

# Public Document Pack

## **Council**

Wednesday, 12th February,  
2014  
at 2.00 pm

### **MEMBERS' ROOM DOCUMENTS**

This meeting is open to the public

#### **Members**

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## MEMBERS' ROOM DOCUMENTS

Agendas and papers are now available via the Council's website

### 4(b) General Fund Revenue Budget 2014/15 to 2016/17

Equality and Safety Impact Assessment, attached.

Tuesday, 4 February 2014

DIRECTOR OF CORPORATE SERVICES



## 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.

|  |   |  |   |
|--|---|--|---|
| <b>Name or Brief Description of Proposal</b>                 | <b>CS02</b><br>Efficiencies at two council run nurseries – Startpoint Northam and Sholing   |  |   |
| <b>Brief Service Profile (including number of customers)</b> | The nurseries offer early years’ provision of day care for children aged 0-4 years old, with a mix of provision for eligible free 2 year old places and paid childcare. |  |   |
|  |   | <b>Northam</b>   | <b>Sholing</b>  |
|  | Registered numbers:   | A maximum of 68 children aged 2, 3 and 4 within a day, with a maximum of 12 of these being aged 2.<br>(2 sessions per day each of maximum of 34 x 3 and 4 year olds and 6 x 2 year olds) | A maximum of 80 children, with a maximum of 24 of these being aged under 2. Spaces within nursery are used on a flexible basis to best meet needs of families; numbers of paying and funded places fluctuate according to need. |
|  | Paid pupils<br>Age range  | Places for 12 funded 2 year olds x 15 hours per week/ 570 hours per year per child.<br><br>Places for 56 funded 3 and 4 year olds x 15 hours per week/570 hours per year                 | Places for 16 funded 2 year olds currently x 15 hours a week/570 hours per year- planning to expand to 24 from January 2014.<br><br>Places for 128 funded 3 and 4 year olds x 15 hours a week/570 hours per year.               |
|  | Staff FTEs  | 5.69   | 17.97   |
| Other  | Surestart   | JCP  |   |

|                                     |   |             |   |
|-------------------------------------|---|-------------|---|
|                                     | provision on site   |             | Surestart<br>Health visitors<br>Training room used by city wide services including WFD and Health.<br>Early years & Childcare service: 18.64fte SCC staff plus 6 TRIO and Prospects Early years' staff. |
|                                     | OFSTED & accreditation  | Outstanding | Outstanding<br>Centre of Excellence   |
| <b>Summary of Impact and Issues</b> | <p>The efficiencies include removal of a vacant post, regrading of staff, maximising income to the nurseries, and increased income for SEN pupils. The proposal is to change the structure of staff at Startpoint Sholing and Northam in order to both make the service more efficient in comparison with other providers and also to give greater opportunities to staff for progression. At the moment there are no posts between grade 1, essentially training posts and grade 6. The savings in the budget for 2014/15 are predicated on just over 3.5 FTE posts, currently vacant, being changed from Grade 6 to Grade 3. Further Grade 6 posts, up to another 3.5 FTE would be regraded as Grade 3 posts as vacancies occur through normal turnover up to the end of 2014/15. In addition to this reorganisation, a post, that has been vacant since April 2013, will be deleted from the structure. The nurseries have a higher ratio of staff to pupils than is statutorily required to enable additional support to the high proportion of pupils where English is not their first language or have specific learning needs. Increased places at these two nurseries will reduce this ratio although specialist support will continue.</p> |             |   |
| <b>Potential Positive Impacts</b>   | <p>This will benefit the nurseries as it will be a much better comparator to the rest of the sector whilst continue to provide a high quality service which meets the need of the diverse communities. The proposals will also lead to increased nursery places in areas with a high demand for affordable nursery care.</p>  |             |   |
| <b>Responsible Service Manager</b>  | Anne Downie   |             |   |
| <b>Date</b>                         |   |             |   |
| <b>Approved by Senior Manager</b>   | Graham Talbot   |             |   |
| <b>Signature</b>                    |   |             |   |
| <b>Date</b>                         |   |             |   |

## Potential Impact

| Impact Assessment            | Details of Impact   | Possible Solutions & Mitigating Actions                        |
|------------------------------|---|--|
| Age                          | The age and profile of placements will remain the same in the future.   |  |
| Disability                   | Startpoint Sholing provides a very inclusive setting with a high proportion of children with learning needs. 6 are on Inclusive Places funding, and 1 is eligible for Inclusion Support Grant, 7 others are applying for Integrated assessments, leading to Education, Health and Care plans. 25 children have identified additional needs, including communication delay. Excellent staff experience and knowledge around SEN; the centre has children who have moved from other settings which were unable to meet their needs. | This additional support will continue through these proposals. |
| Gender Reassignment          | No negative impact  |  |
| Marriage & Civil Partnership | No negative impact  |  |
| Pregnancy and Maternity      | The health visitor provision at Sholing will continue.  |  |
| Race                         | Northam Startpoint takes a high proportion of children where English is a second language. This term 73% of children (32) attending the nursery have English as an Additional Language, with first languages including Dari, Somali, Portuguese, Polish, Latvian and Pashtu.  | This additional support will continue through these proposals. |
| Religion or Belief           | No negative impact  |  |
| Sex                          | No negative impact  |  |
| Sexual Orientation           | No negative impact  |  |
| Community Safety             | No negative impact  |  |
| Poverty                      | Shortage of affordable and inclusive early years' places for 2, 3 and 4 year olds and their working parents as Startpoint Northam is in a very deprived area. Startpoint Sholing is used by families in adjacent area of Thornhill, which is also a very deprived area.   | These proposals will allow for provision in this area          |

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.

| Name or Brief Description of Proposal                        | EDL 6<br>Reduction in Museum and Gallery Education Team   |          |                         |        |         |        |       |                  |       |       |                         |       |       |
|--|---|----------|-------------------------|--------|---------|--------|-------|------------------|-------|-------|-------------------------|-------|-------|
| <b>Brief Service Profile (including number of customers)</b> | <p>The Museum and Gallery Education Team provide a range of educational and learning opportunities direct to the public, to schools and to community groups. Activities offered include discovery sessions, tours and workshops. The team offer adult learning and educational workshops in a range of venues including schools and have a programme of activities for children and young people during school holidays. Activities are promoted widely and access is open to all. There is a charge for the majority of courses and activities.</p> <p>In 2012/13 usage was as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d3d3d3;">Category</th> <th style="background-color: #d3d3d3;">Children / Young people</th> <th style="background-color: #d3d3d3;">Adults</th> </tr> </thead> <tbody> <tr> <td>Schools</td> <td style="text-align: center;">19,445</td> <td style="text-align: center;">3,432</td> </tr> <tr> <td>Higher education</td> <td style="text-align: center;">1,864</td> <td style="text-align: center;">1,211</td> </tr> <tr> <td>Public events / courses</td> <td style="text-align: center;">1,852</td> <td style="text-align: center;">4,326</td> </tr> </tbody> </table> | Category | Children / Young people | Adults | Schools | 19,445 | 3,432 | Higher education | 1,864 | 1,211 | Public events / courses | 1,852 | 4,326 |
| Category   | Children / Young people   | Adults   |                         |        |         |        |       |                  |       |       |                         |       |       |
| Schools  | 19,445  | 3,432    |                         |        |         |        |       |                  |       |       |                         |       |       |
| Higher education   | 1,864   | 1,211    |                         |        |         |        |       |                  |       |       |                         |       |       |
| Public events / courses                                      | 1,852   | 4,326    |                         |        |         |        |       |                  |       |       |                         |       |       |
| <b>Summary of Impact and Issues</b>                          | <p>The proposal will require the team to increase the number of session directly delivered by the in house team. Freelancers will be used, but in a diminished capacity. The scope and scale of the programme may reduce slightly, there is likely to be less capacity to apply for and secure external funding for adult learning programmes in particular. The ability to provide free / heavily subsidised sessions needs to be reviewed - it is not anticipated that charges will be substantially increased; however this will be kept under review. We will continue to explore external sources of funding to support targeted sessions</p>  |          |                         |        |         |        |       |                  |       |       |                         |       |       |
| <b>Potential Positive Impacts</b>                            |   |          |                         |        |         |        |       |                  |       |       |                         |       |       |
| <b>Responsible Service Manager</b>                           | Lisa Shepherd   |          |                         |        |         |        |       |                  |       |       |                         |       |       |
| <b>Date</b>  |   |          |                         |        |         |        |       |                  |       |       |                         |       |       |

|                                   |                                       |
|-----------------------------------|---------------------------------------|
| <b>Approved by Senior Manager</b> | Mike Harris                           |
| <b>Signature</b>                  |                                       |
| <b>Date</b>                       | Updated 14 <sup>th</sup> January 2014 |

