



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

<b>Name of proposal/policy</b>	A18 – Customer Interaction	<b>Budget number (if applicable)</b>	N/A
<b>Service area responsible</b>	Northamptonshire Fire and Rescue Service (NFRS)	<b>Meeting date</b>	N/A
<b>Name of completing officer</b>	Service Information Team Leader	<b>Date EqIA created</b>	July 2021
<b>Approved by Fire Executive Group (FEG) / Equality, Diversity, Inclusion, Wellbeing and Projects Officer</b>	Head of Protection	<b>Date of approval</b>	24 November 2021

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](mailto:enquiries@northantsfire.gov.uk)**

## Part 1

### Description of current provision/policy and main beneficiaries/stakeholders

Policy outlines the procedure to enable customer feedback. This is applicable for all personnel as they are advised to follow this process with regard to any compliments, suggestions, comments or complaints received by NFRS.

Other beneficiaries/stakeholders include NFRS customers; any person/group/organisation that has an encounter with NFRS and all Northamptonshire residents could benefit from having their say on the services we provide.

### Description of proposal under consideration/development

Review of existing policy following change of location and safeguarding procedures.

### 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”

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**

<b>Consultation, follow up data and information gathered from actions identified above</b>	
	<b>What does this information tell us?</b>

<b>Final impact analysis (taking the findings from Part 2 into account) – including review date if required</b>