



NFCC
National Fire
Chiefs Council

NORTHAMPTONSHIRE FIRE AND RESCUE SERVICE
Equality Impact Analysis (EqIA) template
(Also known as Equality Impact Assessment, People Impact Assessment, Equality Risk Assessment)

Policy / Project / Function	A18 – Customer Inreraction policy			Date of Analysis	24/03/23		
Analysis rating: please tick 1 box ✓ (The analysis rating is identified after the analysis has been completed – refer to completion notes)	Red		Amber		Green	✓	Proportionate means achieving a legitimate aim/can be objectively justified.
Please list methods used to analyse impact on people (e.g. consultations forums, meetings, data collection)	Policy A18 has been discussed with both NFRS and OPFCC who are policy stakeholders.						
Please list any other policies that are related to or referred to as part of this analysis	C5 – Safeguarding Adults						
Please list the groups of people potentially affected by this proposal. (e.g. applicants, employees, customers, service users, members of the public)	Members of the public to enable them to feedback and NFRS staff involved with any investigations regarding a complaint.						
What are the aims and intended effects of this proposal (project, policy, function, service)?							
NFRS aims to provide the highest standards of service in all aspects of service this policy is to ensure that all our customers can express their views on the services that we provide. The handling of complaints is being handed over to OPFCC customer service team. It also notes that when dealing with complaints from customers, staff may experience stressful situations.							
Is any Equality Data available relating to the use or implementation of this proposal (policy, project, or function, service)? Please tick ✓ (refer to completion notes)							
Yes	✓			No			
List any consultations e.g. with employees, service users, Unions or members of the public that has taken place in the development or implementation of this proposal (project, policy, function)?							
7 day internal consultation							
Financial analysis if applicable, state any relevant cost implications (e.g. expenses, returns or savings) as a direct result of the implementation of this policy, project, or function.							
Costs (£)	n/a			Projected returns (£)			
Implementation (£)				Projected savings (£)			

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What impact will the implementation of this proposal have on people who share characteristics protected by <i>The Equality Act 2010</i> ? Please tick ✓ (refer to completion notes)				
Protected Characteristic:	Neutral impact:	Positive impact:	Negative impact:	Evidence of impact and if applicable, justification if determining proportionate means of achieving legitimate aims exists
Sex (Men and Women)	x			This policy states NFRS is committed to giving an equal service to all. This means that we will not discriminate against anyone because of age, disability, sex, gender reassignment, race, political or religious belief or sexual orientation. Staff must be aware and respond to individual's specific needs.
Race (All Racial Groups)		x		Our aim is to ensure that all our customers can express their views on the services that we provide. All feedback will be welcome regardless of how it is presented, and the Service will ensure that clear and relevant information about how the customer may make their views known and our standards of service delivery are widely available in a variety of formats.
Disability (Mental, Physical and Carers of Disabled people)		x		Our aim is to ensure that all our customers can express their views on the services that we provide. All feedback will be welcome regardless of how it is presented, and the Service will ensure that clear and relevant information about how the customer may make their views known and our standards of service delivery are widely available in a variety of formats.
Religion or Belief	x			
Sexual Orientation (Lesbian, Gay, Bisexual, and Straight)	x			
Pregnancy and Maternity	x			
Marital Status (Married and Civil Partnerships)	x			
Gender Reassignment (Includes non-binary)	x			
Age (People of all ages)		x		Our aim is to ensure that all our customers can express their views on the services that we provide. All feedback will be welcome regardless of how it is presented, and the Service will ensure that clear and relevant information about how the customer may make their views known and our standards of service delivery are widely available in a variety of formats.

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What impact will the implementation of this proposal have on people who are impacted by and/or local factors that sit outside the Equality Act 2010 (non-legislative). Examples include social economic factors (i.e. poverty and or isolation), caring responsibility, unemployment, homelessness, urbanisation, rurality, health inequalities any other disadvantage. Please tick ✓ (refer to [completion notes](#))

Identified impact non-legislative factor.	Neutral impact:	Positive impact:	Negative impact:	Evidence of impact and if applicable, justification if determining proportionate means of achieving legitimate aims exists
Wellbeing of our staff			x	Policy notes that when dealing with complaints from customers, staff may experience stressful situations.