### Potential Impact

| <b>Impact Assessment</b>              | <b>Details of Impact</b>  | <b>Possible Solutions &amp; Mitigating Actions</b>  |
|---------------------------------------|---|---|
| <b>Age</b>                            | <p>The service is used by young children, predominately via schools so there may be a potential impact on children and young people.</p> <p>A reduction in workshops during school holidays will also impact on children and young people.</p> <p>As the service is already targeted at children there will not be a disproportionate impact on this group.</p> <p>The cost and range of Adult learning activities may be negatively affected</p> | Consider an appropriate range of courses and activities.  |
| <b>Disability</b>                     | A limited number of sessions are provided for individuals with visual impairments, these are currently free   | The number and cost of these sessions will have to be reviewed, alongside consideration of external funding to support them |
| <b>Gender Reassignment</b>            | No negative impact.   |   |
| <b>Marriage and Civil Partnership</b> | No negative impact.   |   |
| <b>Pregnancy and Maternity</b>        | No negative impact.   |   |
| <b>Race</b>                           | No negative impact.   |   |
| <b>Religion or Belief</b>             | No negative impact.   |   |
| <b>Sex</b>                            | No negative impact.   |   |
| <b>Sexual Orientation</b>             | No negative impact.   |   |
| <b>Community Safety</b>               | No negative impact.   |   |
| <b>Poverty</b>                        | There may be an increase in the   | Consider an appropriate   |

|  |   |   |
|--|---|---|
|  | cost to the individual for some courses. This may exclude people on low income. | pricing regime and range of courses and activities. |
|--|---|---|

DRAFT WORK IN PROGRESS



## Equality and Safety Impact Assessment

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|  |  |
|--|--|
| <b>Name or Brief Description of Proposal</b>                 | <b>E&amp;T 02</b><br>To reduce the number of staff and vans by deleting a vacant post.   |
| <b>Brief Service Profile (including number of customers)</b> | A comprehensive pest eradication and proofing service to Southampton’s residents and businesses<br>The main pests dealt with are rodents (rats, mice) and insects (bed bugs, cockroaches).<br>The service protects public health by offering affordable services to vulnerable people and adds value by treating the council's own estate, including council housing, parks and open spaces. Many people on low incomes would be unable to access services provided by private companies, leading to public health and reputational risks.<br>Collect and organise the disposal of clinical waste in partnership with the Clinical Commissioning Group<br>Arrange and carry out all aspects of cleaning up filthy or verminous premises. |
| <b>Summary of Impact and Issues</b>                          | Provide a minimum service to the benefit of other council services and residents with no capacity to develop other commercial income streams. The costs of some services will increase universally, whilst a discounted service will continue for those on benefits. Less available cover may lead to slower service response rates.   |
| <b>Potential Positive Impacts</b>                            | Opportunity to focus on the core business and deliver the service at reduced cost to the council.  |
| <b>Responsible Service Manager</b>                           | Janet Hawkins  |
| <b>Date</b>  |  |

|                                   |               |
|-----------------------------------|---------------|
| <b>Approved by Senior Manager</b> | Mitch Sanders |
| <b>Signature</b>                  |               |
| <b>Date</b>                       |               |

## Potential Impact

| Impact Assessment                     | Details of Impact   | Possible Solutions & Mitigating Actions  |
|---------------------------------------|---|--|
| <b>Age</b>                            | No negative impact  |  |
| <b>Disability</b>                     | No negative impact  |  |
| <b>Gender Reassignment</b>            | No negative impact  |  |
| <b>Marriage and Civil Partnership</b> | No negative impact  |  |
| <b>Pregnancy and Maternity</b>        | No negative impact  |  |
| <b>Race</b>                           | No negative impact  |  |
| <b>Religion or Belief</b>             | No negative impact  |  |
| <b>Sex</b>                            | No negative impact  |  |
| <b>Sexual Orientation</b>             | No negative impact  |  |
| <b>Community Safety</b>               | No negative impact  |  |
| <b>Poverty</b>                        | <p>The service currently provides some pest control treatments to those on benefits at a reduced cost.</p> <p>Although a discounted service will continue for those on benefits there may be a delay in service provision due to fewer staff and vehicles available to respond.</p> <p>A proportion of this work is carried out in deprived areas of the city but the impact of potential slower service response times is currently unknown.</p> | <p>To monitor impacts of the changes and target any affected areas accordingly</p> |

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|  |   |
|--|---|
| <b>Name or Brief description of proposal</b>                 | <b>E&amp;T 05</b><br>Savings from street light dimming  |
| <b>Brief Service Profile (including number of customers)</b> | <p>The Street Lighting PFI Contract which started in April 2010 is a 25 year Contract, with the aim within the first 5 years to replace and upgrade all of the city’s 27,000 street lights. To date 16,500 (61%) of lights in the city have a dimming capability, with the remainder to be change in the next year.</p> <p>The PFI Contract will deliver a street lighting stock which is structurally and electrically sound, a ‘White’ light source as standard through out the City, a CMS remote monitoring system, enabling the switching and dimming of lighting, and increased response times for reactive and planned maintenance activities.</p> <p>This is therefore a service that benefits all residents, visitors and people working in the City.</p>  |
| <b>Summary of Impact and Issues</b>                          | <p>Cabinet approved a proposal at its meeting on 16<sup>th</sup> July 2013, to further dim street lights to contribute towards the Council’s Carbon Reduction Policy Target of 40% by 2020.</p> <p><b>Dimming Levels:</b></p> <p><b>Residential Roads.</b><br/> 25% dimming between Dusk to Midnight.<br/> 50% dimming between Midnight and 5.00am.<br/> 25% dimming between 5.00am and Dawn.</p> <p><b>Traffic Routes.</b><br/> 25% dimming between Midnight and 5.00am.</p> <p>There are a number of areas within the City proposed to be exempt from dimming, namely those with evidenced Section 17 Crime and Disorder Act or Road Safety Implications.</p> <p>Increasing the dimming of street lights could have community and road safety implications. Previous studies undertaken by the Department for Transport and</p> |

|                                    |  |
|------------------------------------|--|
|                                    | <p>the Home Office have identified that good street lighting has been shown to reduce crime by up to 20%, road traffic accidents by up to 30%, it also reduces the public perception of the fear of crime, and enhances CCTV detection rates with good picture quality. However, early indications of recent monitoring by Dorset Police, following reducing street lighting, has so far shown no link to an increase in crime.</p> <p>This proposal could have an affect on the local communities and in particular leading to an increase in crime, the fear of crime, and road traffic accidents, and that certain groups within our society may become more venerable such as Women, Disabled People, Older People and Vulnerable Adults, depending on the locations where it is proposed to dim lights further.</p> |
| <b>Potential Positive Impacts</b>  | The proposal to increase dimming of street lights will reduce energy consumption and make financial savings and will greater contribute towards the council's target to reduce its carbon dioxide consumption by 40% by 2020.  |
| <b>Responsible Service Manager</b> | Mike Adams   |
| <b>Date</b>                        | 18 <sup>th</sup> October 2013.   |

|                                   |             |
|-----------------------------------|-------------|
| <b>Summary of impact</b>          |             |
| <b>Approved by Senior Manager</b> | Rob Harwood |
| <b>Signature</b>                  |             |
| <b>Date</b>                       |             |

