

IMPORTANT: This Equality Impact Assessment (EQIA) is an important means of evidencing our compliance with the requirements of the Equality Act 2010, Public Sector Equality Duty. It should be completed accurately and be published on our website using a website request form.

Quick read on EqIA's:

As a local authority, we are required by the [Equality Act 2010](#) to comply with the [Public Sector Equality Duty](#). This means we need to ensure that all our strategies, policies, services and functions, both current and proposed, give proper consideration and **due regard** to the needs of diverse groups to:

- eliminate discrimination.
- advance equality of opportunity and access; and
- foster good relations between different groups in the community.

The Public Sector Equality Duty contained in section 149 of the Equality Act 2010 requires public authorities to have due regard to several equality considerations when exercising their functions. Without such a consideration a decision can be deemed to be unlawful and where challenged through the courts can result in months of work having to be redone and reconsidered with the additional expense that brings.

How do we show or evidence that when taking decisions that the decision maker has had due regard to the equality duties? One answer is by the completion of an Equality Impact Assessment (EqIA).

Whilst it is not a legal requirement to complete an EqIA it makes absolute sense to complete one for two reasons. Firstly, completing one as part of a project allows for matters of equality to be raised and considered. Secondly, if a decision is challenged by a member of the public, it provides the crucial evidence to demonstrate that at the time of making the decision the decision maker had due regard to the equality duties.

It is also important to stress that the obligation is to have “due regard” it does not mean that remedial action must be taken where there is going to be a disproportionate effect. What it means is that the decision maker is fully aware of the implication in equalities terms of the decision that they make.

EqIA's are not required in every case. However, the larger or greater the policy or impact of a decision the more important it is that an EqIA is completed. An EqIA should be completed during the initial stages of developing new strategies, policies, functions or services, prior to starting a procurement exercise and before decisions are made.

The full range of what are now known as ‘protected equality characteristics’ need to be considered and addressed. These are: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

Examples of when you should consider equality, diversity, cohesion and integration include:

- any proposals to introduce or add to a service.
- any proposals to remove, reduce or alter a service.
- any new policies or changes to policies
- any proposals to adopt policy priorities, strategies and plans.
- services or practices that have not previously considered equality and diversity.
- changes to staffing structure where groups of employees are likely to be negatively affected; and
- any proposals in relation to procured or commissioned services

Have you previously completed an EqlA for this piece of work?	Yes ☐	No ☒
If no, please look at our risk matrix to assess whether an EqlA is appropriate to undertake.		

Version History – if this piece of work/project has previous EqlA’s, please use this to indicate the previous versions and add any comments.

Version	Date of the EqlA mentioned	Comments or reasons for undertaking another EqlA
 EXAMPLE.pdf	<i>Example</i>	- The budget has now changed - The location has changed

1. Contact details

1.1. Contact Details & Project/piece of work/improvement details	
Author of this EqIA	
Name of Author	Donna Marshall
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Department/Team Name/division	Communications/Chief Executives
Email	donna.marshall@nottsc.gov.uk
Lead Contact (or senior manager/line manager)	
Name	Jen Sheriston
Job Title	Acting Head of Communications
Department/Team Name/division	Communications/Chief Executives
Email	jen.sheriston@nottsc.gov.uk

