

Full Equality Impact Assessment Record

Section 1:

Service:

CYPIS

Title of strategy, policy or service:

Family Information Service

Officers involved in the EQIA:

Carole Ward/Clare Welford

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?

To provide Information, Advice and Assistance as per Section 12 of the Childcare Act 2006.

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

Families, young people and professionals working with families and members of the family to have easy and timely access to information, advice and assistance on Childcare, Activities and Family Services which support family life of 0 – 19 yr olds, including 1-1 support to Childcare.

Q3 – What outcomes do you want to achieve?

Access to universal information that supports family life of 0-19yr olds across all communities in Poole, in a timely and convenient manner that contributes to reducing the need to access targeted services.

Q4 – Are there barriers to doing this?

- Software DDA compliance
- Limited outreach resources
- Engaging partners to work in a collaborative manner
- Reluctance from users to provide equality data

Q5 – How will you put this into practice?

- FIS is finalising its Evaluation Framework which will cover all areas of delivery eg Outreach, Helpline, Face 2 Face offer, Web, Publicity Materials and Brokerage to Childcare.
- FID offers an on-line facility for all communities to offer feedback on the FIS and any service/activity contained within
- FIS working with DREC offers outreach to local ethnic support groups and their leaders

Section 2: Information gathering and judging impact

Q6 – What existing information and data do you have?

- Numbers of visits to local support groups via Outreach
- Knowledge of local community profiles through local 'Needs Analysis, Childcare Sufficiency Audit and National Research
- 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

- Limited returns on equality data via the service minimises the impact for local groups as their needs remain based on local/national survey returns
- However, the service is reactionary and changes are made accordingly wherever possible.
- We make use of the LA toolbox to overcome service gaps.

Age

We promote access to all family members irrespective of age '0 – grave'

Disability

A specific website to support parents of disabled children has been developed through a pan-Dorset project (The Xchange).

Gender reassignment

Parents of children 0 – 19yr (24yr if disabled) who have undergone or may be undergoing gender reassignment would access the Family Information Service in the same way as any parent or carer.

Pregnancy and maternity

FIS works in partnership with local Health & Children's Services to promote access to services which support new families.

Race

Sex

Religion or belief

Sexual orientation

Socially excluded groups

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					
Age					
Disability	On-line website offering easy registration to the Disabled Children's Register, Care Passport, Max Card, Activities and Services across Dorset.	Agreed processes and protocols across Bournemouth/Poole & Dorset embedded within ways of working.	Go-live March 2012	Carole Ward	

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:** 01202 261999 **Review date:** September 2012

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