## Potential Impact

| Impact Assessment                     | Details of Impact  | Possible Solutions & Mitigating Actions   |
|---------------------------------------|--|---|
| <b>Age</b>                            | <p>Increased dimming in the early part of the evening, particularly in the Winter months (when dusk can be as early as 4pm).</p> <p>Older people are more likely to have a greater fear of crime after dark. Other councils where dimming has been introduced are relatively recent and therefore the impact on the fear of or actual levels of crime cannot be assessed, although there are many factors which will influence levels of fear.</p> <p>Young people are most likely to either be a victim or a perpetrator of anti-social behaviour or violent crime. However, there is no data currently available to assess if the dimming of lights will disproportionately impact on this. Increased dimming is unlikely to influence whether young people go out after dark.</p> | <p>To monitor any impacts of street light dimming.</p> <p>To work with partners to address any issues or hot spots that emerge around street light dimming.</p>     |
| <b>Disability</b>                     | <p>It is not clear whether increased street light dimming will negatively impact on disabled people, although the groups with the potential to be effected are those with visual impairments, walking or using mobility scooters during the Dusk to Midnight dimming period.</p> <p>However, there is no data currently available to assess if the dimming of lights will disproportionately impact on this group.</p>   | <p>To monitor any impacts of street light dimming.</p> <p>To work with partners to address any issues or hot spots that may emerge around street light dimming.</p> |
| <b>Gender Reassignment</b>            |  |   |
| <b>Marriage and Civil Partnership</b> |  |   |
| <b>Pregnancy and Maternity</b>        |  |   |
| <b>Race</b>                           |  |   |
| <b>Religion or Belief</b>             |  |   |
| <b>Sex</b>                            | <p>Southampton has a high student population with an active night time</p>   | <p>To monitor any impacts of street light dimming.</p>  |

|                           |   |   |
|---------------------------|---|---|
|                           | <p>economy. Lone young women may feel more vulnerable with increased dimming, whilst young men are more likely to be a victim of crime. However, there is no data currently available to assess if the dimming of lights will disproportionately impact on this group.</p>  | <p>To work with partners to address any issues or hot spots that may emerge around street light dimming.</p>  |
| <b>Sexual Orientation</b> | <p>Decreased lighting could increase fear of crime amongst members of the lesbian and gay community who are at more risk of a hate crime after dark, however, there is no data currently available to assess if the dimming of lights will disproportionately impact on this group.</p>   |   |
| <b>Community Safety</b>   | <p>Although there is research that links good street lighting to the fear of crime, the risk of crime and road safety early indications from other recently established schemes suggest that there has been no negative effect on actual crime. Research shows that fear of crime increases after dark in any event although there is currently no data collected to show whether this would increase more if the street lights were dimmed further or for longer. There are many factors that influence fear of crime.</p> | <p>To work with partners to address any issues or hot spots that may emerge around street light dimming.<br/>To plan an effective communications campaign with partners around safety, focussing on children and young people out after dark.</p> |
| <b>Poverty</b>            | <p>Increased street light dimming is proposed on council estates, often in the most deprived areas of the city, where levels of anti-social behaviour are relatively higher than other parts of the city. Some of these areas are on the outskirts of the city, where issues of social isolation already exist. However, there is no data currently available to assess if the dimming of lights will disproportionately impact on poverty.</p>   | <p>To work with partners to address any issues or hot spots that may emerge around street light dimming.</p>  |

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|  |   |
|--|---|
| <b>Name or Brief Description of Proposal</b>                 | <b>E&amp;T 26</b><br>Withdrawal of Funding for the CityLink free bus service  |
| <b>Brief Service Profile (including number of customers)</b> | The council subsidises a free bus service that operates every 15 minutes between the central railway station and Town Quay. It provides a link between ferries and trains as well as provided a frequent link across the city centre. It is funded by the City Council, Red Funnel and Hamersons (WestQuay shopping centre). There are around 1m passenger journeys per year on the service. It is estimated that a third of passengers get on or off at the station and a third get on or off at the ferry terminal. |
| <b>Summary of Impact and Issues</b>                          | The proposal is to withdraw the Council funding leaving the responsibility for the service with Red Funnel who has indicated they will enter into a partnership to operate a pay bus service. There are alternative commercial pay bus services operating at frequent intervals along the majority of the route.  |
| <b>Potential Positive Impacts</b>                            | The changes will make the bus service more sustainable for the future as it will have the potential to raise revenue. There are potential health benefits of walking for those who choose not to use the pay bus service.   |
| <b>Responsible Service Manager</b>                           | Simon Bell  |
| <b>Date</b>  | 23 October<br>Updated 14 <sup>th</sup> January 2014   |
| <b>Approved by Senior Manager</b>                            | Frank Baxter  |
| <b>Signature</b>   |   |
| <b>Date</b>  |   |

## Potential Impact

| Impact Assessment                     | Details of Impact  | Possible Solutions & Mitigating Actions  |
|---------------------------------------|--|--|
| <b>Age</b>                            | Older people are more likely to find it difficult to walk if the free bus was not provided. An initial survey identified that up to 20% of customers could qualify for a bus pass. The elderly people currently use the bus to get up the hill from the Central Rail Station into town | All residents within England aged 62 and older qualify for a concessionary bus pass which would give them free travel on a pay service after 930am                           |
| <b>Disability</b>                     | People with mobility impairment are more likely to find it difficult to walk if the free bus was not provided. Disabled people currently use the bus to get up the hill from the Central Rail Station into town  | All residents within England aged under 62 who meet the minimum standard qualify for a concessionary bus pass which would give them free travel on a pay service after 930am |
| <b>Gender Reassignment</b>            | No negative impacts  |  |
| <b>Marriage and Civil Partnership</b> | No negative impacts  |  |
| <b>Pregnancy and Maternity</b>        | No negative impacts  |  |
| <b>Race</b>                           | No negative impacts  |  |
| <b>Religion or Belief</b>             | No negative impacts  |  |
| <b>Sex</b>                            | No negative impacts  |  |
| <b>Sexual Orientation</b>             | No negative impacts  |  |
| <b>Community Safety</b>               | No negative impacts  |  |
| <b>Poverty</b>                        | Those people on low incomes may not be able to meet the fare of a pay bus service. The parallel bus service is £2 per journey.   | The distances travelled are relatively short so are reasonable walking distances. To work with the bus and ferry operators to provide a lower cost alternative.              |
|                                       | Impact on commuters who already pay high prices  | It is expected that the commercial offer will allow season ticket holders to use the service free of charge.   |
| <b>Other Significant Impacts</b>      | Removal could lead to increased traffic and environmental pollution  | The service is expected to continue to operate on a commercial basis therefore negating any negative impact  |



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|  |  |
|--|--|
| <b>Name or Brief Description of Proposal</b>                 | <b>E&amp;T 27</b><br>Disband the City Patrol Service   |
| <b>Brief Service Profile (including number of customers)</b> | The City Patrol Service contributes to ensuring Southampton City Council meets its obligations to the Clean Neighbourhoods and Environment Act 2005.<br>The service contributes to making the city and communities more attractive and sustainable, by educating, preventing and where appropriate taking enforcement action in respect of fly-tipping, littering, bins on pavements, distribution of handbills, dog fouling, fly posting, graffiti, stray dogs, trade waste, repair of vehicles and vehicles for sale on the highway which blight communities.<br>The service also identifies abandoned or hazardous vehicles and works with parking services to arrange for their removal from highways and public land. The service also undertakes targeted work in parts of the city where Enviro-Crime is a concern.<br>The service is driven by an expectation from residents, communities, businesses, visitors to the city and other agencies.<br>The service was reduced significantly in 2010 (from a team 22 down to 4). |
| <b>Summary of Impact and Issues</b>                          | Uniformed enforcement capability to deal with Enviro crime would be lost with potential implications for other areas such as City Services and Environmental Health.<br>Increase in complaints and/or reporting to Actionline from residents about fly-tipping, littering, bins on pavements, distribution of handbills, dog fouling, fly posting, graffiti, stray dogs, trade waste, repair of vehicles, abandoned vehicles and vehicles for sale on the highway.   |
| <b>Potential Positive Impacts</b>                            | Possible partnership working with other agencies.  |
| <b>Responsible Service Manager</b>                           | Rosie Zambra   |
| <b>Date</b>  |  |

|                                   |               |
|-----------------------------------|---------------|
| <b>Approved by Senior Manager</b> | Mitch Sanders |
| <b>Signature</b>                  |               |
| <b>Date</b>                       |               |