2. Project / Initiative details

2.1. About the project / initiative
Executive summary and the general potential impacts of the proposal? <i>Has any initial engagement informed the identification of impacts?</i> We realise that under the public sector equality duty, Nottinghamshire County Council does have a statutory duty as a local authority to promote equality and to ensure citizen access and participation, including hard-to-reach groups (including minority and disadvantaged groups). There is no specific legal requirement for councils to directly provide a Translation and Interpretation service, we acknowledge the importance of the service. The service is vital to assist residents that may be facing exclusion, of those who are misunderstanding rights. Without the service, there is a risk of poor outcomes for doubly disadvantaged residents The Council signed up to the British Sign Language (BSL) Charter, to promote better access to services for Deaf communities in line with the authority's Public Sector Duties as detailed in the Equality Act 2010. The charter will help to eliminate discrimination against Deaf people; empower Deaf communities; resolve conflict between service providers and Deaf people; and raise awareness of issues affecting Deaf people. It is essential to apply the same level of opportunities for all those without English as their first language. We are updating the contracts for Translation and Interpretation services. These are required to enable Nottinghamshire residents to access Council services where there is a language barrier or other communication need. This service is accessed by various departments and teams across the Council to access specialisms such as legal, children, social care, transportation, procurement, marketing, housing, benefits, immigration, technical and government (central and local).

The most utilised services are telephone and video interpretation. These services are required to ensure that the Council can perform its duties appropriately and meet statutory responsibilities in terms of equality of access.

It has been identified that the core Translation and Interpretation Services contracts need to include: Translation Services., Transcription, Stenography and Recording Services, Telephone Interpreting, Spoken and Visual Video Interpreting Services, Spoken and Visual Face-to-Face Interpreting Services.

This approach will also support service continuity during the transition and provide flexibility for multiple Providers to be appointed across the Lots, in line with the Council's requirements.

While refreshing the contracts we will be examining the potential for AI delivery methods, as well as looking at signing, and easy read formats with an aim of offering service users further-more accessible means to get in contact with us and vice versa.

The aim is to get best value while serving our statutory responsibilities as an authority, as well as opening barriers for people to contact us. This may include an increase in costs as more people could get in touch, and any new products may incur set ups and running costs. The services will also need training and time to get used to the adjustments (if any) in their existing ordering routes.

2.1.5. Estimated 'go live' date for the project / initiative

01/09/2026

2.1.7. Has this project been proposed to / approved through a formal **decision-making route** (e.g. been approved by committee / challenge panel?)

Yes ☒

No ☐

2.1.8. Please provide details including date(s) below: If the answer is yes or no please explain further.

Finance and Resource Cabinet – May 2026

3. Who are the main internal and external stakeholder groups that will be affected? This question is to help you think about the potential groups that your decision/piece of work/policy might affect.

3.2.? Please indicate who will be affected by this project (Tick below all that apply)

Young Service Users / clients	☒	Employees	☒	People with disabilities	☒
Suppliers	☒	Advisors/consultants	☒	Residents	☒
Parents	☒	Benefits recipients	☒	People who use BSL, who those whom English is not their first language	☒
Families	☒	Unpaid Carers	☒	Other, please state	☐
Students/pupils	☒	Care experienced individuals	☒	Other, please state	☐
People over 60+	☒	Schools	☒	Other, please state	☐

4. Protected Characteristic Groups. Based on your understanding so far, how will your policy, process or change affect the following groups of people. This link will give you more information on protected characteristics [Protected characteristics | EHRC](#). We also encourage you to consider [intersectionality](#). There are nine protected characteristics under the Equality Act, and additional areas—such as Care Experienced—reflect the standards we’ve chosen to set for ourselves.

Protected Characteristic or group - Age
Positive impact, tick if applicable and describe below ☐
Negative impact, tick if applicable and describe below ☒
Neutral impact/non applicable, tick if applicable and describe below ☐
Service is currently available to all ages. Older generation may struggle with digital tools
Mitigations (please add how you will address the negative impact or explain why it is not possible to do so): Potential that older people may not adopt or respond well to technology. However, all options are included – face to face, video, telephone so a method to suit the individual can be employed

Protected Characteristic or group - Disability
Positive impact, tick if applicable and describe below ☒
Wider opportunities to communicate with us and vice versa as a range of translation and interpretation methods for disabled people such as signing and easy read will be available. This will support people that are BSL users and those with hearing impairments, and those with learning disabilities, as well as neurodivergent individuals.
Negative impact, tick if applicable and describe below ☐
Neutral impact/non applicable, tick if applicable and describe below ☐
Mitigations (please add how you will address the negative impact or explain why it is not possible to do so):

