



Service area	DEMOCRATIC AND CENTRAL SERVICES
Date of assessment	FEBRUARY 2010
Name of strategy/policy/function/service to be assessed	PRINTING SERVICES
Is this a new or existing strategy/policy/function/service?	EXISTING
Name of manager responsible for strategy/policy/function/service	
Names of people conducting the assessment	
Step 1 – Description of strategy/policy/function/service	
Describe the aims; objectives and purpose of the strategy/policy/function/service (include how it fits in to wider aims or strategic objectives).	<p>To provide a design and printing service to Council officers and Members and to Council stakeholders including charities and non-profit making organisations.</p> <p>To produce a wide range of publications (including promotional and information literature) within the Council to provide both the public and staff members with clear and concise information on services provided by the Council.</p> <p>To produce documents in an appropriate format to all who require it when requested.</p> <p>To provide a Multi-Functional Device and printer service.</p>
Are there any (existing) equality objectives of the strategy/policy or	The service should operate in a fair and equitable manner employing



function/service	the principles of openness, transparency, proportionality, consistency and helpfulness.
Who is intended to benefit from the strategy/policy/function/service and in what way?	Residents of the District, the Council's customers, Officers, Members, Council stakeholders, charities and non-profit making organisations regardless of race, gender, age, disability, religious belief, sexuality or geographical location should have access to the service.
What are the intended outcomes of this strategy/policy/function/service?	To ensure customer satisfaction with a timely and high quality service through effective reliable equipment and responsive service provision.
Step 2 – Data	
What baseline quantitative data (statistics) do you have about the strategy/policy/function/service relating to equalities groups (e.g. monitoring data on proportions of service users compared to proportions in the population), relevant to this policy?	<p>Work undertaken for previous Equality Impact Assessments into:</p> <ul style="list-style-type: none"> • Communications and consultation • Communications and marketing • Consultation and engagement <p>Research on effectiveness of and response to District Wide.</p>
What qualitative data (opinions etc) do you have on different groups (e.g. comments from previous consumer satisfaction surveys/consultation, feedback exercises, or evidence from other	There is a legislative requirement to provide reasonable availability of information in an appropriate format. This has not been identified as a problem to date as translators have been available in key languages to



<p>authorities undertaking similar work), relevant to this strategy/policy/function/service?</p>	<p>assist non-English speakers.</p> <p>The Council has adopted corporate standards for the production of all communications materials, which take account of equalities considerations. The Printing Service was involved in their development and now provides advice on their use. They also monitor compliance with the standards.</p> <p>The Corporate identity guidelines were based on guidance produced by the RNIB and the Disability Rights Commission.</p> <p>We currently do not screen content of any print requests but advice is given when it is requested.</p> <p>There is a need to ensure that all staff members are aware of the options available to ensure appropriate formats/translations can be provided if requested.</p> <p>To date demand has not warranted a large scale investment with publications currently being produced in the required format on an occasional basis as required. The use of translators has primarily been sufficient in dealing with any requests received.</p>
<p>Step 3 – Policy impact</p>	
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on different racial groups?</p>	<p>None identified since the introduction of Corporate identity.</p>



<p>What evidence do you have for your answer?</p>	<p>Ongoing research on effectiveness of and response to District Wide. Feedback from consultation exercises.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on gender, including transgender people?</p> <p>What evidence do you have for your answer?</p>	<p>None identified since the introduction of Corporate identity.</p> <p>Ongoing research on effectiveness of and response to District Wide. Feedback from consultation exercises.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on disabled people?</p> <p>What evidence do you have for your answer?</p>	<p>None identified since the introduction of Corporate identity.</p> <p>Ongoing research on effectiveness of and response to District Wide. Feedback from consultation exercises.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on lesbian, gay, or bisexual people compared with heterosexual people?</p> <p>What evidence do you have for your answer?</p>	<p>None identified since the introduction of Corporate identity.</p> <p>Ongoing research on effectiveness of and response to District Wide. Feedback from consultation exercises.</p>



<p>Are there concerns that the strategy/policy/function/service could have a differential impact on younger or older people?</p> <p>What evidence do you have for your answer?</p>	<p>None identified since the introduction of Corporate identity.</p> <p>Ongoing research on effectiveness of and response to District Wide.</p> <p>Feedback from consultation exercises.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on grounds of religion or belief?</p> <p>What evidence do you have for your answer?</p>	<p>None identified since the introduction of Corporate identity.</p> <p>Ongoing research on effectiveness of and response to District Wide.</p> <p>Feedback from consultation exercises.</p>



Action	Target for completion	Responsible Officer
Conduct internal survey into employees' needs from the service.	2012	Document Centre Manager
Use customer survey to assess whether public needs are being met.	2012	Document Centre Manager
Ensure relevant employees in printing have completed equalities training.	2012	Document Centre Manager
Ensure all relevant employees in printing are aware of equality and diversity issues.	2012	Document Centre Manager
Ensure all Council employees are aware of the options available to ensure appropriate formats / translations can be provided if requested and how this is done.	2012	Document Centre Manager