

### Pollution Control – Equalities Impact Assessment Action Plan

<b>Item</b>	<b>Action Area</b>	<b>Actions required</b>	<b>Lead Officer</b>	<b>Time Scale</b>	<b>Notes</b>
1	To monitor users of pollution prevention & control	Introduce monitoring forms to routine inspections  Introduce customer satisfaction survey	Section Manager  Air Quality Officer	May 2006  May 2006	No monitoring is currently undertaken
2	To improve accessibility to pollution control	Improve web site access Issue standard translation sheets on all advisory letters	Air Quality Officer	April 2006 and on-going	There is a commitment to widen access to advice, including to people with limited or no English.
3	To provide appropriate staff training	Provide on-going training courses for all pollution control staff on customer care & equality awareness	Section Manager	April 2006 and on-going	Staff training is a key priority, especially for frontline staff.
4	To implement, monitor & review Action Plan	Provide annual monitor/update of this Action Plan	Section Manager  Head of CPS	October 2006 and annually	Provide information to CPS Management Team  Provide information to ESMT