

Equality screening and Full Impact Assessment template

Note: Please delete guidance notes (in italics) after completing the form

Name of a policy / procedure / function / project:
Cheshire West and Chester Website – www.cheshirewestandchester.gov.uk
and Intranet
Date: 14th September 2009
Carried out by:

Name	Role
Phil Orchard	Online Services Manager
Julie Bellis	Senior Manager – Customer Services

Aims of the policy / procedure / function / project:

We aim to make our website as accessible as possible to all audiences in accordance with our commitment to promote equality and diversity and in order to meet our statutory obligations

The aim of our website is to:

- make our website accessible to all visitors, ensuring it meets the needs of disabled users, and is viewable in the widest possible range of web-browsing technology.
- provide a wide range of information about council services – 24 hours a day, 7 days a week.
- provide users with a range of web enabled options to contact us about services – for example online forms, e-mail and the use of web enabled applications.

The purpose of this impact assessment is to look at the measures we have taken to achieve this aim and to ensure there is no differential impact on particular groups.

Whilst we have endeavoured to make our site as fully inclusion as possible we have found that there is no single solution that meets the needs of all users. We have built the Cheshire West and Chester website following international standards and government guidelines for accessible web content. These guidelines are the Web content accessibility (WCAG) guidelines (version 1.0) 'Double A' standard as a minimum issued by World Wide Web Consortium (W3C)

Stakeholders: Visitors to the Cheshire West and Chester Website

Considering the purpose of the Equality Impact Assessment process, is the policy (function, procedure etc.) relevant?

Yes No

Quick check:

- ✓ *Is the policy (function, procedure etc.) concerned with people?* Yes No
- ✓ *Is the policy (function, procedure etc.) outward looking (i.e. community, employees, partners)* Yes No
- ✓ *Does the policy (function etc.) involve face to face contact?* Yes No
- ✓ *Does it include making decisions based on someone's individual Characteristics, circumstances or needs?* Yes No
- ✓ *Is there history of long-established pattern of unequal outcomes? (and do I have enough evidence to prove otherwise?)* Yes No
- ✓ *Is the policy (function, procedure ...) likely to have a significant impact on someone's life or wellbeing?* Yes No

Exit the process if you answered No to all of the above questions, otherwise please continue.

Potential impact on target groups:

Target group	Potential impact <i>Please describe</i>	Measures currently in place
Race <i>(also ethnicity, nationality and associated aspects such as culture and language)</i> Gypsies and Travellers		<i>If none, please note in the "Proposed actions" section below and reflect in the Directorate plan</i>
Disability <i>(consider full rainbow of mental and physical impairments: mobility, manual dexterity, speech, hearing, learning, understanding, visual sight, MS, cancer, HIV etc.)</i>		
Gender <i>(consider associated aspects e.g. safety, single-parenting, caring responsibility, potential for bullying and harassment,</i> Transgender		
Sexual orientation <i>(includes heterosexual, lesbian, gay, bi-sexual)</i>		
Age <i>(including all groups - children, young people, working age, elderly)</i>		
Religion and belief <i>(the most common religions include</i>		

Potential impact on target groups:		
Target group	Potential impact <i>Please describe</i>	Measures currently in place
<i>Hinduism, Judaism, Buddhism, Christianity, Islam, Sikhism, Shinto, Nonconformists)</i>		
Rural issues		
Socio-economic issues		
Other <i>(there may be other target groups relevant to your service)</i>		

Is the Policy/Function likely to have an impact on Human Rights?

All Users

We have designed the website to meet relevant technical specifications and ensure that our web content is accessed and understood by as many people as possible.

- User-centric design - we have designed our interface around the needs of our users to make it easier for all users to find what they are looking for.
- Browser compatibility - we have built the website to make it accessible to all browsers.
- Optimisation - our web pages and documents are optimised for the web - for users with slow internet connection.