## Potential Impact

| <b>Impact Assessment</b>              | <b>Details of Impact</b>   | <b>Possible Solutions &amp; Mitigating Actions</b>   |
|---------------------------------------|--|--|
| <b>Age</b>                            | No negative impact.  |  |
| <b>Disability</b>                     | No negative impact.  |  |
| <b>Gender Reassignment</b>            | No negative impact.  |  |
| <b>Marriage and Civil Partnership</b> | No negative impact.  |  |
| <b>Pregnancy and Maternity</b>        | No negative impact.  |  |
| <b>Race</b>                           | No negative impact.  |  |
| <b>Religion or Belief</b>             | No negative impact.  |  |
| <b>Sex</b>                            | No negative impact.  |  |
| <b>Sexual Orientation</b>             | No negative impact.  |  |
| <b>Community Safety</b>               | The service contributes to improving community safety by dealing with Enviro-Crime and hate crime. | Other council teams and outside agencies can deal with the higher priority community safety issues.<br><br>Promote reporting mechanisms. |
| <b>Poverty</b>                        | Certain types of Enviro-Crime can be more common in areas of deprivation.                          | Other council teams and outside agencies can deal with the higher priority Enviro-Crime.   |

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.

|  |  |
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| <b>Name or Brief Description of Proposal</b>                 | <b>H&amp;ASC 01</b><br>Improve outcomes from reablement service so fewer people need care packages and for those where ongoing care is required they have reduced support needs.   |
| <b>Brief Service Profile (including number of customers)</b> | This service is provide in house by approximately 120 staff who support up to 160 people at any one time in their own homes 7 days a week and, for a small number (12 – 15), this is also provided over 24 hours per day. People use this support to achieve their personal goals, maximising their capability usually following deterioration in their health or an admission to hospital. Currently approximately 60% of people who access personal care support from SCC use this service and it is planned to increase this to 80%. Of these approximately 35% achieve a state where no ongoing care is required. It is aimed to significantly increase the proportion who do not need ongoing care and to reduce the amount of ongoing care for the majority of others. |
| <b>Summary of Impact and Issues</b>                          | Intensive support and active goal planning will increase independence and reduce long term care costs. This will be dependent on good quality long term care being available at the end of the reablement provision to enable maximum use of the current staffing establishment.   |
| <b>Potential Positive Impacts</b>                            | Increased independence<br>Reduced use of ongoing care<br>This proposal is supported by the Adult Transformation structure which will promote reablement as the default option and change the care management support to maximise efficient use of reablement   |
| <b>Responsible Service Manager</b>                           | Jane Woodward  |
| <b>Date</b>  | 24/10/13   |

|                                   |              |
|-----------------------------------|--------------|
| <b>Approved by Senior Manager</b> | Jane Brentor |
| <b>Signature</b>                  | JMB          |
| <b>Date</b>                       | 24/10/13     |

### Potential Impact

| <b>Impact Assessment</b>              | <b>Details of Impact</b> | <b>Possible Solutions &amp; Mitigating Actions</b> |
|---------------------------------------|--------------------------|--|
| <b>Age</b>                            | No negative impact       |  |
| <b>Disability</b>                     | No negative impact       |  |
| <b>Gender Reassignment</b>            | No negative impact       |  |
| <b>Marriage and Civil Partnership</b> | No negative impact       |  |
| <b>Pregnancy and Maternity</b>        | No negative impact       |  |
| <b>Race</b>                           | No negative impact       |  |
| <b>Religion or Belief</b>             | No negative impact       |  |
| <b>Sex</b>                            | No negative impact       |  |
| <b>Sexual Orientation</b>             | No negative impact       |  |
| <b>Community Safety</b>               | No negative impact       |  |
| <b>Poverty</b>                        | No negative impact       |  |
| <b>Other Significant Impacts</b>      | No negative impact       |  |

## 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.

|  |   |
|--|---|
| <b>Name or Brief Description of Proposal</b>                 | <b>H&amp;ASC 02</b><br>Proactively assisting up to 600 people to access low level services to delay access to long term care by between 3 and 6 months.   |
| <b>Brief Service Profile (including number of customers)</b> | By building good relationships with local communities and voluntary groups and by providing better information about such services at the first point of contact, people will manage more of their own care needs and maximise local assets. Currently approximately 10,000 people contact Adult services, with just under 4,000 of these being assessed for service provision. |
| <b>Summary of Impact and Issues</b>                          | It is envisaged that a significant proportion of the 4,000 people could self manage if properly supported to do so. An additional worker will be engaged in following up prevention advice. This additional worker is already included in the proposed Adult Transformation structure and will not incur additional costs.  |
| <b>Potential Positive Impacts</b>                            | Greater self management and control.<br>Better community asset building and local involvement.<br>Reduce use of the community care budget   |
| <b>Responsible Service Manager</b>                           | Sharon Stewart  |
| <b>Date</b>  | 24/10/13  |

|                                   |              |
|-----------------------------------|--------------|
| <b>Approved by Senior Manager</b> | Jane Brentor |
| <b>Signature</b>                  | JMB          |
| <b>Date</b>                       | 24/10/13     |

## Potential Impact

| <b>Impact Assessment</b>              | <b>Details of Impact</b> | <b>Possible Solutions &amp; Mitigating Actions</b> |
|---------------------------------------|--------------------------|--|
| <b>Age</b>                            | No negative impact       |  |
| <b>Disability</b>                     | No negative impact       |  |
| <b>Gender Reassignment</b>            | No negative impact       |  |
| <b>Marriage and Civil Partnership</b> | No negative impact       |  |
| <b>Pregnancy and Maternity</b>        | No negative impact       |  |
| <b>Race</b>                           | No negative impact       |  |
| <b>Religion or Belief</b>             | No negative impact       |  |
| <b>Sex</b>                            | No negative impact       |  |
| <b>Sexual Orientation</b>             | No negative impact       |  |
| <b>Community Safety</b>               | No negative impact       |  |
| <b>Poverty</b>                        | No negative impact       |  |
| <b>Other Significant Impacts</b>      | No negative impact       |  |

## 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.

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| <b>Name or Brief Description of Proposal</b>                 | <b>H&amp;ASC 03</b><br>Move from SCC provided horticultural and woodwork day services to an alternative model of delivery.   |
| <b>Brief Service Profile (including number of customers)</b> | Approximately 18 people use the woodwork provision and a further 55 people use the horticultural service. The services support the development of skills and employment capability and produces goods and services which are sold locally.<br>The majority of service users in these services are of working age   |
| <b>Summary of Impact and Issues</b>                          | Commission the horticultural and woodwork day service provision for people with disabilities via a social enterprise potentially in partnership with an existing external horticultural day service provision for people with mental ill health. This would use the economies of scale of existing management infrastructure and so reduce the in house management numbers by two people. The first year savings would not be full year and will require some project management, the cost of which has been built into the first year saving.<br>Impacts will be dependent on the model that results from a local tender exercise. If an existing provider wants to utilise the current premises there will be minimal disruption to existing service users. However, if such a provider wishes to develop the economies of scale of their existing premises then some disruption may be experienced. |
| <b>Potential Positive Impacts</b>                            | Experience of a more commercial approach<br>Wider social and network contacts for users<br>Currently 3 FTE managers manage 6 bases – by reducing the number of services it will be possible to reduce the staffing complement.   |
| <b>Responsible</b>   | Mark Ellynn  |

|                        |          |
|------------------------|----------|
| <b>Service Manager</b> |          |
| <b>Date</b>            | 24/10/13 |

|                                   |              |
|-----------------------------------|--------------|
| <b>Approved by Senior Manager</b> | Jane Brentor |
| <b>Signature</b>                  | JMB          |
| <b>Date</b>                       | 24/10/13     |

