

Charnwood Borough Council

Equality Impact Assessment 'Knowing the needs of your customers and employees'

■ Background

An Equality Impact Assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

■ Legislation- Equality Duty

As a local authority that provides services to the public, Charnwood Borough Council has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to:

- ✓ Eliminate discrimination, harassment and victimisation
- ✓ Advance Equality of Opportunity
- ✓ Foster good relations

For the following protected characteristics:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion and belief
8. Sex (Gender)
9. Sexual orientation

What is prohibited?

1. Direct Discrimination
2. Indirect Discrimination
3. Harassment
4. Victimisation
5. Discrimination by association
6. Discrimination by perception
7. Pregnancy and maternity discrimination
8. Discrimination arising from disability
9. Failing to make reasonable adjustments

Note: Complete the action plan as you go through the questions

■ **Step 1 – Introductory information**

Title of the policy	Customer Service Centre Reopening
Name of lead officer and others undertaking this assessment	Karey Barnshaw
Date EIA started	26/06/20
Date EIA completed	26/06/20

■ **Step 2 – Overview of policy/function being assessed:**

Outline: What is the purpose of this policy? (Specify aims and objectives)
<p>After closing the Customer Service Centre due to the Coronavirus pandemic, the Council now wishes to start to reopen the centre to member of the public who need to access a face to face service.</p> <p>However, the services must be delivered in-line with the Health and Safety requirements to ensure we operate in a 'Covid Secure' way.</p>
What specific group/s is the policy designed to affect/impact and what is the intended change or outcome for them?
<p>The changes will impact all customers that wish to access our face to face services.</p> <p>In order to manage this within the health and safety guidelines, changes in the way services will be deliver have been implemented and include:</p> <ul style="list-style-type: none"> • Services will only be available on an appointment basis • Limited internal waiting areas, customer will be required to wait outside the building • No access to public PC's • Only one customer will be able to attend an appointment unless the customer has special circumstances • Customers will be asked to observe social distancing at all times
Which groups have been consulted as part of the creation or review of the policy?
<p>The proposed arrangements have been discussed with the Health and Safety Officer to ensure that the Council is operating within the Health and Safety Covid Secure Requirements, all Head of Service and approved by SLT. There has been no consultation with customer groups.</p>

■ **Step 3 – What we already know and where there are gaps**

<p>List any existing information/data do you have/monitor about different diverse groups in relation to this policy? Such as in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation etc.</p>
<p>Data/information such as:</p> <ul style="list-style-type: none"> ▪ Consultation ▪ Previous Equality Impact Assessments ▪ Demographic information ▪ Anecdotal and other evidence
<p>The Customer Service Centre in the past has been utilised by a wide range of customer for a variety of different services.</p>

What does this information / data tell you about diverse group? If you do not hold or have access to any data/information on diverse groups, what do you need to begin collating / monitoring? (Please list)

We are aware that many of the customers that have previously used the Customer Service Centre are often more vulnerable customers who need additional help and support to access services.

■ **Step 4 – Do we need to seek the views of others? If so, who?**

In light of the answers you have given in Step 2, do you need to consult with specific groups to identify needs / issues? If not please explain why.

Following discussion with all Head of Service in relation to the customer groups that use their services and the needs that they have which have been incorporated into the new procedures, is it not required for any further views to be sought at this time.

■ **Step 5 – Assessing the impact**

In light of any data/consultation/information and your own knowledge and awareness, please identify whether the policy has a positive or negative impact on the individuals or community groups (including what barriers these individuals or groups may face) who identify with any 'protected characteristics' and provide an explanation for your decision (please refer to the general duties on the front page).

	Comments
Age	<p>Neutral impact. All customers regardless of age will be able to use/access the Customer Service Centre as required with no predicted adverse impact upon the protected characteristic of age.</p> <p>Any customers in the older age group, who require support from a carer, will be supported appropriately in line with their request.</p>
Disability (Physical, visual, hearing, learning disabilities, mental health)	<p>Neutral impact. All customers regardless of disability will be able to use/access the Customer Service Centre as required with no predicted adverse impact upon the protected characteristic of disability.</p> <p>Customers with disabilities will continue to access services with any additional support should it be required/ requested. Any customers with disabilities, who require support from a carer, will be supported appropriately in line with their request.</p> <p>Should any customers require BSL translation this may be difficult to facilitate face to face and may require a video call as an alternative. This will be assessed on a case by case basis, and the most appropriate solution will be sought for customers.</p>
Gender Reassignment (Transgender)	<p>Neutral impact. All customers regardless of gender will be able to use/access the Customer Service Centre as required with no predicted adverse impact upon the protected characteristic of gender reassignment.</p>
Race	<p>Neutral impact. All customers regardless of race will be able to use/access the Customer Service Centre as required with no predicted adverse impact upon the protected characteristic of race.</p>

