

**Service Area** - Arts Development, Legal services, Environmental Health services, Human Resources. etc.

Environmental Health

**Detailed activity** – Development of the Pound Arts Centre, marketing industrial starter units, food hygiene courses, recruitment. etc.

Inspections – food safety, health and safety, licensing, pest control and authorised processes.

**Lead Officer** – A.N.Other

Mike Doran.

**Provide a broad description of the detailed activity and explain what the main aims of the activity are**

1 What are the aims of the activity?

Mandatory responsibilities to ensure compliance with relevant legislation. Normally premises based, which are subject to inspection.

2 Which sections of the community will this activity have an impact on?  
eg. general population, young people, older people, people with disabilities, ethnic minority groups:

Principally business section, but will involve everyone, as detailed above.

3 How and where will information be disseminated about:

a) The need for the activity? eg Community Strategy, Improving North Wiltshire, People’s voice  
Contained in corporate plan, web-site, customer charter leaflet, at time of inspection, customer surveys, report of visit, follow up letters.

b) Collecting views of particular groups and/or the public? eg People's voice, groups representing ethnic minority groups, organisations such as Age Concern Wiltshire, budget consultation

See a) above.

c) Details of the activity? (If already existing or if being amended)

Customer charter leaflet.  
Environmental Health workplace in corporate plan  
See a) above

4 Has any research or consultation been carried out into the need for the activity AND the ability of various community groups to access it?

Mandatory service.  
People's voice/surveys/audit commission (recent audit), area committee, state of area debate

5 Has any evidence of access or compliance difficulties emerged as a result of previous monitoring?

Other than audit commission commented that out of hours service not publicised enough and meaning of environmental emergency not clear enough.

6 Does the activity have the potential to lead to:

a) direct or indirect discrimination

Yes

No

How? Bias/prejudice/language barriers/hard of hearing/literacy/disability.

How the information is given – customer understands?

b) an adverse affect or other negative impact upon any community group?

Yes

How?

By enforcing national standards informally.

No

c) a disproportionately positive impact on one community group over another?

|     |                                     |  |
|-----|-------------------------------------|--|
| Yes | <input type="checkbox"/>            | How? It should not if enforced consistently and uniformly. |
| No  | <input checked="" type="checkbox"/> |  |

7 If there is likely to be direct or indirect discrimination, or a disproportionately positive impact on any particular group, can this be justified? Please state how (eg statutory, results from monitoring, other evidence etc)

|   |   |
|---|---|
| a | No – see above<br>difficult question to answer/understand |
|---|---|

8 If (in 7) it cannot be justified, please state what measures, and/or reasonable adjustments (eg the DDA), will be put into place to address the in-equality

|              |
|--------------|
| See above 7) |
|--------------|

9 Is there an opportunity to promote equality of opportunity and good community relations through the activity?

|   |
|---|
| Yes – meet all representatives of the community at time of visit.<br><br>Ambassadors of the Council and can demonstrate good practice in the community. |
|---|

10 Will there be a requirement for equality/diversity training to equip staff to deliver the activity?

Yes – previous training focussed on racial issues. Training for new staff and refresher training for existing.

11 Does the information available about this activity need to be revised? (eg literature, website, internal documents, etc)

Yes – Council poor in providing information on this area of activity.  
Corporate information, should be available for all, special needs.

12 Please explain what forms of consultation you will be using or have used to inform the answers you have given above?

Website  
Continue with Surveys  
Leaflets  
Customer Charter Leaflet  
Peoples Voice