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

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

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 EqIA (general population data where appropriate but each EqIA 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 EqIA)	
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	✓			
Gender Reassignment	✓			
Age	✓			
Disability	✓			
Race and Ethnicity	✓			
Sexual Orientation	✓			
Religion or Belief (or No Belief)	✓			
Pregnancy and Maternity			✓	
Human Rights (Please see articles in toolkit)	✓			
Other groups (rural isolation, socio-economic exclusion etc)	✓			

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	
	What does this information tell us?

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