

EqIA – Full Equality Impact Assessment

Step 1: Introduction

Policy or Service to be assessed: Council Access Points

Service and lead officer: Sara Turnbull

Officers involved in the EqIA: Localism workstream officers

What are you impact assessing?

- Existing
- New/proposed
- Changing/Update revision

Other, please list:

Step 2: Scoping – what are you assessing?

Q1 What is the title of your service/strategy/policy/project? Council Access Points

Q2 What is the aim of your service/strategy/policy/project?

To develop Council Access Points for residents to access council services near to them. On day one this will involve utilising existing buildings which provide access to services already, as provided by staff and/or volunteers.

The longer term vision it to create Community Access Points which will encompass community support and activities as well as council services.

Q3 Who does/will it have an impact on? E.g. public, visitors, staff, members, partners?

This proposal will impact on all residents, staff, members and in the longer-term partners positively.

It provides residents with the opportunity to speak to a staff member or volunteer near to them, if required, to help signpost and answer common queries. In addition, at each of the CAPs, it is intended that individual council services will be invited to consider using the space for appointments and drop-in sessions.

The phase 1 proposal is focused on ensuring that residents can access services in a variety of ways from day 1 and know where to go if they want to access face-to-face services. CAPs are part of the council's wider customer strategy.

Frontline staff at CAPs will be provided with additional training to support them in their role in signposting and assisting the public with common enquiries. As part of the

implementation planning for this policy area, a customer training programme will be developed to meet the needs of all residents, including consideration of all equalities considerations.

All buildings proposed as CAPs for day 1 are venues which are already used as advertised venues for the public to attend. Disabilities access is in place at all council premises.

The Council Access Points will be open a variety of times. As part of this policy proposal no changes are proposed to existing advertised times in order to ensure continuity for residents and staff at those sites.

Members will have the opportunity to use CAPs for appointments with residents, and potentially surgeries.

Q4 Will there be an impact on any other functions, services or policies? If so, please provide more detail

This proposal will impact on all Council service areas. It will provide the opportunity for services to consider using the sites for service delivery (drop-in or appointment basis) as required.

Q5 Are there any potential barriers to implementing changes to your service/strategy/policy/ project?

None identified.

Q6 Who else will be involved in implementing this service/strategy/policy/project?

The key services areas involved in delivery of this project are:

- The library service (BCC)
- Customer Workstream—customer training programme delivery.
- Communications Workstream—branding & promotions.
- Property & Asset Workstream—minor room adaptation, signage.

If this policy approach is agreed by the Shadow Executive, a key part of phase 2 (post-vesting day) will be to engage with local communities, residents, town & parishes, members etc...on co-designing community access points to meet local needs.

Step 3: Information gathering – what do you need to know about your customers?

Q7 What data do you already have about your service users, or the people your policy or strategy will have an impact on, that is broken down by equality strand?	
Age/Disability:	N/A. This proposal seeks agreement for the high-level approach by the new Council in regard to Council Access Points. No proposal is made for changing what or how individual services are delivered by the new Council. If this policy approach is agreed, data on service use at CAPs will be gathered as part of the performance monitoring and reviewed regularly. This data will inform subsequent consideration post-vesting day on any changes to locations & phase 2.
Gender re-assignment:	As above
Race:	As above
Religion or belief:	As above
Sex:	As above
Sexual orientation:	As above
Pregnancy and maternity:	As above
Marriage & Civil Partnership:	As above
Other (please give full details of why this is included)	As above

Q8 Do you need any further information broken down by equality strand to inform this EqIA?

Yes
 X No

If yes, list here with actions to help you gather data for the improvement plan in Step 5

Q9 Is there any potential for direct or indirect discrimination?

Yes
 X No
 Don't know

If yes, please provide more detail on how you will monitor/overcome this
 If don't know, please provide more information on how you will decide this

Step 4: Making a judgement about impacts

Q9 What impact do you consider your policy or strategy will have on each of the strands within each equality strand?	
Age:	Positive. Residents will be able to access council services closer to home. This may be particularly beneficial to older residents.
Disability:	Positive. Residents will be able to access council services closer to home. This may be particularly beneficial for those who are less physically mobile.
Gender re-assignment:	N/A
Race:	N/A
Religion or belief:	N/A
Sex:	N/A
Sexual orientation:	N/A
Pregnancy and maternity:	N/A
Marriage & Civil Partnership:	N/A
Other:	N/A
Conclusion: Council Access Points should have a positive impact on residents as they will ensure services are more accessible locally through a network of buildings across the county. This is a new initiative and such use will be monitored and evaluated.	

Step 5: Recommendations (i.e. what are you going to improve/change?)

Issue	Action	Performance target (what difference will it make)	Lead Officer	Achieved
3 of the proposed CAPs currently do not have private room space.	Add private rooms to some venues.	Enable residents to have private conversations with council staff.	tbc	N/A
Frontline staff may not feel confident or be familiar with common queries across county & district services.	Arrange a training package, including equalities elements.	Enable staff and volunteers to answer residents queries or be able to sign post effectively.	Unitary Customer Workstream	N/A
EqIA approved by:	Sara Turnbull, Localism Workstream Lead			
Date:	25 September 2019			
Next review date:	Autumn 2020 (6 months after day 1)			