## Potential Impact

| <b>Impact Assessment</b>              | <b>Details of Impact</b>   | <b>Possible Solutions &amp; Mitigating Actions</b>   |
|---------------------------------------|--|--|
| <b>Age</b>                            | No negative impact   |  |
| <b>Disability</b>                     | All service users have moderate or severe learning disability or mental health issues. Those with mental health issues predominantly use the woodwork facility and have only recently experienced the closure of Bedford House and been involved in the development of the new service. If a new provider wishes to utilise current premises and some current staff the impact will be minimal but if the venue is changed, users will find the transition difficult. For the horticultural provision, a refurbished greenhouse was provided within the last three years which has encouraged a high level of loyalty which will create some transitional difficulties | Depending on the new provider and the impact, service users will be fully involved in planning for the future and encouraged to take ownership of a new way of using their skills. |
| <b>Gender Reassignment</b>            | No negative impact   |  |
| <b>Marriage and Civil Partnership</b> | No negative impact   |  |
| <b>Pregnancy and Maternity</b>        | No negative impact   |  |
| <b>Race</b>                           | No negative impact   |  |
| <b>Religion or Belief</b>             | No negative impact   |  |
| <b>Sex</b>                            | No negative impact   |  |
| <b>Sexual Orientation</b>             | No negative impact   |  |



|                                  |   |  |
|----------------------------------|---|--|
| <b>Community Safety</b>          | People using the horticultural day service provide gardening using electric and potentially dangerous equipment which requires a high level of supervision. Should this not be properly available there may be some safety issues | Ensure sufficient supervision and staffing ratio in the new arrangement. |
| <b>Poverty</b>                   | No negative impact  |  |
| <b>Other Significant Impacts</b> | No negative impact  |  |

## Equality and Safety Impact Assessment

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|  |  |
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| <b>Name or Brief Description of Proposal</b>                 | <b>H&amp;ASC 04</b><br>Retender of Domiciliary Care Services All Care Groups. Increased focus on improving quality and reducing / delaying future long term care needs of clients.   |
| <b>Brief Service Profile (including number of customers)</b> | The domiciliary care market currently within Southampton provides care for approximately 1,810 people in any given week (1,750 SCC and 60 SCCCG). It accounts for a £18.07 million spend (£12.47 mil SCC and £5.59 mil SCCCG). There are currently up to 75 providers (spot purchased and contracted, although the majority provide to only small numbers of people) working in the city and delivering care packages on behalf of SCC and the CCG.  |
| <b>Summary of Impact and Issues</b>                          | The retender of the Domiciliary Care Service will aim to achieve efficiencies in service provision through renegotiated rates, and greater clarity of invoicing and provider payment. In addition, the specification will include support for higher need clients requiring an intensity of provision. It will provide a community service which will keep people out of residential and nursing settings for longer and increases the opportunity for further long term reablement. There may be a change for some clients as a consequence of the retender but this will be discussed with all clients impacted upon to identify their specific needs and requirements from a new provider |
| <b>Potential Positive Impacts</b>                            | Retendering these services supports four main outcomes: <ul style="list-style-type: none"> <li>• To improve quality within domiciliary care services</li> <li>• To ensure the best value available within the market</li> <li>• To ensure services are able to respond to changing needs and demands.</li> <li>• To improve operational efficiency</li> </ul> Within this process we will actively promote the take up of personalised budgets and reduce the numbers of individuals using care from the new frameworks.   |

|                                    |                                    |
|------------------------------------|------------------------------------|
| <b>Responsible Service Manager</b> | Kate Dench – Commissioning Manager |
| <b>Date</b>                        | 23.10.13                           |

|                                   |              |
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| <b>Approved by Senior Manager</b> | Jane Brentor |
| <b>Signature</b>                  | JMB          |
| <b>Date</b>                       | 24/10/13     |

## Potential Impact

| Impact Assessment                     | Details of Impact  | Possible Solutions & Mitigating Actions   |
|---------------------------------------|--|---|
| <b>Age</b>                            | The Close to Home recommendations review (Equality and Human Rights Commission 2013) has provided the framework to analyse strongly impacts on older people. We believe that impacts will be positive for older people. The tender is for adult's home care; however, we are strengthening transition emphasis within other contracts to align these areas (e.g. outreach short breaks). | A human rights based approach to delivering home care will be implemented. This will entail sign up the principles of good care and monitoring. Improved guidance for older people. Consideration of implementing contract schedules in relation to minimum wage and third party rights. Human rights principles built into the tender and closer monitoring of those principles. |
| <b>Disability</b>                     | Positive   | Delivery of care will be based on individual needs, however, there is emphasis regarding supporting those with disabilities within the specification.   |
| <b>Gender Reassignment</b>            | Positive   | Delivery of care will be based on individual needs, however, there is emphasis regarding supporting those with gender reassignment needs within the specification.  |
| <b>Marriage and Civil Partnership</b> | Positive   | The commissioning process outlines how we meet the needs of those in marriage and civil partnerships, particularly  |
| <b>Pregnancy and Maternity</b>        | Positive   | Delivery of care will be based on individual needs including needs relating to pregnancy and maternity  |
| <b>Race</b>                           | Positive   | The commissioning process has built in stronger emphasis on areas and populations of the city that require reasonable to their support  |
| <b>Religion or Belief</b>             | Positive   | Delivery of care will be based on individual needs including needs relating to religion and or belief   |
| <b>Sex</b>                            | Positive   | Delivery of care will be based on individual needs including needs relating to sex  |

|                                  |                  |   |
|----------------------------------|------------------|---|
| <b>Sexual Orientation</b>        | Positive         | Delivery of care will be based on individual needs including needs relating to sexual orientation |
| <b>Community Safety</b>          | Positive         | Recognition of hate/mate crime/Safer Places built into specification                              |
| <b>Poverty</b>                   | Positive         | Delivery of care will be based on individual needs including needs relating to those in poverty.  |
| <b>Other Significant Impacts</b> | None identified. |   |

## Equality and Safety Impact Assessment

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|  |  |
|--|--|
| <b>Name or Brief Description of Proposal</b>                 | <b>H&amp;AS 05</b><br>Review above standard cost residential and nursing packages  |
| <b>Brief Service Profile (including number of customers)</b> | <p>139 people with learning disabilities are currently provided with residential care. An additional 604 individuals are placed in residential care settings due to age, mental health, substance misuse and other issues – this number is declining slightly as more community options are sought and found (reduction of 2% from previous year).</p> <p>A total of approximately 286 nursing home places were purchased at any week in 2012/13. The number of nursing home places is increasing year by year (from 210 in 2009/10).</p> <p>Services are contracted from individual independent providers.</p> <p>Approximately 185 Service Users are in high cost placements across 88 homes both in the city and outside. (High cost placements are considered at £800 and over per week).</p> <p>In addition, there are a number of people in lower cost care homes (below the city’s published rates). We are currently working to identify this number and to consider impacts of agreeing new levels.</p> <p>The reviews mirror similar work in the health service. Indeed, a number of the above clients jointly supported and funded.</p> |
| <b>Summary of Impact and Issues</b>                          | <p>While Southampton’s published rates for residential and nursing care are lower than both Hampshire and Portsmouth’s the high cost placements identified above are also significantly higher than the rates applied in these other two authorities. We are currently scoping out the work that will be required to manage the above</p>  |

|                                    |  |
|------------------------------------|--|
|                                    | changes, including negotiations with providers, resources required, impacts and effects for residents.<br>Some negotiations may lead to providers refusing to accept reduced rates. Where this is the case, risk assessments will be undertaken to determine the impact on the individual and other providers, alternative options and the risks associated with this. |
| <b>Potential Positive Impacts</b>  | Those people for whom a lower cost is negotiated will experience no adverse affects but people requiring future placements may benefit from a more cost effective market   |
| <b>Responsible Service Manager</b> | Matthew Waters   |
| <b>Date</b>                        | 23 <sup>rd</sup> October 2013  |

|                                   |  |
|-----------------------------------|--|
| <b>Approved by Senior Manager</b> | Stephanie Ramsey   |
| <b>Signature</b>                  | SR   |
| <b>Date</b>                       | 24 <sup>th</sup> October 2013<br>Updated 14 <sup>th</sup> January 2014 |

