

NPA is required, under the Race Relations (Amendment) Act 2000, to assess each *policy* for its relevance to the Act. NPA go beyond this statutory duty and assess each of its *policies*, for their relevance to the equality strands of gender, race, disability, age, religion or faith and sexual orientation. In order to assess whether your *policy* is relevant, and requires Stage 2: Full Assessment, please complete this proforma and forward it to Victoria Jackson, Policy Officer, who will complete a Policy Relevance Assessment and provide you with feedback.

Name(s) of completing officer(s):	Claire Appleby and Nicola Johnson
Date of completion:	19 May 2006
Name of policy being assessed:	Processing Incoming Information

1 Please provide a brief description of the aims of this *policy* (i.e. purpose and outcomes).

- To process incoming information (in line with requirements of the Freedom of Information Act 2000 and Data Protection Act) in an accessible and timely format.

2 Has consultation on this *policy* (i.e. with other departments, authorities, organisations, equality target groups) taken place?

- Yes **No** (go to question 4) **Don't Know** (go to question 4)

3 If yes, please state what/who this consultation has/will involved, when it took place and the outcome.

Not applicable.

4 Is there evidence of any public concern, regarding discrimination, associated with this *policy*?

- Yes** **No** (go to question 6) **Don't Know** (go to question 6)

5 If yes, please state what this public concern involves and if it is likely to be specific to Northumbria.

Concerns have been made with regards to:

- Complaints made about the police and how quickly they are resolved (both reported over the telephone and the website)
- How quickly we process information in relation to the above
- How quickly we can resolve public enquiries
- Not being able to resolve general enquiries

6 Please state how this *policy* will/is implemented, including any necessary training required.

Currently, Police Authority officers independently process information requests and are subject to the rules associated with the Freedom of Information (freedom of Information request are processed by Tanya Rossington) and Data Protection Acts. However, no bespoke training is given.

Potential training could include, for example: Customer Care, Complaints training (develop complaints policy), Dealing with difficult situations.

7 Please complete this table stating if this *policy* is/will be monitored and, if so, how this is/will be done.

Area of Monitoring	Policy monitored?		Means of Monitoring (i.e. is monitoring specific to equality target group?)
	Yes	No	
Service take-up		✓	No analysis or monitoring of processing information is recorded.
Performance targets		✓	There are no performance targets related to this policy (i.e. level of satisfaction, time related targets etc.)
User satisfaction		✓	Levels of satisfaction are not monitored or reported. Customers are not consulted.
Complaints		✓	All complaints are logged but are not reported.
Other (specify)	Not applicable		

8 Please complete this EIA Matrix, explaining where:

- a) The *policy* could have a positive impact or contribute to: promoting equality; promoting equal opportunities; and/or improving relations within any equality target group.
- b) The *policy* could have a negative impact on any equality target groups.
- c) The needs, experiences and priorities of any equality target group has consequences for the *policy*.

