

Full Equality Impact Assessment Record

Section 1:

Service:

CYPIS

Title of strategy, policy or service:

Poole Parent Partnership Service

Officers involved in the EQIA:

Jacky Westmaas

Type of strategy, policy or service (delete below as appropriate):

Existing:



New/proposed:



Changing/Update/ revision



Q1 – What is the aim of your strategy, policy, project or service?

Poole Parent Partnership Service provides free, confidential and impartial support and information to parents and carers who live in Poole if they:

- have a child with Special Educational Needs (SEN)
- have concerns about your child or young person being excluded from school
- or would like help when applying for a school place to move up to secondary school

Q2 – Who is it going to benefit and how? If this is a changing function state who will be affected or not longer benefit

Parents and carers who live in Poole and children and young people with special educational needs or those who have been or are at risk of exclusion.
Children/young people moving up to secondary school.

Q3 – What outcomes do you want to achieve?

To enable parents and carers to be informed partners in their child's education and raising their confidence when working with professionals and local authority officers.

Q4 – Are there barriers to doing this?

We are a self-referral service which is open to all parents and carers in Poole so if parents do not know about the service they are unable to self refer – our barrier is parents and carers being aware of the service and having contact information when they need it.

Q5 – How will you put this into practice?

We advertise very widely – including a number of websites such as the BoP website, National Parent Partnership website; leaflets via schools; the Children’s Development Centre and Children’s Centre; Family Information Directory; Family Information Service information points in a range of public locations; signposting from other voluntary and statutory organisations and professionals.

Section 2: Information gathering and judging impact

Q6 - What existing information and data do you have?

When parents and carers contact us we gather basic personal and contact information; the nature of their child’s SEN or exclusion record; contacts with other relevant professionals. As we are a confidential service we do not share our information with other services.

Borough of Poole Happy to Help Toolkit for Translation Services and Accessibility Guidance.

Q7- What does this tell us about the likely impact on different groups?

General/all equality groups

We are a self referral service for any parents or carers who live in Poole and have parental responsibility for a child or young person within our target group between the ages of 0 and 19. We provide a telephone helpline and email enquiry support. We offer face-to-face support usually at The Quay Advice Centre. We also support parents by accompanying them to meetings with the local authority, their children’s school or early years setting; we help them write letters and understand forms; how to appeal their case and any other issues which affects their child’s access to education. If necessary we use the BoP Big Word service to help parents or carers who need information translated. We are open all year round but have restricted opening hours during school holidays.

Age

We support any parent or carer who lives in Poole who has a parental responsibility for a child or young person within our target group between the ages of 0 and 19. We have supported grandparents or other relatives with parental responsibility, young parents.

Disability

We support any parent or carer who lives in Poole who has a parental responsibility for a child or young person within our target group. The Quay Advice Centre is wheel chair accessible, has accessible toilets and has public disabled parking facilities close by. Our leaflets can be translated into Braille and we have a hearing loop connection if required. Parents/carers can contact us by telephone and email or face-to-face if they prefer. In certain circumstances we will meet parents/carers in alternative locations such as a children's centre if a parent is unable to get to The Quay Advice Centre. We will occasionally visit parents at home if they are unable to leave their home either because of their own or their child's disability.

Gender reassignment

We support any parent or carer who lives in Poole who has a parental responsibility for a child or young person within our target group.

Pregnancy and maternity

We support any parent or carer who lives in Poole who has a parental responsibility for a child or young person within our target group aged between 0 and 19. We have baby change facilities on site.

Race

We support any parent or carer who lives in Poole who has a parental responsibility for a child or young person within our target group aged between 0 and 19.

Sex

We support any parent or carer who lives in Poole who has a parental responsibility for a child or young person within our target group aged between 0 and 19.

Religion or belief

We support any parent or carer who lives in Poole who has a parental responsibility for a child or young person within our target group aged between 0 and 19.

Sexual orientation

We support any parent or carer who lives in Poole who has a parental responsibility for a child or young person within our target group aged between 0 and 19.

Socially excluded groups

We support any parent or carer who lives in Poole who has a parental responsibility for a child or young person within our target group aged between 0 and 19.

Q8 - Is there any potential for direct or indirect discrimination? Yes / No

If yes, please use the action plan below to say how this will be mitigated

Section 3: Action planning

Issue	Objective/ Intended outcome	SMART action	Performance Target	Lead	Deadline
General equality issues	To ensure at least 95% of our service users are satisfied with the information and support we provide To monitor the groups who use the service and review our service provision if there are indications that specific groups are excluded e.g. by considering how we raise awareness of our service amongst those groups.	To send out annual evaluation forms to all users who have used our service within the last 18 months (known as 'active clients' for National Benchmarking purposes) To gather information about: <ul style="list-style-type: none"> • perceptions about our service basic equalities data • experience • how they found out about our service 	To receive a minimum of 75% response to our evaluation All active clients rate the service as at least 'good' overall A minimum of 95% responses are made within 2 working days to email or voicemail messages	Jacky Westmaas	April 2013

If you have any comments, queries or suggestions to be considered as part of this EQIA please email integrated.services@poole.gov.uk or telephone 01202 261974 or Text Relay on 18001 01202 261974.

EQIA approved by:

Date: 31 March 2012 **Contact number:**

Review date: September 2012

Send a copy of your completed screening to your Unit's [Equality Rep](#) and the [Corporate Equality Officer](#) for publication