



THE LONDON BOROUGH
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Children and Young People Department

Equality Impact Assessment

Bromley Children's Information Service

Prepared by: Nicola Dawson, Manager, CYP Information Service
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Start Date: July 2008
End Date: October 2008

STAGE 1 – PLAN EQUALITY IMPACT ASSESSMENT

1a. Title of the EIA:

EIA for Bromley's Children's Information Service

1b. What category of EIA is this? Please tick one of the following:

Part of planned work	✓
Developing new policies	
Changing/ updating existing policies	

1c. Timetable for assessment:

Start Date	28 th July, 2008
Projected end date	1 st October, 2008

1d. Who will do the EIA? Please complete the following table:

Name	Job Title	Roles & Responsibilities within EIA Team
Nicola Dawson	Manager, CYP Information Services	Project manager
Zoe Thorne	CIS Information Officer	Assistance with Research
Xaviera Nettey	Data Coordinator	Assistance with Research

1e. Identify any other resources that are needed to support EIA:

STAGE 2 – ANALYSE THE POLICY

2a. Briefly describe the aim of the policy:

Bromley CIS's "Statement of Service" outlines the service that customers can expect to receive from the CIS.

The policy states the objectives and aims that the CIS adheres to, which are to provide free, accurate, high quality, accessible and impartial information and guidance about children and young people's services.

2b. Set out the policy objectives:

The objective of the policy itself is to inform customers about the service they can expect to receive. This is:

The CIS will:

- π Provide free, accurate, high quality, accessible and impartial information and guidance on all facilities and services that are currently available for children and young people aged 0-20 in the Borough of Bromley.
- π Signpost users to other neighbouring CIS's if required.
- π Strive to ensure that information provided is presented in a manner to accommodate all users, regardless of their level of ability and communication skills.
- π Monitor the views of its customers to ensure that the service is meeting the needs of all user groups.

2c. Break down the policy into its key areas:

The key areas cover:

- quality of information
- accessibility of both the information and the service
- monitoring feedback about the service

2d. List the intended recipients of the policy:

Intended recipients are all the CIS customers, who include parents, carers and relatives, childcare providers, providers of children's services, young people, and professionals who work in children's services (social workers, health visitors, family liaison officers, etc.).

2e. Identify partner organizations and any other departments involved in delivering the policy:

In terms of delivery, the CIS relies on the information that it receives from partner organisations, which include:

- OfSTED
- DCSF
- Children's Services (in the private, voluntary, independent and statutory sector)
- Childcare Providers
- PCT/Health workers
- JobCentre Plus
- Childcare Providers

2f Identify and list any stakeholders concerned with the delivery of the policy:

Stakeholders concerned with the delivery would include childcare providers and the DCSF

STAGE 3 – ANALYSE THE EQUALITY ISSUES OF THE KEY AREAS OF THE POLICY

Category:	Age	Disability	Gender	Race	Religion/ Belief	Sexual Orientation
Considered in EIA?	Yes	Yes	Yes	Yes	Yes	Yes

KEY AREAS:	ALL ASSOCIATED DOCUMENTS: For example: statements, forms, supporting policies ect	EQUALITIES GAP ANALYSIS :
Accessibility	<p>Covered in the following policies:</p> <ul style="list-style-type: none"> - Statement of Service - Aims & Objectives - Equal Opportunities Policy - Customer Service Policy <p>Policies are attached to this document.</p>	<p>Accessibility to information is key to service delivery – and accurate information presented in the way that clients want it is our primary driver.</p> <p>Therefore, the CIS policies ensure that clients are aware that they are able to request information in a manner that is designed to suit them (i.e. CIS can have information translated as necessary, information can be presented verbally or on paper, and CIS officers will go out to meet clients if clients are unable to access the service in the usual manner).</p>

Category:	Age	Disability	Gender	Race	Religion/ Belief	Sexual Orientation
Considered in EIA?	Yes	Yes	Yes	Yes	Yes	Yes

KEY AREAS:	QUANTITATIVE DATA: For example: monitoring information, census data, performance indicators, Borough benchmark data, customer surveys	EQUALITIES GAP ANALYSIS :
Childcare Sufficiency Assessment	<p>The Childcare Sufficiency Assessment looked at whether there was sufficient childcare for the needs of the parents in the Borough. A section of the survey included questions about the CIS.</p> <p>Parents weren't as aware of the CIS as would be hoped, although many said they had contacted the service themselves!</p>	As such, there is no specific comment regarding equalities, but overall if awareness is low generally this is an issue to be examined.

Category:	Age	Disability	Gender	Race	Religion/ Belief	Sexual Orientation
Considered in EIA?	Yes	Yes	Yes	Yes	Yes	Yes

KEY AREAS:	QUALITATIVE DATA: For example: customer opinion surveys, staff forums, focus groups, "Getting it Right" feedback	EQUALITIES GAP ANALYSIS :
Customer Feedback	<p>Customer feedback is currently fairly informal – comments, complaints and compliments are recorded for quarterly analysis, and any actions are undertaken as soon as possible.</p> <p>Currently, comments, complaints and compliments are recorded on an in-house "Getting It Right" database, from which actions are identified and acted upon.</p> <p>Attached is a report which outlines two cases, which cover:</p> <ul style="list-style-type: none"> • Inclusive practice (a case where a pre-school was discriminating against a child because they weren't "dry") • Cultural Inclusivity (feedback from the Somali Women's Group, explaining about their reservations towards using formal childcare) <p>The cases also identify the action undertaken to resolve the comments.</p>	

STAGE 4 – SET OUT THE ACTION PLAN AND TARGETS

the equality action plan must be integrated into the performance centre improvement & efficiency plans/ service plans.

KEY AREA	EQUALITY CATEGORY	PROPOSED ACTION/TARGETS	KEY MILE STONES/TIMESCALE	WHO IS RESPONSIBLE?	RESOURCES & TRAINING REQUIRED?
Customer Feedback	Age, disability and race	Actively undertake customer feedback to ensure service is accessible to all.	Identify how often, and to whom feedback forms should be sent. First forms should be sent by end Dec 08. Analysis to begin from Jan 09.	Manager of CYP Information Services.	

STAGE 5 – Feedback From Stakeholders On Draft Action Plan

Stakeholder	Date consulted	Feedback	Impact on Action Plan
Departmental Equality Group			

STAGE 6 – Submit Draft Action Plan To DMT

Date submitted:	
Feedback:	
Changes made: (If required)	

STAGE 7 – Integrate Agreed Actions & Targets Into I&E Plans

Date complete:	
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STAGE 8 – Produce And Publish EIA Report

Date published:	
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