

Screening/Scoping Pro Forma

Section	Tourist Information Centre Communication Services		Officer responsible for the screening/scoping	Trudy Hamilton		
Name of Policy to be assessed	Provision of Information		Date of Assessment	27 June 2008	Is this a proposed new or existing policy/procedure/practice?	Existing Practice
1. Briefly describe the aims, objectives and purpose of the policy/procedure/practice?	To provide tourist information to visitors and local residents. 87,500 enquiries in person to the Tourist Information Centre 13,300 enquiries by telephone 8,050 enquiries by email, fax and letter					
2. Are there any associated or specific objectives of the policy/procedure/practice? Please explain.	To provide the information necessary to encourage potential visitors to chose Guildford as a destination, prolong their stay and make repeat visits and therefore contributing to the local economy. To provide information to local residents to enable them to make the most of local attractions and facilities.					
3. Who is intended to benefit from this policy and in what way?	Visitors to Guildford, local businesses and residents.					
4. What outcomes are wanted from this policy/procedures/practice?	As outlined in section 2.					
5. What factors/forces could contribute/detract from the outcomes?	Insufficient staff cover					
6. Who are the main stakeholders in relation to the policy?	Visitors, local business and local residents.		7. Who implements the policy, and who is responsible for the policy?	The Tourist Information Centre working in the Tourism and Business Section of the Communications Services		
8. Are there concerns that the policy <u>could</u> have a differential impact on racial groups?	Y	N	Please explain No. Every request for information is responded to regardless of race.			
What existing evidence (either presumed or otherwise) do you have for this?	We have never received any requests for translated material but would make appropriate efforts it requested. We have received no complaints regarding racism.					
9. Are there concerns that the policy <u>could</u> have a	Y	N	No. For the same reasons as Section 8			

differential impact due to gender?			
What existing evidence (either presumed or otherwise) do you have for this?	We have never received any complaints regarding gender discrimination.		
10. Are there concerns that the policy <u>could</u> have a differential impact due to disability?	Y	N	<p>Yes.</p> <p>1. There may be a small minority of disabled customers who are unable to access our office in person. The entrance is unsuitable for large electric wheelchairs and electric scooters. A bell is provided externally for those that require assistance and staff respond to this and provide the service outside the office if necessary.</p> <p>2. We are not able to provide information in an audio format in the centre and would have to arrange to have this done. To date we have never been asked for audio information.</p> <p>3. We can organise to provide our own information in large font but not in Braille. We have never been asked for information in any of these formats.</p> <p>We have a written procedure for handling enquires from people with disabilities and all staff are aware of this.</p>
What existing evidence (either presumed or otherwise) do you have for this?	As outlined above		
11. Are there concerns that the policy <u>could</u> have a differential impact due to sexual orientation?	N	N	No. For the same reasons as Section 8
What existing evidence (either presumed or otherwise) do you have for this?	We have never received any complaints regarding sexual discrimination.		
12. Are there concerns that the policy <u>could</u> have a differential impact due to their age?	N	N	No. For the same reasons as Section 8
What existing evidence (either presumed or otherwise) do you have for this?	We have never received any complaints regarding age discrimination.		

13. Are there concerns that the policy <u>could</u> have a differential impact due to their religious belief?			¥	N	No. For the same reasons as Section 8
What existing evidence (either presumed or otherwise) do you have for this?			We have received no complaints regarding religious discrimination. Our information sheets include all places of worship known to be in the locality. If there is no local provisions we will, where known, give information on the nearest.		
14. Are there concerns that the policy <u>could</u> have a differential impact due to them having dependants/caring responsibilities?			¥	N	No. For the same reasons as Section 8
What existing evidence (either presumed or otherwise) do you have for this?			We have received no complaints.		
15. Are there concerns that the policy <u>could</u> have a differential impact due to them have an offending past?			¥	N	No. For the same reasons as Section 8
What existing evidence (either presumed or otherwise) do you have for this?			We have received no complaints.		
16. Are there concerns that the policy <u>could</u> have a differential impact due to them being Transgender or transsexual?			¥	N	No. For the same reasons as Section 8
What existing evidence (either presumed or otherwise) do you have for this?			We have received no complaints.		
17. Could the differential impact identified in 8-16 amount to there being the potential for adverse impact in this policy/procedure/practice?	Y	N	As outlined in 10. No		
18. Can this adverse impact be justified on the grounds of promoting equality of opportunity	Y	N	Please explain for each heading (questions 8-16) on a separate piece of paper. To some extent the building can't be altered.		

for one group? Or any other reason?			
Business improvement 19. Is there any concern that there are unmet needs in relation to any of the above groups?	Y	N	Please explain Some works are due to be carried out to comply with a recent DDA audit. These relate to lighting levels, signage and demarcation lines on the external step. Access improvements to the building have been assessed by GBC Properties section and have been deemed not possible due to building design limitations and lack of frontage. More information about the equality profile of visitors to the TIC
20. Does differential impact or unmet need cut across the equality strands (e.g. elder BME groups)?	Y	N	Please explain No
21. If yes, should the full EIA be conducted jointly with another service area/contractor/partner/agency?	¥	N	Please explain No
22. Is there a missed opportunity to improve your business in relation to any of the policies, procedures or practices to promote racial, gender, disability, age, sexual orientation, religion or belief equality?			Yes DDA works which will be happening. There is potential for promoting equality and diversity through tourism activities

		No	Yes	No
		24. If No, are there any changes required to the policy to improve it around the equality agenda? No		

Signed
(completing officer)

Trudy Hamilton

Date

July 2008

Signed
(Head of Section) **Date**

Countersigned
(HR Representative)

Richard Wood

Date

November 2008