

Equality Impact Assessment (EqIA)

Introduction

This EqIA is for:	Trading Standards Commercialisation Programme	
Details are set out:	"Trading Standards Commercialisation Programme" report to Communities & Place Committee, 7 th December 2017	
Officers undertaking the assessment:	Sarah Houlton, Team Manager Trading Standards	
Assessment approved by:	Mark Walker, Group Manager Trading Standards & Community Safety	Date:4/12/17

The Public Sector Equality Duty which is set out in the Equality Act 2010 requires public authorities to have due regard to the need to: Eliminate unlawful discrimination, harassment and victimisation; Advance equality of opportunity between people who share a protected characteristic and those who do not; Foster good relations between people who share a protected characteristic and those who do not.

The purpose of carrying out an Equality Impact Assessment is to assess the impact of a change to services or policy on people with protected characteristics and to demonstrate that the Council has considered the aims of the Equality Duty.

Part A: Impact, consultation and proposed mitigation

1 What are the potential impacts of proposal? *Has any initial consultation informed the identification of impacts?*

The recommendation in the Trading Standards Commercialisation Programme report is that members of the Communities & Place Committee approve increasing the income target for the Service by a further £145,000 p.a. by 2019/20. This would require a further redeployment of 2.5FTE Trading Standards Officers (from a current Trading Standards staffing establishment of 37.8FTE) from existing work, into income generating work.

The Trading Standards work areas which are most likely to impact on people with protected characteristics include:

- **Mass marketing scams prevention work.** The criminals behind mass marketing scams deliberately and repeatedly residents who are vulnerable due to their increased age or disability. Trading Standards work with partner agencies to intervene to protect vulnerable residents from falling victim to scams and to identify, support and safeguard those who have fallen victim to prevent their future victimisation.
- **Doorstep crime:** Doorstep criminals again are known to deliberately target residents who are vulnerable due to their increased age or disability. Trading Standards takes tough enforcement action against doorstep criminals operating in the county and regionally. Officers also work with other partner agencies to support and safeguard vulnerable residents to prevent them falling victim to doorstep criminals in future.
- **Checktrade Approved Trader Scheme:** Approved Trader Schemes aim to protect consumers (particularly residents who are more vulnerable due to their age or disability) from problem traders by providing a list of vetted traders as a reliable alternative for residents. In 2015 the Authority entered into partnership arrangements with Checktrade to deliver a Trading Standards approved trader scheme in the county. There are currently around 220 Nottinghamshire traders on the scheme and

promotional work is ongoing to grow the scheme by encouraging take up by reputable traders. Trading Standards Officers carry out an annual vetting check on all Checkatrade traders

- **Supporting Vulnerable Consumers.** Consumers nationally can access telephone consumer advice from the national Citizens Advice Consumer Service (CACS). All complaints relating to Nottinghamshire businesses or Nottinghamshire consumers are referred through for information or action in accordance with an agreed referral protocol. Under that protocol Trading Standards offer second tier advice and assistance to consumers identified by CACS as being vulnerable due to their age or disability. Officers then intervene to assist the vulnerable consumer to resolve their dispute with a trader.

The Trading Standards Service operates an intelligence-led, tasking and co-ordinating process to ensure that the limited resources available are deployed most effectively to tackle the problems causing the highest risk, threat and harm to Nottinghamshire residents, particularly our most vulnerable residents.

2 Protected Characteristics: Is there a potential positive or negative impact based on:

Age	<input type="checkbox"/> Positive	<input checked="" type="checkbox"/> Negative	<input type="checkbox"/> Neutral Impact
Disability	<input type="checkbox"/> Positive	<input checked="" type="checkbox"/> Negative	<input type="checkbox"/> Neutral Impact
Gender reassignment	<input type="checkbox"/> Positive	<input type="checkbox"/> Negative	<input checked="" type="checkbox"/> Neutral Impact
Pregnancy & maternity	<input type="checkbox"/> Positive	<input type="checkbox"/> Negative	<input checked="" type="checkbox"/> Neutral Impact
Race <small>including origin, colour or nationality</small>	<input type="checkbox"/> Positive	<input type="checkbox"/> Negative	<input checked="" type="checkbox"/> Neutral Impact
Religion	<input type="checkbox"/> Positive	<input type="checkbox"/> Negative	<input checked="" type="checkbox"/> Neutral Impact
Gender	<input type="checkbox"/> Positive	<input type="checkbox"/> Negative	<input checked="" type="checkbox"/> Neutral Impact
Sexual orientation <small>including gay, lesbian or bisexual</small>	<input type="checkbox"/> Positive	<input type="checkbox"/> Negative	<input checked="" type="checkbox"/> Neutral Impact

3 Where there are potential negative impacts for protected characteristics these should be detailed including consideration of the equality duty, proposals for how they could be mitigated (where possible) and meaningfully consulted on:

How do the potential impacts affect people with protected characteristics <i>What is the scale of the impact?</i>	How might negative impact be mitigated or explain why it is not possible	How will we consult
<p><u>Age: Older People</u></p> <p>Doorstep criminals and scamsters are known to deliberately and repeatedly target older residents.</p> <p>Older residents sometimes struggle to seek redress from a trader when things go wrong. A number are isolated and do not have family, carers or friends/neighbours available to assist them.</p>	<p>Two of the 7 key strategic aims of the Trading Standards Service are:</p> <ol style="list-style-type: none"> 1) Target the most serious rogue traders 2) Protect the most vulnerable consumers <p>The strategic aims are used to determine what work is undertaken in the Service.</p> <p>Our work (as outlined above) to tackle doorstep criminals and to protect vulnerable residents is therefore very high priority.</p> <p>Under the Service's intelligence-led tasking and co-ordinating process, this</p>	n/a

<p><u>Disability.</u></p> <p>Doorstep criminals and scamsters are known to deliberately target residents who are vulnerable due to disability or poor health (mis-selling of mobility aids etc.).</p> <p>Disabled residents sometimes struggle, due to their disability, to seek redress from a trader when things go wrong. Some might not have family, carers or friends/neighbours available to assist them.</p>	<p>work is highly likely to continue to take precedence over competing priorities for officer resources.</p> <p>The Service has been successful in securing additional funding to increase officer resource available for mass marketing scams prevention work. e.g. Community Safety Initiatives funding funded two consecutive 6 months PCSO secondments (2015/16 and 2016/17). Better Care Funding funded two additional officers 2017/18. Further future funding opportunities will be explored to resource this work.</p> <p>Checkatrade vetting checks are funded by a charge to Checkatrade for each vetting check conducted. This activity is cost neutral, and will continue.</p>	
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Part B: Feedback and further mitigation

4 Summary of consultation feedback and further amendments to proposal / mitigation

<p>No recent consultation undertake, no amendments required.</p> <p>The reductions proposed were identified through the Authority's Commercial Development Unit process, and accepted in at Policy Committee in 2016. The use of increasing income targets within the Service has been used over a number of years to reduce net cost whilst maximising the effectiveness of the Service going forward. Impact and mitigations were already well understood when the proposal was first formulated.</p>

Completed EqlAs should be sent to equalities@nottsc.gov.uk and will be published on the Council's website.