	Should any customers require translators of certain languages (due to English not being the first language) this may be difficult to facilitate face to face and may require telephone translation. This will be assessed on a case by case basis, and the most appropriate solution will be sought for customers.
Religion or Belief (Includes no belief)	Neutral impact. All customers regardless of religion or belief will be able to use/access the Customer Service Centre as required with no predicted adverse impact upon the protected characteristic of religion or belief.
Sex (Gender)	Neutral impact. All customers regardless of sex will be able to use/access the Customer Service Centre as required with no predicted adverse impact upon the protected characteristic of sex.
Sexual Orientation	Neutral impact. All customers regardless of sexual orientation will be able to use/access the Customer Service Centre as required with no predicted adverse impact upon the protected characteristic of sexual orientation.
Other protected groups (Pregnancy & maternity, marriage & civil partnership)	Neutral impact. All customers will be able to use/access the Customer Service Centre as required with no predicted adverse impact upon any other protected group
Other socially excluded groups (carers, low literacy, priority neighbourhoods, health inequalities, rural isolation, asylum seeker and refugee communities etc.)	Neutral impact. All customers will be able to use/access the Customer Service Centre as required with no predicted adverse impact upon any other socially excluded groups

<p>Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.</p> <p>Please note:</p> <ul style="list-style-type: none"> a) If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately. b) Additionally, if you have identified adverse impact that is justifiable or legitimate, you will need to consider what actions can be taken to mitigate its effect on those groups of people.
<p>1. Any customers in the older age group, who require support from a carer, will be supported appropriately in line with their request.</p> <p>2. Customers with disabilities will continue to access services with any additional support should it be required/ requested. Any customers with disabilities, who require support from a carer, will be supported appropriately in line with their request.</p> <p>3. Should any customers require BSL translation this may be difficult to facilitate face to face and may require a video call as an alternative. This will be assessed on a case by case basis, and the most appropriate solution will be sought for customers.</p> <p>4. Should any customers require translators of certain languages (due to English not being the first language) this may be difficult to facilitate face to face and may require telephone translation. This will be assessed on a case by case basis, and the most appropriate solution will be sought for customers.</p>

Summarise your findings and give an overview as to whether the policy will meet Charnwood Borough Council's responsibilities in relation to equality and diversity (please refer to the general duties on the front page).

There is seen to be a neutral impact for the Customer Service Centre reopening, therefore meeting Charnwood Borough Council's responsibilities in relation to equality and diversity.

Step 6- Monitoring, evaluation and review

Are there processes in place to review the findings of this Assessment and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact?

The current procedures will be reviewed on a weekly basis to ensure no customer of negatively impacted by these changes.

How will the recommendations of this assessment be built into wider planning and review processes? e.g. policy reviews, annual plans and use of performance management systems.

Will be considered within the Organisational Recovery Cell.

Step 7- Action Plan

Please include any identified concerns/actions/issues in this action plan:
The issues identified should inform your Service Plan and, if appropriate, your Consultation Plan

Reference Number	Action	Responsible Officer	Target Date
001	Monitoring and customer feedback or issues arising	K. Barnshaw	Ongoing

Step 8- Who needs to know about the outcomes of this assessment and how will they be informed?

	Who needs to know (Please tick)	How they will be informed (we have a legal duty to publish EIA's)
Employees	Y	Procedural guidance and internal comms
Service users	Y	External comms to customers
Partners and stakeholders	Y	Relevant comms
Others		
To ensure ease of access, what other communication needs/concerns are there?		

■ **Step 9- Conclusion (to be completed and signed by the [Service Head](#))**

Please delete as appropriate
I agree with this assessment / action plan
If <i>disagree</i>, state action/s required, reasons and details of who is to carry them out with timescales:
Signed (Service Head): Karey Barnshaw
Date:26.6.20

[Please send completed & signed assessment to Suzanne Kinder for publishing.](#)