### Potential Impact

| Impact Assessment          | Details of Impact   | Possible Solutions & Mitigating Actions   |
|----------------------------|---|---|
| <b>Age</b>                 | A number of high cost placements are related to older people who may experience a move to an alternative placement if it is cost effective and the Council can demonstrate that morbidity and mortality is not seriously increased. | Proposal will better target support to those who need it at a fair price. We are increasing extra care for older people in the city as an alternative for some individuals, as well as increasing the availability of domiciliary and other community based care options. |
| <b>Disability</b>          | Services provided across all groups – people with learning disabilities and those with disabilities due to infirmity or physical disability may need to move to alternative lower cost placements.                                  | Proposal will better target support to those who need it at a fair price. We are increasing extra care for older people in the city as an alternative for some individuals, as well as increasing the availability of domiciliary and other community based care options. |
| <b>Gender Reassignment</b> | No direct impact  |   |
| <b>Marriage and</b>        |   |   |

|                                |   |   |
|--------------------------------|---|---|
| <b>Civil Partnership</b>       |   |   |
| <b>Pregnancy and Maternity</b> |   |   |
| <b>Race</b>                    | Services will need to be personalised to ensure the specific needs of clients are met   | Potential to develop more suitable extra care facilities and community based options  |
| <b>Religion or Belief</b>      | Services will need to be personalised to ensure the specific needs of clients are met   | Potential to develop more suitable extra care facilities and community based options  |
| <b>Sex</b>                     | Services open to both sexes. Residents reflect the local population (by age group) which means that a higher number of older women are in residential and nursing care than men.  | Proposal will better target support to those who need it at a fair price. We are increasing extra care for older people in the city as an alternative for some individuals, as well as increasing the availability of domiciliary and other community based care options. |
| <b>Sexual Orientation</b>      |   |   |
| <b>Community Safety</b>        |   |   |
| <b>Poverty</b>                 | As those who are financially supported by the Council have assets of below £23K or have limited disposable income then a greater proportion of these people will be on a low income than is reflected in the general population | Proposal will better target support to those who need it at a fair price.   |



## Equality and Safety Impact Assessment

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|  |   |
|--|---|
| <b>Name or Brief Description of Proposal</b>                 | <b>H&amp;AS 06 Part i)</b><br>Review of placements for Acquired Brain Injury Clients  |
| <b>Brief Service Profile (including number of customers)</b> | SCC predominantly uses one ABI rehabilitation service in the city. This service, while good, is often full and has a number of individuals waiting to move into more appropriate accommodation following their rehabilitation. Speeding this process of positive move-on will enable the city to make the most appropriate use of this resource, reducing unnecessary costs, and supporting the rehab plan of each individual.<br>8 service users make use of this rehab service.<br>Approximately half of their care costs are met by SCC at £1300 per week.<br>Acquired brain injury can affect behaviour and personality (e.g. <i>Anxiety, depression</i> ), Cognitive (e.g. <i>Problems with memory, attention and concentration</i> ) Physical (e.g. <i>Loss of co-ordination, muscle rigidity, paralysis</i> ). |
| <b>Summary of Impact and Issues</b>                          | To tackle bottlenecks in accessing services after rehabilitation services – e.g. moving to more appropriate and lower cost services in adapted housing by ensuring assessments are concluded on time, and accommodation suitable to meet needs is available in the community. Improving access to Disabled Facilities Grants and ensuring adaptations are made in a timely way. There will be an increased pressure to find suitable adapted housing.<br>This mirrors similar work in the health service. Indeed, a number of the above clients jointly supported and funded.   |
| <b>Potential Positive Impacts</b>                            | Individuals will benefit from being within the most appropriate long-term settings more quickly.<br>More efficient of rehabilitation services (preventing bed-blocking).<br>Improving the health and wellbeing of residents.  |
| <b>Responsible Service Manager</b>                           | Matthew Waters  |
| <b>Date</b>  | 23 <sup>rd</sup> October 2013   |

|                                   |  |
|-----------------------------------|--|
| <b>Approved by Senior Manager</b> | Stephanie Ramsey   |
| <b>Signature</b>                  |  |
| <b>Date</b>                       | 24 <sup>th</sup> October 2013<br>Updated 14 <sup>th</sup> January 2014 |

## Potential Impact

| <b>Impact Assessment</b>              | <b>Details of Impact</b>   | <b>Possible Solutions &amp; Mitigating Actions</b>   |
|---------------------------------------|--|--|
| <b>Age</b>                            | Whole population, however, 15-24 year old males and over 80 year olds represent the groups most at risk of traumatic brain injuries. | Proposal will ensure appropriate move-on to accommodation suitable to meet needs in the longer term.       |
| <b>Disability</b>                     | Acquired Brain Injury, including a number of physical impairments.   | Proposal will ensure appropriate move-on to accommodation suitable to meet needs in the longer term.       |
| <b>Gender Reassignment</b>            | No direct impact   |  |
| <b>Marriage and Civil Partnership</b> | No direct impact   |  |
| <b>Pregnancy and Maternity</b>        | No direct impact   |  |
| <b>Race</b>                           | No direct impact   |  |
| <b>Religion or Belief</b>             | No direct impact   |  |
| <b>Sex</b>                            | It is twice as likely for men to sustain a traumatic brain injury than women   | Providing quicker throughput will enable appropriate long-term solutions to care needs to be put in place. |
| <b>Sexual Orientation</b>             | No direct impact   |  |
| <b>Community Safety</b>               | All community options are carefully assessed to ensure the safety of individuals/groups.   | Plans already in place to ensure appropriateness of care settings. Protects individuals at risk.           |
| <b>Poverty</b>                        | No direct impact   |  |

## Equality and Safety Impact Assessment

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|  |   |
|--|---|
| <b>Name or Brief Description of Proposal</b>                 | <b>H&amp;AS 06 Part ii)</b><br>Review of Learning Disability placements   |
| <b>Brief Service Profile (including number of customers)</b> | <p>People with Learning Disabilities are living within a range of community based accommodation settings. These include:</p> <p>139 in residential care<br/>229 in supported living services.</p> <p>There are a variety of arrangements in place covering access arrangements, void placements and the appropriateness of the current accommodation. Reviewing each of these areas will enable economies of scale to be achieved, and will provide options for reducing costs to the authority through:</p> <ul style="list-style-type: none"> <li>• Reducing void payments;</li> <li>• Increasing speed of access</li> <li>• Considering the most appropriate alternatives</li> <li>• Potential to decommission residential care and re-provide through supported living</li> <li>• Reviewing day care arrangements for people within residential care and other settings to ensure appropriateness.</li> </ul> |
| <b>Summary of Impact and Issues</b>                          | <p>Many of the above issues will have limited impact on current and future residents as they reflect internal practices. However, the potential to change settings from residential care to supported living would impact on users and may cause anxiety. This will be managed carefully involving both residents and relatives in discussions. Any changes will be based on positive identified impacts for residents. This approach would support clients to have more independence in a community setting</p> <p>We are currently scoping out the work that will be required to manage the above changes, including</p>  |

|                                    |   |
|------------------------------------|---|
|                                    | negotiations with providers, resources required, impacts and effects for residents.<br><br>This mirrors similar work in the health service. Indeed, a number of the above clients jointly supported and funded  |
| <b>Potential Positive Impacts</b>  | Ensuring most appropriate settings for individuals to maximise their potential. Improving systems to increase speed of access to accommodation will ensure individual needs are appropriately met more quickly. |
| <b>Responsible Service Manager</b> | Matthew Waters  |
| <b>Date</b>                        | 23 <sup>rd</sup> September 2013   |

|                                   |   |
|-----------------------------------|---|
| <b>Approved by Senior Manager</b> | Jane Brentor<br>Stephanie Ramsey                  |
| <b>Signature</b>                  | JMB   |
| <b>Date</b>                       | 23/10/13<br>Updated 14 <sup>th</sup> January 2014 |