Protected Characteristic or group – Gender Reassignment
Positive impact, tick if applicable and describe below ☐
Negative impact, tick if applicable and describe below ☐
Neutral impact/non applicable, tick if applicable and describe below ☒
Service is currently available to all
Mitigations (please add how you will address the negative impact or explain why it is not possible to do so):

Protected Characteristic or group – Marriage and Civil PartnershipPositive impact, tick if applicable and describe below ☐Negative impact, tick if applicable and describe below ☐

Neutral impact/non applicable, tick if applicable and describe below

Service is currently available to all ☒

Mitigations (please add how you will address the negative impact or explain why it is not possible to do so):

Protected Characteristic or group – Pregnancy and MaternityPositive impact, tick if applicable and describe below ☒

Previously, residents may have struggled with understanding medical terminology and explanations. Clear communication is critical, particularly for medical and technical explanations and requests for medical or other subject specialist can be accommodated with notice.

Negative impact, tick if applicable and describe below ☐

Neutral impact/non applicable, tick if applicable and describe below

Service is currently available to ☐

Mitigations (please add how you will address the negative impact or explain why it is not possible to do so):

Protected Characteristic or group – Religion or belief (this includes lack of belief)Positive impact, tick if applicable and describe below ☐Negative impact, tick if applicable and describe below ☒Neutral impact/non applicable, tick if applicable and describe below: Service is currently available to all ☐

Mitigations (please add how you will address the negative impact or explain why it is not possible to do so): Potential for cultural requirements to be missed as the focus is on language. Service managers will be encouraged to look at the person in a holistic way, rather than finding just the correct language.

Protected Characteristic or group - SexPositive impact, tick if applicable and describe below ☐Negative impact, tick if applicable and describe below ☒

Neutral impact/non applicable, tick if applicable and describe below

Service is currently available to all ☒

Mitigations (please add how you will address the negative impact or explain why it is not possible to do so): Potential for cultural requirements to be missed as the focus is on language. Service managers will be encouraged to look at the person in a holistic way, rather than finding just the correct language.

Protected Characteristic or group – Sexual Orientation

Positive impact, tick if applicable and describe below ☐

Negative impact, tick if applicable and describe below ☐

Neutral impact/non applicable, tick if applicable and describe below

Service is currently available to all ☒

Mitigations (please add how you will address the negative impact or explain why it is not possible to do so):

Protected Characteristic or group - Race

Positive impact, tick if applicable and describe below

Those unable to speak English as a first language will have better opportunity to communicate with us and receive support. This could include migrant communities, refugees, asylum seekers, those who do not speak English at home or those with Limited English Proficiency (LEP) ☒

Negative impact, tick if applicable and describe below ☐

Neutral impact/non applicable, tick if applicable and describe below ☐

Mitigations (please add how you will address the negative impact or explain why it is not possible to do so):

Protected Characteristic or group – Care Experience*

Positive impact, tick if applicable and describe below ☐

Negative impact, tick if applicable and describe below ☐

Neutral impact/non applicable, tick if applicable and describe below

Service is currently available to all ☒

Mitigations (please add how you will address the negative impact or explain why it is not possible to do so):

*Definition of a Care Experienced: anyone who, at any stage in their life, for any length of time (no matter for how short a time period):

- Has been in care; or
- Is currently in care; or
- Is from a looked-after background, including adopted children who were previously looked after. This could be looked after in the UK or Overseas.