EIA Matrix							
Group	Positive Impact		Negative Impact	Evidence of Impact (i.e. rights, resources, access, participation, consultation, accommodation, learning, culture, values, norms, relations between groups, relations between groups and NPA)	Evidence of the consequences /expectations of the policy resulting from the groups needs, experiences and priorities		
	High	Low	High				
Men	✓		✗	Not applicable	Not applicable		
Women	✓		✗				
Asian or Asian British (Indian, Pakistani, Bangladeshi, other Asian background)	✓		✗	<p>Potential Positive Impact:</p> <ul style="list-style-type: none"> ▪ Information request made to NPA, in most appropriate format for service user (i.e. Braille, verbal, website, fax, phone, drop in and home visit) ▪ Enabling a wider selection of processes for information requests <p>Negative Impacts, currently NPA process information request via:</p> <ul style="list-style-type: none"> ▪ website, e-mail, letter and phone call only and only respond in English (unless specifically required). ▪ Requests are not monitored in terms of ensuring a timely response in relation to performance targets 	<p>Information requests made to NPA in race specific language</p>		
Black or Black British (Caribbean, African, other Black background)	✓		✗				
Chinese	✓		✗				
Mixed (White & Black Caribbean, White & Black African, White & Asian, other Mixed background)	✓		✗				
White (British, Irish, other White background)	✓		✗			Not applicable	
Gypsy/Traveller	✓		✗			Mobile phone contact/drop in contact	
Sensory disability (blindness, deafness, or a severe vision or hearing impairment)	✓		✗			<p>Identify most relevant format for processing specific information requests in line with service user requirements (i.e. in Braille)</p>	
Learning disability (imperfect ability to listen, think, speak, read, write, spell or do maths)	✓		✗				
Physical disability (condition that substantially limits one or more basic physical activities)	✓		✗				
Psychiatric disability (mental/emotional illness)	✓		✗				
Neurological disability (brain injury)	✓		✗				
Gay/Lesbian	✓		✗				Not applicable
Bisexual	✓		✗				Not applicable
Transgender	✓		✗				Not applicable
Older (50+)	✓		✗				<p>Drop in contact facility, email, website, plain English</p>
Young Adults (17-25)	✓		✗				
Children (0-16)	✓		✗				
Religion/faith/belief (Jewish, Christian, Muslim, Hindu, Rastafarian, Sikh, Buddhist)	✓		✗	Not applicable			

Student	✓	✗		Not applicable
Rural	✓	✗		Not applicable
Urban	✓	✗		Not applicable
Homeless	✓	✗		Mobile phone contact/drop in contact

Reflecting on your completion of the EIA Matrix in question 8, please answer the following questions.

- 9 Is the *policy* achieving its aims for all beneficiaries (i.e. recipients) equally?
- Yes (go to question 11) No Don't Know (go to question 11)
- 10 If no, do you know what factors/barriers could have caused the discrepancy between aims and actual outcomes?
Not applicable.
- 11 If a negative impact on any equality target group has been identified please state if it is intended or legal (i.e. it not discriminatory under anti-discrimination legislation) and explain why (i.e. why it is justifiable).
- The potential negative impacts identified in the EIA Matrix are not intended.
- 12 If no evidence, that the *policy* promotes equality, equal opportunities or improves relations within any equality target group, has been identified please state amendments (if any) that could be made to the *policy* to achieve this.
Not applicable.
- 13 Are there any equality target groups, which might be expected to benefit from this *policy* but do not?
- Yes No (finish proforma) Don't Know (finish proforma)
- 14 If yes, do you know why these equality target groups are not benefiting?
Not applicable

Signed:
Completing officer(s):

Signed:
Senior Policy Officer:

Signed:
Assistant Clerk (Policy)

Policy Relevance Assessment

1 Based upon the answers given in the Stage 1: Screening proforma does the *policy* have significant implications for equality?

Yes No (go to question 7) Don't Know

2 If yes, please indicate if:

- an equality target group will be disadvantaged/negatively impacted by the *policy*
- there is a possibility to further promote equal opportunities and good inter-group relations
- better monitoring data is needed regarding the impact of the *policy*
- more information is needed regarding the impact of the *policy*

3 Please categorise the impact of this significance.

High Medium Low

4 Please indicate if this impact is unintentional and/or illegal (i.e. discriminatory under anti-discrimination legislation).

Intentional/Not Illegal Unintentional/Illegal Don't Know

5 Has this *policy* been scheduled into the Race Equality Scheme EIA Timetable to undergo Stage 2: Full Assessment?

Yes No

6 Please state the deadline for completion of State 2: Full Assessment of this *policy*:

December 2006

7 Has the completing officer(s) and their line manager been provided with feedback?

Completing Officer Yes No Line Manager Yes No

8 Have the Stage 1: Screening results, for this policy, been published?

Yes No (go to question 10)

9 If yes, please state where the results have been published.

The results have been published on the website and communicated to Police Authority Members.

10 Please state the next Stage 1: Screening review date for this *policy*:

To be programmed on completion of Stage 2: Full Assessment.

Signed:
Policy Officer

Signed:
Senior Policy Officer

Signed:
Assistant Clerk (Policy)