### Potential Impact

| <b>Impact Assessment</b>              | <b>Details of Impact</b>   | <b>Possible Solutions &amp; Mitigating Actions</b>  |
|---------------------------------------|--|---|
| <b>Age</b>                            | Mostly affecting people aged 18 to 65, although there is a growing number of individuals aged over 65 with a learning disability in the city, and living in residential care and supported living. | Considering options for re-provisioning care to better reflect the frailty of individuals, and to plan for rising age related needs for the future.                   |
| <b>Disability</b>                     | All people affected have learning disabilities.  | Consultation with both residents and relative, where appropriate. Options will be based on needs of residents and ensuring the best outcomes related to independence. |
| <b>Gender Reassignment</b>            | No direct impact   |   |
| <b>Marriage and Civil Partnership</b> | No direct impact   |   |
| <b>Pregnancy and Maternity</b>        | No direct impact   |   |
| <b>Race</b>                           |  | If people access more   |

|                                  |  |   |
|----------------------------------|--|---|
|                                  |  | individual services unique diversity issues can be accessed   |
| <b>Religion or Belief</b>        | No direct impact   |   |
| <b>Sex</b>                       |  | If people access more individual services unique diversity issues, such as single gender services, can be accessed. |
| <b>Sexual Orientation</b>        | No direct impact   |   |
| <b>Community Safety</b>          | All options for residential care and supported living are carefully assessed to ensure the safety of individuals/groups. | Plans already in place to ensure appropriateness of care settings.  |
| <b>Poverty</b>                   | No direct impact   |   |
| <b>Other Significant Impacts</b> |  |   |

## 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.

|  |  |
|--|--|
| <b>Name or Brief Description of Proposal</b>                 | <b>H&amp;ASC 07</b><br>Review of Day Services for older people   |
| <b>Brief Service Profile (including number of customers)</b> | Approximately 300 users are supported through these services. Budget is £1million across two providers. The contracts that will be reduced including various adult disability spot purchases, community day service contract with SCA, and Age Concern - Padwell Road day centre. SCA and Age Concern provide a variety of settings supporting those with dementia, physical disabilities and social isolation. Individuals meet together in a day centre, with transport provided, activities are arranged, a lunch / meal is provided in most cases.   |
| <b>Summary of Impact and Issues</b>                          | A review of quantity of Day Care contracted to reflect Fair Access to Care Services (FACS) activity and increasing take up of Self Directed Support. In addition, rationalising day care provision within fewer venues will lead to an 8% reduction in the cost of contracted Day Care from April 2014. There is no impact for SCC staff as independent providers are used.<br><br>The contracts are being reduced as part of a process of reflecting a reduction in clients as a result of alternative choices being made by self-directed support clients, a reduction in eligible clients via FACS and further rationalisation of day care provision into a smaller number of key venues. Therefore the impact on clients will be kept to a minimum.<br><br>Quality of day care provision will continued to be monitored. |
| <b>Potential Positive Impacts</b>                            | Although some people may experience a change of venue and may initially experience some sense of loss, they will access a wider group of social contacts. For others, the opportunity to reconsider the use of a Direct  |

|                                    |   |
|------------------------------------|---|
|                                    | Payment to increase their choice of provision and bring greater control will be beneficial. The use of a Direct payment will allow clients choice to suit their particular needs. |
| <b>Responsible Service Manager</b> | Matthew Waters  |
| <b>Date</b>                        | 23 <sup>rd</sup> October 2014   |

|                                   |   |
|-----------------------------------|---|
| <b>Approved by Senior Manager</b> | Stephanie Ramsey                                  |
| <b>Signature</b>                  | JMB   |
| <b>Date</b>                       | 23/10/13<br>Updated 14 <sup>th</sup> January 2014 |

### Potential Impact

| <b>Impact Assessment</b>              | <b>Details of Impact</b>   | <b>Possible Solutions &amp; Mitigating Actions</b>  |
|---------------------------------------|--|---|
| <b>Age</b>                            | Older people will be including people with dementia.   | Services will continue to be provided to those who are assessed with a need for services in line with Fair Access to Care Services guidance. Support will be provided to those people receiving Self Directed Support to ensure they can access the services that they require. Services will be rationalised stripping out costs from lesser used service times. |
| <b>Disability</b>                     | The services affected will include those for people with a physical disability due to age and infirmity. | Services will continue to be provided to those who are assessed with a need for services in line with Fair Access to Care Services guidance. Support will be provided to those people receiving Self Directed Support to ensure they can access the services that they require. Services will be rationalised stripping out costs from lesser used service times. |
| <b>Gender Reassignment</b>            | No negative impact   |   |
| <b>Marriage and Civil Partnership</b> | No negative impact   |   |
| <b>Pregnancy</b>                      | No negative impact   |   |

|                                  |   |   |
|----------------------------------|---|---|
| <b>and Maternity</b>             |   |   |
| <b>Race</b>                      | No negative impact  |   |
| <b>Religion or Belief</b>        | No negative impact  |   |
| <b>Sex</b>                       | Women tend to be greater users of services for older people due to their greater life expectancy.                     | Services will continue to be provided to those who are assessed with a need for services in line with Fair Access to Care Services guidance. Support will be provided to those people receiving Self Directed Support to ensure they can access the services that they require. Services will be rationalised stripping out costs from lesser used service times. |
| <b>Sexual Orientation</b>        | No negative impact  |   |
| <b>Community Safety</b>          | No negative impact  |   |
| <b>Poverty</b>                   | No negative impact  |   |
| <b>Other Significant Impacts</b> | Day care provision tends to both support the individual in need and provide respite care and other support to carers. | Alternatives will be identified where available and accessible, and provide a similar level of support, with transport considered. This will include carers assessment where appropriate.   |





**EQUALITY IMPACT ASSESSMENT**  
**Budget 2014/15**

**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 City Council’s Equality Impact Assessments (EIA) 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.

|  |   |
|--|---|
| <b>Portfolio Reference</b>                       | <b>H&amp;AS 10</b><br>Remodelling Substance Misuse Provision  |
| <b>Volumes (number of customers) and profile</b> | The range of services include, care planned treatment, LA responsibilities under the NHS and Community care Act, substitute Prescribing, advice and information, carers support, service user involvement and advocacy, drug detox<br>The total numbers of clients supported were just less than 900 for the 2011/12 cohort. Of these, approximately 11% did not represent.   |
| <b>Summary of impact and Issues</b>              | Reductions to the Drug Action Team (DAT) Commissioning budget and re-tendering to achieve improvements at a lower cost. This reduction has already been achieved with limited impact.<br>We are in the process of a re-tender of drug services as a result of a strategic review. The aim is to improve service quality and outcomes. The tender has been designed to purchase services within the reduced envelope. Linking the commissioning of adults and children’s services and drug and alcohol services enables economies of scale which mitigate the contract reduction.<br>Reductions in Supporting People and Children’s services and closure of services in these areas may place additional pressure on drug services and drug service budgets in the future. |
| <b>Potential Positive Impact</b>                 | Additional economies of scale<br>More integrated pathways of care for people with both drug and alcohol problems<br>Improved focus on young people and improved transition services<br>Prime provider relieves some pressure on commissioning staff resources<br>Potential to bring new providers into local market   |

## Draft Equality Impact Assessment:

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|---|--|
| <b>Responsible Service Manager : Carole Binns</b> |  |
| <b>Date: 21/10/12</b>                             |  |
| <b>Approval by Senior Manager</b>                 |  |
| <b>Name:</b>                                      |  |
| <b>Signature:</b>                                 |  |
| <b>Date:</b>                                      |  |

| <b>POTENTIAL IMPACT</b> |  |   |
|-------------------------|--|---|
| <b>Group</b>            | <b>Details of impact</b>   | <b>Possible Solutions/ Mitigating Actions</b>   |
| Age                     | Limited for adults as the service has been designed within envelope. Some reduction in ability to purchase but mitigated by economy of scale and reviewed service specification. The new service has an emphasis on young people so this would be a positive impact. | .   |
| Disability              | Limited as the service has been designed within envelope. Some reduction in ability to purchase but mitigated by economy of scale and reviewed service specification.  | <p>Competitive tender to achieve best value and quality for available budget</p> <p>Joint commissioning arrangements with NHS to ensure that people with substance misuse issues are identified in other health and care settings and early help offered</p> <p>Hospital based services for substance misuse will continue and are included in overall service model.</p> <p>Specification to ensure diversity is addressed by new provider</p> <p>Maximum use of personalisation/Direct Budgets and referral to community care funding where Faire Access to Care (FACS) applies.</p> <p>Contract monitoring and data capture which ensures all parts of the community can access services</p> <p>Commissioners will continue to work with providers to improve the pathway between mental health and substance misuse services which is a long-standing priority. Issues in</p> |