For further details please follow this link: [NCC County Council meeting notes](#)

Protected Characteristic or group – Any other group such as People who use different languages, including British Sign Language (please add here)
Positive impact, tick if applicable and describe below Further options to easily communicate with us at no additional cost to individual ☒
Negative impact, tick if applicable and describe below ☐
Neutral impact/non applicable, tick if applicable and describe below ☐
Mitigations (please add how you will address the negative impact or explain why it is not possible to do so):

4. Further information

Does this policy/activity rely on, relate to, or mention any other policy	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>☐</td> <td>☒</td> </tr> </table>	Yes	No	☐	☒
Yes	No				
☐	☒				
If yes, please detail below: You can use this space to mention or attach relevant policies There might be some examples where you still need to complete an EqIA even when the policy you are referring to has had an EqIA completed. For example, where a new job role is being created and advertised and the relevant recruitment policy being applied has already had an EqIA. It is still important to consider the changes that the role will bring and what effect it will have on the various protected characteristic groups					
Listening and Engagement: 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 engaged with groups?					
Who have you talked to? Colleagues from services who access translation services currently, Hearing impaired, and Easy Read teams. We have also engaged Equalities, Data Protection, IT and Information Governance teams.					

It is difficult to access those who have benefitted due to data protection reasons. We will mitigate this by adding a regular review of cases to the monitoring of the contracts.

When did this take place? Ongoing from Autumn 2025

What did you discuss? How services are accessed, common topics, service users, needs for translation, gaps in provision

We have established there are frustrations in finding the right languages and the right cultural backgrounds, as well as the demand for particular languages which means we can't always get a perfect fit.

Knowing your community/area/demographic: evidence and data:

This EPIA covers all residents in Nottinghamshire as well as staff, partners, and suppliers

If this EPIA impacts on residence, it is advised you understand the make-up of the affected demographic.

Our services with the highest usage are as follows:

Written translation: District Child Protection Team, Legal Services, Chief Executives Department (Customer Services), Social Services, Court Permanence Team, Assessment Team South, Family and Friends, Child Safeguarding Team, Children's Social Care, Business Support, Family Services, Assessment team, Trading Standards, Legal Child Protection, Public Health and Communities, Through Care Team, Adoption East Midlands, UASC (Unaccompanied Asylum Seeking Children), Adult Social Care & Health, Children and Families Department, Looked After Children team, Early Help Unit, SFSS (SEND Inclusion) team, MASH (Multi Agency Safeguarding Hub), Neurodevelopmental Support Team, Integrated Children's Disability Service Occupational Therapy, Litigation - Children Safeguarding, Children's Disability Service, Bassetlaw Living Well, Children's Centre Services.

Top ten most common languages: Polish, Romanian, Latvian, Albanian, Vietnamese, Urdu, Arabic, Turkish, Kurdish (Sorani), Lithuanian,

In person and video translation: Children's Social Care - Looked After, Child Protection/Safeguarding, Children's Social Leaving Care, Children's Social Care, Asylum, Family Services, Adult Social Care, Customer Services Centre, Children's Education, Community Services, Children's Disability, SEND, Assessment Team, Communication & Interaction and Cognition & Learning Teams, Public Health, Courts, Disability support, Mental Health, All Ages – Integrated Care Services, Youth Service, Adult Deaf and Impaired, Education.

Top ten most common languages: Polish, Arabic, Pashto, Albanian, Kurdish Sorani, Vietnamese, Romanian, Sudanese, Amharic, Turkish.

2021 census data:

- 42.7% of Nottingham's population are from Black or Minority Ethnic groups, an increase since 2011 when the percentage was 34.6%.
- The largest Non-White-British groups are Other White (7.4%), Asian Pakistani (6.7%) and Black African (5.8%), which have all seen increases since 2011.
- 85.7% of Nottingham's population have English as their main language. 11.3% do not have English as a main language but can speak English very well or well, and just 0.4% of the population (1,379 people) cannot speak English at all.
- Nottingham has significant numbers speaking Polish, Urdu, Arabic and Romanian.

- 11,111 (8.9%) of Nottingham's households contain no person who speaks English as a main language in the home.
- 41.2% of people in Nottingham have no religion, with 34.7% Christian and 12.2% Muslim.

