

Equality and Safety Impact Assessment

The **public sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with section 17 of the Crime and Disorder Act and will enable the council to better understand the potential impact of the budget proposals and consider mitigating action.

| | |
|---|--|
| <p>Name or Brief Description of Proposal</p> | <p>Reduced Gateway / cash office opening hours.</p> <p>This proposal is part of the ‘re-set’ changes to the Council’s contractual relationship with Capita and associated amendments to the services provided.</p> <p>This proposal is to reduce Gateway / cash office opening hours effective the start of October 2016.</p> <p>The current opening hours are:-</p> <ul style="list-style-type: none"> • 08:30 – 17:30 Monday, Tuesday and Friday. • 09:30 – 17:30 Wednesday. • 08:30 - 19:00 Thursday. <p>The proposed revised opening hours are:-</p> <ul style="list-style-type: none"> • 9:30 – 16:30 Monday to Friday. |
| <p>Brief Service Profile (including number of customers)</p> | <p>The Gateway service currently has around 78,000 visitors p.a. (based on 2015-16 data). The number of visitors is reducing as the Council implements a series of measures to provide services in different ways, with a particular focus on digital and web transactions.</p> |
| <p>Summary of Impact and</p> | <p>Based on a sampling exercise, it is estimated that only 8% of visits currently take place during the periods when</p> |

Issues

Gateway would not be open as a result of this proposal. This reduces further to around 7% if appointments made for slots outside of the new opening hours are excluded from the figures. It should also be noted that many of these customers will repeatedly visit Gateway during the year, so the actual number of customers affected is likely to be significantly less than 6,425.

As the Council's transformation agenda - and particularly the re-profiling of service provision in order to provide services digitally - progresses then the number of people impacted is likely to be further reduced.

The digital implementation of Parking Permits, scheduled for autumn-winter 2016, will also provide an additional significant reduction in overall customers visiting Gateway. It should be noted that this proposal has no direct impact on the range and quality of services provided at Gateway, but it does reduce the convenience to customers of extended opening hours.

Reviews of the impacts of the changes post implementation of the proposal would be undertaken at the end of week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.

Customer composition

Sampling indicates the following:-

- Age

| Age range | Percentage |
|--------------|------------|
| Less than 20 | 1% |
| 20-30 | 32% |
| 31-40 | 26% |
| 41-50 | 13% |
| 51-60 | 13% |
| 61-70 | 7% |
| 71+ | 6% |

| | |
|------------------------------------|--|
| | <ul style="list-style-type: none"> • Ethnicity 59% of customers described themselves as British, 25% as Polish, 6% as Asian • Sex 57% of customers are male, 43% are female |
| Potential Positive Impacts | The basis of these proposals is to reduce costs to the Council, whilst maintaining service quality and, in parallel, opening further options for customers to access our services 24 hours per day at their convenience. |
| Responsible Service Manager | Paul Paskins |
| Date | 27/06/16 |

| | |
|-----------------------------------|-----------------------------|
| Approved by Senior Manager | Rob Harwood |
| Signature | Digital |
| Date | 27/06/2016 |

Potential Impact

| Impact Assessment | Details of Impact | Possible Solutions & Mitigating Actions |
|-------------------|--|---|
| Age | No identified negative impacts. Sampling indicates that most users of the services during the periods in which Gateway will no longer open are in the age range 20-60. | Customer feedback and a formal consultation process will be used to inform actions to mitigate any negative impacts identified. The revisions to opening times will be publicised to ensure that users – and potential users – of the services are aware of the changes and the times at which the services can be accessed. The digital transformation programme will continue to develop the range of alternative methods by which services |

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|-------------------|--|---|
| | | <p>can be accessed at the convenience of customers.</p> <p>Reviews of the impacts of the changes post implementation of the proposal would be undertaken at the end of week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.</p> |
| Disability | <p>No identified negative impacts as the existing adjustments to the service and accessibility will be maintained. Sampling suggests that there may be some impact on a number of disabled users of the services and it is intended to supplement this intelligence with customer feedback through formal and information consultation</p> | <p>Customer feedback and a formal consultation process will be used to inform actions to mitigate any negative impacts identified. The revisions to opening times will be publicised to ensure that users – and potential users – of the services are aware of the changes and the times at which the services can be accessed. The digital transformation programme will continue to develop the range of alternative methods by which services can be accessed at the convenience of customers.</p> <p>Reviews of the impacts of the changes post implementation of the proposal would be undertaken at the end of week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.</p> |

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| <p>Gender Reassignment</p> | <p>No identified negative impacts</p> | <p>Customer feedback and a formal consultation process will be used to inform actions to mitigate any negative impacts identified. The revisions to opening times will be publicised to ensure that users – and potential users – of the services are aware of the changes and the times at which the services can be accessed. The digital transformation programme will continue to develop the range of alternative methods by which services can be accessed at the convenience of customers.</p> <p>Reviews of the impacts of the changes post implementation of the proposal would be undertaken at the end of week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.</p> <p>Reviews of the impacts of the changes post implementation of the proposal would be undertaken at the end of week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.</p> |
| <p>Marriage and Civil</p> | <p>No identified negative impacts</p> | <p>Customer feedback and a formal consultation process will be used to inform</p> |

