>	<p>2</p>
<p>Promote good community relations?</p> <p>(e.g. engagement strategy which encourages younger people to work with old people in order to address ASB)</p>	<p>Not applicable</p>	<p>1</p>
<p>Promote positive attitudes towards disabled people?</p> <p>(e.g. Corporate Communications campaign using a disabled members of staff on a poster campaign)</p>	<p>Highly relevant. Disabled people have a range of access requirements when contacting the police service</p>	<p>3</p>
<p>Encourage participation of disabled people?</p> <p>(e.g. developing a specific initiative within PACT to ensure that disabled people participate)</p>	<p>Relevant – best practice would suggest that full consultation should be under-taken in the development of this procedure in order to develop systems to meet the needs of disabled customers.</p>	<p>2</p>

<p>Consider more favourable treatment of disabled people? (e.g. favourable treatment of disabled people in the recruitment/promotion process)</p>	<p>Relevant. Disabled people have a range of access requirements when contacting the police service. Acknowledgement needs to be given that there are certain barriers which need to be overcome for disabled people, which would require an additional service.</p>	<p>2</p>
<p>Protect and promote human rights? What articles of the Human Rights Act 1998 may be engaged?</p>	<p>Tim Sefton to clarify</p>	<p>2</p>
<p>Rights of the child</p>	<p>Not Applicable</p>	<p>1</p>
<p>Welsh language Act</p>	<p>Highly Relevant as under the Welsh Language Act there is a requirement on the organisation to ensure that any person wanting to converse in Welsh is given the opportunity to do so. The procedure offers no guidelines to enable operators to carry out their duties when speaking to a Welsh speaker.</p>	<p>3</p>

4.0. Are there any aspects of the initiative, including how it is delivered, or accessed, that could contribute to inequality?

Are there concerns that the initiative could have differential impacts on people of different...?		Level Impact H-M-L	Extent Impact H-M-L	What evidence do you have for this?
4.1	Race	1	1	There is no evidence to suggest that this policy/procedure would have a differential impact on people of different races. However, the organisation may wish to consider that different ethnic groups may be less likely to contact the police due to a range of barriers including culture, mistrust. There is scope to examine this concept further by conducting demographic research at the end of each call into the FCR
4.2	Gender (including transgender)	1	1	There is no evidence to suggest that there are immediate equality issues within the Gender strand. Some may be uncovered if we consider looking at cross sectionality of diversity strands, for example considering the needs of a white 20 yr old women compared to a 60 yr old asian women.
4.3	Disability	3	3	In order for disabled people to be able to receive a good level of customer service and to ensure that response call are graded appropriately it is crucial that our mechanisms for contact are affective and accessible. There have been developments internally for people with hearing impairments, such as the 999 emergency text number, however, we need to consider other areas of disability which may also have specific needs.

				<p>The procedure could also be strengthened by making reference to the 999 Text facility within the procedure.</p> <p>The organisation may wish to consider how other areas of business can be made more accessible for example, Neighbourhood Policing Team numbers and 101.</p>
4.4	Sexual Orientation	1	1	No immediate issues or evidence to suggest disproportionality in access.
4.5	Age	1	1	No immediate issues or evidence to suggest disproportionality in access. Any age related disabilities such as hearing loss are address above under the disability area.
4.6	Religious belief	1	1	No immediate issues or evidence to suggest disproportionality in access.
4.7	Welsh Language/2 nd Language	3	1	Level is notable higher for 2 nd language speakers, rather than those who are welsh speakers, as translation issues, may result in call not being correctly handled. This can be overcome by reference to Language Line and/or translation service.

5 Does the initiative have a negative impact upon the lives of people, including members of particular communities and groups? If it does have a negative impact, what evidence can be provided that demonstrates this could be a justifiable course of action?

E.g. The use of stop and search powers under section 44 of the Terrorism Act – if it is proportionate, intelligence led and details of all stops are recorded. Although such an example may be justified under the equality legislation, the implementation of such activities will need to ensure that negative impact is minimised (a full equality impact assessment will allow us to examine how we can do this successfully)

The policy and procedure would benefit from direct reference to issues around disability access and translation provision.

There is also a clear consideration which needs to be made in reference to the Welsh Language Act. There are details of the corporate messages which should be given on answer phones and as greetings, but with little guidance for staff/officers in how to deal with a member of the public who is requesting to be dealt with in Welsh.

The policy also discusses the graded response at the FCR – consideration may need to be taken to the level of awareness staff/officers have of 'community specific issues' such as Hate Crime and Forced marriage.

Is a Full EIA required?

The answers given in this screening document have been scored on the level of relevance to Gwent Police's equality general duties, and the level and extent of impact initiative has.

The scores will determine if further consideration is need in the development of the initiative, in which affected communities will be consulted with in order to examine their concerns further and identify how Gwent Police can minimise any potential impact and also maximise Gwent policies opportunities to positively engage with our Equality Duties.

SECTION	SCORE
Relevance to Equality Duties	22
Level of Impact to different groups	11
Extent of Impact	9
Total Score	42

Please tick the statement you agree with	
The initiative has scored between 22-44 and therefore has been deemed to have a low-medium relevance and impact and a Full EIA is not required,	<input checked="" type="checkbox"/>
The initiative has scored between 44-66 and therefore has been deemed to have a medium-high relevance and impact and a Full EIA is required,	<input type="checkbox"/>
The initiative has scored over 50 and therefore will require prioritisation for a full EIA	<input type="checkbox"/>

Community Cohesion Team	
Date Initial EIA filed	
Date Full EIA scheduled if required	
Date passed to corporate services for publication if required	