



NORTHAMPTONSHIRE FIRE AND RESCUE SERVICE
Equality Impact Assessment (EqIA) template

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|--|--|--------------------------------------|-------------|
| Name of proposal/policy | A18 – Customer Interaction | Budget number (if applicable) | N/A |
| Service area responsible | Northamptonshire Fire and Rescue Service | FEG meeting date | N/A |
| Name of completing officer | Service Information Manager | Date EqIA created | 02 May 2019 |
| Approved by Chief Fire Officer / Assistant Chief Fire Officer | | Date of approval | |

The Equality Act 2010 places a 'General Duty' on all public bodies to have 'Due regard' to:

- Eliminating discrimination, harassment and victimisation
- Advancing equality of opportunity
- Fostering good relations

We do this by undertaking EqIAs to help us understand the implications of policies and decisions on people with protected characteristics – EqIAs are our way of evidencing this.

All assessments must be published on our intranet / internet (where public related). All papers where an EqIA is relevant **MUST** include a link to the web page where this assessment will be published. If you require assistance in getting your EqIA published, please contact enquiries@northantsfire.gov.uk

Part 1

Description of current provision/policy and main beneficiaries/stakeholders

Policy outlines the procedure to enable customer feedback. All personnel are advised to follow this process with regard to compliments, suggestions, comments or complaints. Any person/group/organisation that has an encounter with NFRS. All Northamptonshire residents could benefit from having their say on the services we provide.

Beneficiaries/stakeholders: NFRS customers

Description of proposal under consideration/development

Review of existing policy following change of governance.

Data used in this EqlA (general population data where appropriate but each EqlA should contain information on people who use the service under consideration – if this is not applicable to your proposal then you probably do not need to do an EqlA)

| Data source (include link where published) | Please summarise what the data tells us – for example “X number of people use this service, X are male, Y are female etc” |
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| Tick the relevant box for each line | Based on the above information, what impact will this proposal have on the following groups? | | | |
|--|--|--------------------------|-------------------------------------|--------------------------|
| | Positive | Negative | Neutral | Unsure |
| Sex | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Gender Reassignment | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Age | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Disability | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Race and Ethnicity | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sexual Orientation | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Religion or Belief (or No Belief) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pregnancy and Maternity | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Human Rights (Please see articles in toolkit) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other groups (rural isolation, socio-economic exclusion etc) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Initial impact | |
|-----------------------------|--|
| Explain your findings above | Actions identified to mitigate, advance equality or fill gaps in information |
| | |

Do you need to undertake further work (e.g. consultation, further equality analysis) based on the impact and actions identified above? If yes, set this out below and then carry out the work and complete Part 2

Part 2 – if required

| Consultation, follow up data and information gathered from actions identified above | |
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| | What does this information tell us? |
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| Final impact analysis (taking the findings from Part 2 into account) – including review date if required |
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