

1. Introduction

The policy sets out the commitment by the Environmental Health Department to provide services that fully satisfy the requirements of customers and stakeholders, the continual improvement in the quality of service delivered and compliance with applicable legislation.

2. Aim/Purpose

The policy is aiming to achieve a consistent and uniform approach to service delivery, continual improvement in service delivered, the development of staff and compliance with applicable legislation.

3. Scope

The policy applies to Council employees within the Environmental Health Department and in a broader context to the Chief Executive and Management Teams.

The policy is externally audited on an annual basis to ensure continued compliance, necessary for retention of certification.

4. Policy Detail

The policy complements a Quality Manual which provides the detail on the organisational structure of the Environmental Health Department, the roles and responsibilities of those responsible including the Interim Strategic Director, Management Teams, Officers delivering the service and Officers responsible for the management of the Quality Management System.

5. Roles and Responsibilities

All Officers within Environmental Health have responsibility for compliance with the Policy.

6. Related Policies

Enforcement policies related to Environmental Health.

7. Equality Screening Form

No equality issues were identified through screening



Environmental Health Quality Management System Policy

Armagh City, Banbridge & Craigavon Borough Council states within the Corporate Plan the following:

“We will use our best endeavours to deliver services that are efficient, economical and of an exemplary standard”

The Environmental Health Department of Armagh City, Banbridge & Craigavon Borough Council through the retention of ISO9001 certification makes the following commitments, with the aim of providing services that fully satisfy the requirements of our customers and stakeholders and the continual improvement in the quality of service delivered.

We will:

- Provide a customer focused service at all times
- Measure our customer satisfaction and strive to satisfy our customers' requirements at all times
- Adhere to the procedures and instructions in our Quality Management System
- Strive to do things right first time and every time and create a no blame culture
- Continually improve the efficiency and the effectiveness of our Quality Management System through the continual development of our staff
- Work as a team
- Abide by all applicable statutory and regulatory requirements
- Strive to provide high quality services that use resources as efficiently and effectively as possible

This Policy shall be communicated, understood and practised by all our staff. It shall be reviewed as part of the organisations' management review.

The Quality Management System will be audited on a regular basis to ensure its continued effectiveness.

Signed:

Interim Strategic Director
Armagh City, Banbridge and Craigavon Borough Council

Date: 01.09.2015

Policy Screening Form

Policy Scoping

Policy Title: Environmental Health Quality Management Policy

Brief Description of Policy (please attach copy if available). Please state if it is a new, existing or amended policy. Policy for the new Council.

The policy sets out the commitment by the Environmental Health Department to provide services that fully satisfy the requirements of customers and stakeholders, the continual improvement in the quality of service delivered and compliance with applicable legislation.

Intended aims/outcomes. What is the policy trying to achieve?

The policy is aiming to achieve a consistent and uniform approach to service delivery, continual improvement in service delivered, the development of staff and compliance with applicable legislation.

Policy Framework

Has the policy been developed in response to statutory requirements, legal advice or on the basis of any other professional advice? Does this affect the discretion available to Council to amend the policy?

The policy has been developed to meet the requirements of the Quality Management System ISO 9001 and to demonstrate a commitment to the provision of a high quality service.

Are any Section 75 categories which might be expected to benefit from the policy? If so, please outline.

The policy will benefit all citizens in the Borough and stakeholders.

Who initiated or wrote the policy (if Council decision, please state). Who is responsible for implementing the policy?

| Who initiated or wrote policy? | Who is responsible for implementation? |
|---|---|
| Environmental Health department management team | All Officers within the Environmental Health department |

Are there any factors which might contribute to or detract from the implementation of the policy (e.g. financial, legislative, other)?

Financial and legislative factors impact on the implementation of the policy. Staff resource, staff awareness and accountability are also contributing factors.

Main stakeholders in relation to the policy

Please list main stakeholders affected by the policy (e.g. staff, service users, other statutory bodies, community or voluntary sector, private sector)

Elected Members, Council Employees, those working on behalf of the Council, Statutory agencies/funding bodies such as FSA, DOE and members of the public are affected.

Are there any other policies with a bearing on this policy? If so, please identify them and how they impact on this policy.

Yes, other policies those related to the delivery and enforcement of the Environmental Health service.

Available Evidence

Council should ensure that its screening decisions are informed by relevant data. What evidence/information (both qualitative and quantitative) have you gathered to inform this policy? Specify details for each of the Section 75 categories.

| Section 75 category | Evidence |
|----------------------------|-----------------|
| Religious belief | n/a |
| Political opinion | n/a |
| Racial group | n/a |
| Age | n/a |
| Marital status | n/a |
| Sexual orientation | n/a |
| Men and women generally | n/a |
| Disability | n/a |
| Dependants | n/a |

Needs, experiences and priorities

Taking into account the information gathered above, what are the different needs, experiences and priorities of each of the following categories in relation to this particular policy/decision?

| Section 75 category | Needs, experiences and priorities |
|----------------------------|--|
| Religious belief | n/a |
| Political opinion | n/a |
| Racial group | n/a |
| Age | n/a |
| Marital status | n/a |
| Sexual orientation | n/a |

| | |
|-------------------------|-----|
| Men and women generally | n/a |
| Disability | n/a |
| Dependants | n/a |