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| Partnership | | <p>actions to mitigate any negative impacts identified. The revisions to opening times will be publicised to ensure that users – and potential users – of the services are aware of the changes and the times at which the services can be accessed. The digital transformation programme will continue to develop the range of alternative methods by which services can be accessed at the convenience of customers.</p> <p>Reviews of the impacts of the changes post implementation of the proposal would be undertaken at the end of week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.</p> |
| Pregnancy and Maternity | No identified negative impacts as the existing adjustments to the service and accessibility will be maintained. | <p>Customer feedback and a formal consultation process will be used to inform actions to mitigate any negative impacts identified. The revisions to opening times will be publicised to ensure that users – and potential users – of the services are aware of the changes and the times at which the services can be accessed. The digital transformation programme will continue to develop the range of alternative methods by which services can be accessed at the convenience of customers.</p> <p>Reviews of the impacts of</p> |

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| | | <p>the changes post implementation of the proposal would be undertaken at the end of week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.</p> |
| Race | <p>No identified negative impacts as the existing adjustments to the service will be maintained.</p> | <p>Customer feedback and a formal consultation process will be used to inform actions to mitigate any negative impacts identified. The revisions to opening times will be publicised to ensure that users – and potential users – of the services are aware of the changes and the times at which the services can be accessed. The digital transformation programme will continue to develop the range of alternative methods by which services can be accessed at the convenience of customers.</p> <p>Reviews of the impacts of the changes post implementation of the proposal would be undertaken at the end of week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.</p> |
| Religion or Belief | <p>No identified negative impacts as the opening days of the service are not impacted by the proposal.</p> | <p>Customer feedback and a formal consultation process will be used to inform actions to mitigate any negative impacts identified.</p> |

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| | | <p>The revisions to opening times will be publicised to ensure that users – and potential users – of the services are aware of the changes and the times at which the services can be accessed. The digital transformation programme will continue to develop the range of alternative methods by which services can be accessed at the convenience of customers.</p> <p>Reviews of the impacts of the changes post implementation of the proposal would be undertaken at the end of week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.</p> |
| Sex | No identified negative impacts | <p>Customer feedback and a formal consultation process will be used to inform actions to mitigate any negative impacts identified. The revisions to opening times will be publicised to ensure that users – and potential users – of the services are aware of the changes and the times at which the services can be accessed. The digital transformation programme will continue to develop the range of alternative methods by which services can be accessed at the convenience of customers.</p> <p>Reviews of the impacts of the changes post implementation of the</p> |

| Impact Assessment | Details of Impact | Possible Solutions & Mitigating Actions |
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| | | <p>proposal would be undertaken at the end of week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.</p> |
| <p>Sexual Orientation</p> | <p>No identified negative impacts</p> | <p>Customer feedback and a formal consultation process will be used to inform actions to mitigate any negative impacts identified. The revisions to opening times will be publicised to ensure that users – and potential users – of the services are aware of the changes and the times at which the services can be accessed. The digital transformation programme will continue to develop the range of alternative methods by which services can be accessed at the convenience of customers.</p> <p>Reviews of the impacts of the changes post implementation of the proposal would be undertaken at the end of week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.</p> <p>Reviews of the impacts of the changes post implementation of the proposal would be undertaken at the end of</p> |

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| | | <p>week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.</p> |
| Community Safety | No identified negative impacts | <p>Customer feedback and a formal consultation process will be used to inform actions to mitigate any negative impacts identified. The revisions to opening times will be publicised to ensure that users – and potential users – of the services are aware of the changes and the times at which the services can be accessed. The digital transformation programme will continue to develop the range of alternative methods by which services can be accessed at the convenience of customers.</p> |
| Poverty | No identified negative impacts | <p>Customer feedback and a formal consultation process will be used to inform actions to mitigate any negative impacts identified. The revisions to opening times will be publicised to ensure that users – and potential users – of the services are aware of the changes and the times at which the services can be accessed. The digital transformation programme will continue to develop the range of alternative methods by which services can be accessed at the convenience of customers.</p> <p>Reviews of the impacts of the changes post implementation of the proposal would be</p> |

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| | | <p>undertaken at the end of week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.</p> |
| <p>Other Significant Impacts</p> | <p>No identified negative impacts</p> | <p>Customer feedback and a formal consultation process will be used to inform actions to mitigate any negative impacts identified. The revisions to opening times will be publicised to ensure that users – and potential users – of the services are aware of the changes and the times at which the services can be accessed. The digital transformation programme will continue to develop the range of alternative methods by which services can be accessed at the convenience of customers.</p> <p>Reviews of the impacts of the changes post implementation of the proposal would be undertaken at the end of week 1, month 1 and month 6. These reviews will identify known positive and negative impacts and seek to implement mitigations to reduce the impact of any negative impacts.</p> |