This EqIA was completed by

Name	Paula Harris	Department	Service Information Team
Action plan owner		Commencement date	
		Sign off date	

As a result of performing this analysis, what actions are proposed to remove or reduce any negative impact of adverse outcomes identified on people (employees, applicants, customers, members of the public etc) who share characteristics protected by *The Equality Act 2010* or are *non-legislative characteristics*?

Action Planning

Identified impact Protected Characteristic or local non-legislative factor	Recommended actions	Responsible lead	Completion date	Review date



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Completion notes

<p>Analysis ratings</p>	<p>The analysis rating is located at the top of the document so that if you have several impact assessments you will be able to determine priority impact status. To assure the analysis determines the rating, the rating should not be determined before the analysis has been completed.</p> <p>Red: As a result of performing this analysis, it is evident a risk of discrimination exists (direct, indirect, unintentional, or otherwise) to one or more of the nine groups of people who share <i>Protected Characteristics (and/or local non-legislative factors)</i>. In this instance, it is recommended that the use of the activity or policy be suspended until further work or analysis is performed.</p> <p>If it is considered this risk of discrimination (is <i>objectively justified</i>, and/or the use of this proposal (policy, activity, function) is a <i>proportionate means of achieving a legitimate aim</i>; this should be indicated and further professional advice taken.</p> <p>Amber: As a result of performing this analysis, it is evident a risk of discrimination (as described above) exists and this risk may be removed or reduced by implementing the actions detailed within the Action Planning section of this document.</p> <p>Green: As a result of performing this analysis, no adverse effects on people who share Protected Characteristics <i>and/or local non-legislative factors</i> are identified - no further actions are recommended at this stage.</p>
<p>Equality data</p>	<p>Equality data is internal or external information that may indicate how the activity or policy being analysed can affect different groups of people who share the nine Protected Characteristics <i>and/or local non-legislative factors</i>. Examples of <i>Equality Data</i> include: (this list is not definitive)</p> <ol style="list-style-type: none"> 1: Application success rates by <i>Equality Groups</i> 2: Complaints by <i>Equality Groups</i> 3: Service usage and withdrawal of services by <i>Equality Groups</i> 4: Grievances or decisions upheld and dismissed by <i>Equality Groups</i>
<p>Legal status</p>	<p>This document is designed to assist organisations in “<i>Identifying and eliminating unlawful Discrimination, Harassment and Victimisation</i>” as required by <i>The Equality Act Public Sector Duty 2011</i>.</p> <p>The NFCC/Fire and Rescue Services may be keen to extend “due regard” to local/non-legislative factors such as social economic factors (i.e. poverty and or isolation), caring responsibility, unemployment, homelessness, urbanisation, rurality, health inequalities any other disadvantage. ✓ (Refer to completion notes).</p> <p>What impact will the implementation of this proposal have on people for which there is no legal requirement? (Consider each local non-legislative factor separately).</p> <p>Doing this analysis may also identify opportunities to <i>foster good relations</i> and <i>advance opportunity</i> between those who share Protected Characteristics <i>and/or local non-legislative factors</i> and those that do not.</p> <p><i>An EqIA is not legally binding and should not be used as a substitute for legal or other professional advice.</i></p>
<p>Objective and/or Proportionate</p>	<p>Certain discrimination may be capable of being defensible if the determining reason is:</p> <ol style="list-style-type: none"> (i) <i>Objectively justified</i> (ii) <i>A proportionate means of achieving a legitimate aim</i> of the organisation <p>For <i>objective justification</i>, the determining reason must be a real, objective consideration, and not in itself discriminatory. To be ‘<i>proportionate</i>’ there must be no alternative measures available that would meet the aim without too much difficulty that would avoid such a discriminatory effect. Where (i) and/or (ii) is identified it is recommended that professional (legal) advice is sought prior to completing an EqIA.</p>