Screening Questions

1. What is the likely impact on equality of opportunity for those affected by this policy for each of the Section 75 categories?

| Category | Policy Impact | Level of impact (Major/minor/none) |
|-------------------------|---------------|------------------------------------|
| Religious belief | n/a | |
| Political opinion | n/a | |
| Racial group | n/a | |
| Age | n/a | |
| Marital status | n/a | |
| Sexual orientation | n/a | |
| Men and women generally | n/a | |
| Disability | n/a | |
| Dependents | n/a | |

2. Are there opportunities to better promote equality of opportunity for people within the Section 75 categories?

| Category | If yes, provide details | If no, provide reasons |
|-------------------------|-------------------------|------------------------|
| Religious belief | n/a | |
| Political opinion | n/a | |
| Racial group | n/a | |
| Age | n/a | |
| Marital status | n/a | |
| Sexual orientation | n/a | |
| Men and women generally | n/a | |
| Disability | n/a | |
| Dependents | n/a | |

3. To what extent is the policy likely to impact on good relations between people of different religious belief, political opinion, or racial group?

| Category | Details of Policy Impact | Level of impact (major/minor/none) |
|-------------------|--------------------------|------------------------------------|
| Religious belief | n/a | |
| Political opinion | n/a | |
| Racial group | n/a | |

4. Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?

| Category | If yes, provide details | If no, provide reasons |
|-------------------|-------------------------|------------------------|
| Religious belief | n/a | |
| Political opinion | n/a | |
| Racial group | n/a | |

Multiple Identity

Generally speaking, people fall into more than one Section 75 category (for example: disabled minority ethnic people; disabled women; young Protestant men; young lesbian, gay and bisexual people). Provide details of data on the impact of the policy on people with multiple identities. Specify relevant s75 categories concerned.

None identified

Disability Discrimination (NI) Order 2006

Is there an opportunity for the policy to promote positive attitudes towards disabled people?

None identified

Is there an opportunity for the policy to encourage participation by disabled people in public life?

None identified

Screening Decision

A: NO IMPACT IDENTIFIED ON ANY CATEGORY – EQIA UNNECESSARY

Please identify reasons for this below

Total population require Environmental Health services. This is a technical policy. It has no bearing in terms of its likely impact on equality of opportunity or good relations for people within the equality and good relations categories.

B: MINOR IMPACT IDENTIFIED – EQIA NOT CONSIDERED NECESSARY AS IMPACT CAN BE ELIMINATED OR MITIGATED

Where the impact is likely to be minor, you should consider if the policy can be mitigated or an alternative policy introduced. If so, EQIA may not be considered necessary. You must indicate the reasons for this decision below, together with details of measures to mitigate the adverse impact or the alternative policy proposed.

C: MAJOR IMPACT IDENTIFIED – EQIA REQUIRED

If the decision is to conduct an equality impact assessment, please provide details of the reasons.

Timetabling and Prioritising

If the policy has been screened in for equality impact assessment, please answer the following questions to determine its priority for timetabling the equality impact assessment.

On a scale of 1-3 with 1 being the lowest priority and 3 being the highest, assess the policy in terms of its priority for equality impact assessment.

| Priority criterion | Rating (1-3) |
|--|---------------------|
| Effect on equality of opportunity and good relations | |
| Social need | |
| Effect on people's daily lives | |

The total rating score should be used to prioritise the policy in rank order with other policies screened in for equality impact assessment. This list of priorities will assist the council in timetabling its EQIAs.

Is the policy affected by timetables established by other relevant public authorities? If yes, please give details.

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Monitoring

Effective monitoring will help the authority identify any future adverse impact arising from the policy. It is recommended that where a policy has been amended or an alternative policy introduced to mitigate adverse impact, monitoring be undertaken on a broader basis to identify any impact (positive or adverse).

Further information on monitoring is available in the Equality Commission's guidance on monitoring (www.equalityni.org).

Identify how the impact of the policy is to be monitored

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|--|
| The impact of the policy will be monitored through audit of the QMS on an internal and external basis. |
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Approval and Authorisation

A copy of the screening form for each policy screened should be signed off by the senior manager responsible for that policy. The screening recommendation should be reported to the relevant Committee/Council when the policy is submitted for approval.

| | | |
|---|---|-----------|
| Screened by | Position/Job title | Date |
| Eileen Campbell Helen Cranney Lynsey Daly | Business Support Manager Project Officer Waste and Environmental Manager | 16.07.15 |
| Approved by | Position/Job Title | Date |
| Mike Reardon | Interim Strategic Director | July 2015 |

Please forward a copy of the completed policy and form to:

**mary.hanna@armaghbanbridgecraigavon.gov.uk or
stephanie.harte@armaghbanbridgecraigavon.gov.uk**

who will ensure these are made available on the Council's website.

The above officers are also responsible for issuing reports on a quarterly basis on those policies "screened out for EQIA". This allows stakeholders who disagree with this recommendation to submit their views. In the event of any stakeholder disagreeing with the decision to screen out any policy, the screening exercise will be reviewed.