Disability

We have built our website so that it is accessible via assistive technologies. (Assistive technologies are technological devices used by people with disabilities to interact with the web, e.g. screen readers).

- We provide screen readers a way to skip the navigation, making it easier for visually impaired users to navigate the site.
- We offer alternate text for images.
- The website layout allows for the enlarging of text.
- We have checked that all of the colours used have a sufficient contrast.
- For users who may have difficulties using a mouse, the site can also be navigated using a keyboard only.
- Our links contain meaningful content (e.g. we don't use "click here"). We also notify users when a link opens in a new window.

Ethnic background

Wherever possible, we divide large blocks of information into small chunks and work to publish information written in plain English. This is a common guideline for

enhanced usability, but it also benefits users whose first language may not be English.

Disability - Adobe™ PDF documents

Although we have ensured that recently published PDF documents contain a number of accessibility features (e.g tags), some of our older documents may still be partly inaccessible. This may affect a small number of users only (those using screen readers). We will treat this issue as a potential adverse impact.

We have identified an adverse impact caused by some of our older and graphical PDF documents. Users who may have problems accessing those PDFs would potentially have to request that content may be sent to them in an alternative format.

To mitigate this issue, we provide some help on accessing PDFs on our help page.

Evidence:

We monitor our website on a daily basis using both our Content Management System and 3rd party monitoring tools to ensure that our website complies with national and international standards.

We also encourage users of our website to submit comments, compliments or complaints which are then used to further enhance the website for the benefit of all users.

Proposed actions (to be reflected in the Service plans):

Actions emerging from the "Potential impact on target groups" and the "Evidence" sections in order to address any gaps

Action	Target date	Responsibility
Making Old PDFs Accessible	2010	Phil Orchard / Online Services Team
Carry out a user testing session to include users with disabilities	2010	Phil Orchard / Martin Waters
Analyse and address potential issues	2010	Phil Orchard / Martin Waters
Liaise with Contact Centre and other CW&C to	2010	Phil Orchard / Online Services Team

encourage more feedback		
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Rating:								
<i>In light of the above how would you rate the impact of your policy/function etc. on any of the target groups, for guidance please see footnotes.</i>								
	Race	Disability	Gender	Sexual orientation	Age	Religion & belief	Rural Issues	Other
High¹ <i>Please continue below</i>		HIGH						
Medium² <i>Please exit the process</i>					MEDIUM	MEDIUM		
Low³ <i>Please exit the process</i>	LOW		LOW	LOW			LOW	LOW

IMPORTANT!

Only policies (functions, procedures etc.) rated as high have to be fully Impact Assessed. Full Impact Assessment requires consultation with members from the target groups highlighted as being at the receiving end of any potential impact. EIA consultation exercises will be undertaken by relevant service with the help and support of the Research and Intelligence team and Equality and Diversity Officers.

¹ High = significant potential impact, risk of exposure, history of complaints, no mitigating measures in place or no evidence available, urgent need for consultation with service users, general public, employees

² Medium = some potential impact, some mitigating measures in place but no evidence available how effective they are, would be beneficial to consult with service users, general public etc. but not urgent

³ Low = almost bordering with non relevance to the EIA process (heavily legislation led - very little discretion exercised, limited public facing aspect)

Full Equality Impact Assessment part:

Affected target group <i>(e.g. people with disabilities)</i>	Race	Disability	Gender	Age	Religion & belief	Rural
Any particular segment within the target group <i>(e.g. people with learning disabilities)</i>		All Target Groups				
Specific issues to be a subject of consultation <i>(e.g. how could the Council make its annual financial results understandable to people with learning disabilities, what support needed etc.?)</i>						
Outcomes of consultation						
What changes have been made as a result of the consultation outcomes						
Feedback given to the consultees? Yes/No						

.....
Lead person responsible the EIA

.....
Approved by Head of Service

Date:

Next review of the EIA, measures put in place, changes:

(high – 1 year, medium – 2 years, low – 3 years)