

Equality impact assessment summary
Consumer Services

Name of the Directorate and Service Area	Business and Environmental Services – Trading Standards and Planning Services
Name of the service/policy being assessed	Business Advice
Description of the service/policy	<p>Trading Standards & Planning Services (TS&PS) have a statutory duty to provide advice to North Yorkshire based businesses. The aim of business advice is to:</p> <ul style="list-style-type: none"> ▪ Provide high quality information, advice, support and signposting to all North Yorkshire’s businesses (whether they are already trading, or are considering a business start up) on all Trading Standards matters ▪ Work together with local businesses and partners to enable them to trade fairly and in compliance with their legal obligations at a local, regional and national level ▪ Providing specialist business advice to food and agricultural businesses <p>In addition, a Primary Authority Agreement allows companies outside North Yorkshire to form a partnership with TS&PS. It enables them to have a single source of advice and therefore consistent approach from Trading Standards services for their business which may operate across several council boundaries.</p>
Results of the assessment:	<p>The Business Advice service is not an area with known inequality issues related to any of the protected characteristics therefore the decision was made not to carry out a full Equality Impact Assessment.</p> <p>Inequalities which were identified but are not related to any of the protected characteristics include:</p> <ul style="list-style-type: none"> • A charge is made for provision of advice to out of county businesses that set up a Primary Authority Agreement. This charge is made as there is no statutory requirement to support these businesses and therefore the service must recover the additional costs in providing support. • There are known inequalities relating to how people can access advice services, therefore a wide range of methods are used to publicise the service and to provide information and advice to businesses. These methods include: <ul style="list-style-type: none"> ○ A dedicated business advice email address, phone line and web page. ○ Contacting new businesses within 3 months of identifying them to improve their access to relevant and timely advice. ○ Business advice surgeries, attending other business events and developing contacts with start-up fund administrators. ○ A Newsflash system for businesses to keep track of changes to legislation and to receive warnings about scams which may affect their business.
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