[Nottinghamshire Insight](#) is a place to find helpful information.

You might want to visit [Census - Office for National Statistics \(ons.gov.uk\)](#) to find out about the make-up of Nottinghamshire.

Here are some examples from other local authorities if you wish to compare data:

[Lincolnshire](#)

[Hertfordshire](#)

[Leeds](#)

If you would like further support with finding relevant information or data, please email policy@nottsc.gov.uk or contact Public Health by following the link: [Public Health | Nottinghamshire County Council Intranet \(nottsc.gov.uk\)](#)

This EPIA covers all residents in Nottinghamshire as well as staff, partners, and suppliers

Ongoing Monitoring: Please detail when you would like to revisit this policy/project/piece of work for review of equality impact.

Summarise the measures you intend to put in place to monitor the equalities impact of the proposal as it is implemented.

Managing sensitivities around culture, religion, and language – add to tender, interviews, and KPIs. Asking more about the person and their needs – Holistic approach rather than just language.

Who will be responsible for the monitoring? Contract manager

What type of information is needed and how often will it be reviewed?

From supplier – information on bookings, users, fulfilled assignments and those that could not be fulfilled – this percentage will be investigated.

When will the change itself be reviewed and what could trigger an earlier review?

When call off contracts have been placed, contractors will be required to submit quarterly monitoring data to the Council demonstrating Key Performance Indicators. If there are repeated complaints, the complaints procedure will be followed and the supplier is required to respond in 24 hours.

How will you continue to involve relevant groups and communities in the implementation and monitoring of the change?

Information will be updated on the staff intranet and we will inform current users of the changes. There will also be training for users as part of the new contracts.

Please note all completed EqlA's should be published on our website (unless there is a good reason not to do so) on this webpage [Completed Equality Impact Assessments \(EqiAs\) | Nottinghamshire County Council](#).

An example, where EqlA's might not be published is where there is no public interest or where the EqlA might compromise staff, public engagement or safety.

Please indicate when this form will be reviewed and by who (usually 12 months from today's date, if you would like to propose another date, please do so)

08/07/2026

Donna Marshall

Publishing, tick the boxes if you agree

I intend to publish this EqlA



I intend to attach this EqlA to a report



If you do not intend to publish this report, please explain why:

Next steps and extra information:

1. Completed EqlAs should be sent to equalities@nottscc.gov.uk. They will be stored centrally by HRWOD. You are also welcome to store them locally too.
2. After sending them to the Equalities inbox, EqlA's should be published on the Nottinghamshire County Council website here, [Completed Equality Impact Assessments \(EqiAs\) | Nottinghamshire County Council](#) unless there is a good reason not to make this document available to the public. To get your EQIA published you should use this form, [Request a website content change or addition | Nottinghamshire County Council Intranet \(nottscc.gov.uk\)](#)
3. If required EqlA's should be attached to reports for decision makers to consider: [Report writing | Nottinghamshire County Council Intranet \(nottscc.gov.uk\)](#)

Useful links:

[When you can provide a separate or single-sex service | Equality and Human Rights Commission \(equalityhumanrights.com\)](#)

[Health & Safety Management System | Nottinghamshire County Council Intranet \(nottscc.gov.uk\)](#)

Please contact the self-managed groups if you would like to better understand the experiences of certain staff groups.

[LGBTQ+ Staff Network | Nottinghamshire County Council Intranet \(nottscc.gov.uk\)](#)

[Black Workers Network | Nottinghamshire County Council Intranet \(nottscc.gov.uk\)](#)

[Disabled Employees Support Network | Nottinghamshire County Council Intranet \(nottscc.gov.uk\)](#)

[Corporate and departmental equalities groups | Nottinghamshire County Council Intranet \(nottscc.gov.uk\)](#) Please contact your departmental equality group chair for further support.

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