## Draft Equality Impact Assessment:

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|--------------------------------------|--|--|
|                                      |  | <p>this area have not been related to resources but training and implementation in teams. The launch of the new services is a an opportunity to re-state the requirements in relation to dual diagnosis.</p>   |
| Sex                                  | <p>Limited as the service has been designed within envelope. Some reduction in ability to purchase but mitigated by economy of scale and reviewed service specification.</p>   | <p>Competitive tender to achieve best value and quality for available budget<br/>           Maximum use of personalisation / Direct Budgets and referral to community care funding where Faire Access to Care (FACS) applies.<br/>           Contract monitoring and data capture which ensures all parts of the community can access services<br/>           Joint work with children and families<br/>           Specification to ensure gender specific issues is considered in style of provision.</p> |
| Race                                 | <p>There is no specific impact for people of a particular race. However, has been less potential for smaller and more specialist elements of care to be included in the final service specification as this tends to add to costs.</p>   | <p>As above<br/>           Specification to include requirements with regards to ensuring service is accessible to people with cultural and religious requirements<br/>           Contract monitoring to ensure compliance</p>   |
| Religion/<br>Belief                  | <p>As above</p>  |  |
| Marriage<br>and Civil<br>Partnership | <p>no specific Impact</p>  |  |
| Pregnancy<br>and<br>maternity        | <p>Women who are pregnant or who have children are often reluctant to approach statutory services due to the fear of child protection proceedings. The current funding arrangements include a joint post across children and adult services in order to proactively engage women in these situations. In 2012/13 4 out of the 93 women who presented were pregnant.<br/>           Reduced investment may put specialist posts like this at risk, as</p> | <p>Joint work with children and families identified as priority area in service specification – awaiting provider response when tenders submitted.<br/>           Ability to respond to this area will form part of overall selection.<br/>           There will be a requirement for the new provider to work within the new MASH arrangements.</p>   |

## Draft Equality Impact Assessment:

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|                     | a considerable amount of the post time is taken in networking and promotional activities and remaining funding will need to be targeted on case holding activities in order to meet national targets.                            |   |
| Gender reassignment | No specific impact.  | Specification to ensure diversity is addressed by new provider<br>Maximum use of personalisation/Direct Budgets and referral to community care funding where Faire Access to Care (FACS) applies.<br>Contract monitoring and data capture which ensures all parts of the community can access services            |
| Community Safety    | A reduction in drug treatment services could impact negatively on community safety and crime rates as it is well documented that substance misuse is a significant contributor to crime.   | Service reduction risk off-set by economies of scale in larger, more integrated service specification with focus on obtaining same level of service at reduced cost.<br><br>Joint work with police, probation and other partners to assess impact and to oversee joint work and opportunities to share resources. |
| Sexual Orientation  | No specific issues - Similar issues to other groups suffering discrimination due to diversity issues.  | Specification to ensure diversity is addressed by new provider<br>Maximum use of personalisation/Direct Budgets and referral to community care funding where Faire Access to Care (FACS) applies.   |
| Poverty             | No specific impact though any reduction in services may impact on the number of individuals achieving recovery and abstinence – people who have drug problems have considerable issues around poverty which treatment addresses. | New service specification to focus on recovery including employment issues.<br>Work with children and families is a priority area due to vulnerability of children in drug using families.  |

## Equality and Safety Impact Assessment

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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.

|  |  |
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| <b>Name or Brief Description of Proposal</b>                 | <b>H&amp;ASC 12</b><br>Reduction in Nursing Block Contract Beds  |
| <b>Brief Service Profile (including number of customers)</b> | Contract clause comes into effect in 2015/16 to enable a reduction in number of nursing beds commissioned under block contract with BUPA which can now reprovided at a reduced cost.<br>Contract currently purchases 72 beds in an 101 bed home for people with nursing level of physical care needs. Due to some safeguarding concerns the contract has not been fully utilised during 2013/14. |
| <b>Summary of Impact and Issues</b>                          | Customers using the provision will feel no impact as the same or better quality of provision will be expected for a lower cost   |
| <b>Potential Positive Impacts</b>                            | Reduced cost and greater ability to negotiate quality.   |
| <b>Responsible Service Manager</b>                           | Matthew Waters   |
| <b>Date</b>  | 24/10/13   |

|                                   |              |
|-----------------------------------|--------------|
| <b>Approved by Senior Manager</b> | Jane Brentor |
| <b>Signature</b>                  | JMB          |
| <b>Date</b>                       | 24/10/13     |

## Potential Impact

| <b>Impact Assessment</b>              | <b>Details of Impact</b> | <b>Possible Solutions &amp; Mitigating Actions</b> |
|---------------------------------------|--------------------------|--|
| <b>Age</b>                            | No negative impact       |  |
| <b>Disability</b>                     | No negative impact       |  |
| <b>Gender Reassignment</b>            | No negative impact       |  |
| <b>Marriage and Civil Partnership</b> | No negative impact       |  |
| <b>Pregnancy and Maternity</b>        | No negative impact       |  |
| <b>Race</b>                           | No negative impact       |  |
| <b>Religion or Belief</b>             | No negative impact       |  |
| <b>Sex</b>                            | No negative impact       |  |
| <b>Sexual Orientation</b>             | No negative impact       |  |
| <b>Community Safety</b>               | No negative impact       |  |
| <b>Poverty</b>                        | No negative impact       |  |
| <b>Other Significant Impacts</b>      | No negative impact       |  |

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.

|  |   |
|--|---|
| <b>Name or Brief Description of Proposal</b>                 | RES04<br>Strategic Services Partnership (SSP) – Possible Extension of Contract with Capita on Revised Terms.  |
| <b>Brief Service Profile (including number of customers)</b> | <p>The SSP commenced in October 2007. It covers the following service areas:</p> <ul style="list-style-type: none"> <li>• Customer Services: the front line contact with the council's customers through Gateway and the customer service centre, internal post and document management.</li> <li>• Human Resources &amp; Payroll: recruitment, payroll, employee relations, health and safety, occupational health, learning &amp; development, and strategy &amp; reward.</li> <li>• Property Services: professional consultancy, project management, valuations, managing investments, accommodation strategy, repair and maintenance, highways and bridges, regulatory services and property records.</li> <li>• Procurement Services: undertaking procurement projects to source appropriate suppliers able to meet the Council's needs on high value projects.</li> <li>• Local Taxation &amp; Benefits: administering the collection of council tax, national non-domestic rates and the calculation and payment of housing and council tax benefits.</li> <li>• IT Services: grouped into the four main areas of strategy and planning, service delivery, technical infrastructure and applications development and support.</li> <li>• Print Services: providing a one stop shop for all printing and printed related services, including a central photocopying service, finishing and any print related projects.</li> </ul> <p>The contract was awarded to Capita for a period of ten years (until September 2017), with the option of a five year extension (until</p> |

September 2022). The proposal under consideration includes awarding the five year extension, changes to the services provided and more flexible contract terms (including an overall reduction in cost).

Other than Customer Services and Local Taxes and Benefits, the services provided by the SSP are internal support services.

#### Customer Services Statistics

Over the twelve months from June 2012 to May 2013 Gateway received 114,000 visits from customers. The biggest proportion were regarding benefits (32%), Council Tax (11%) and Parking (10%).

Over the same period the call centre received 770,000 calls of which 177,000 (23%) were taken by the switchboard and so are directly affected by the automation proposals. Other areas with large call volumes are: Actionline (14%) Children and Families (11%), Council Tax (10%), Benefits (9%), Adult Services (6%).

The council achieved four stars from the Socitm Better Connected Survey which evaluates council web sites on usability. Web site statistics have been somewhat distorted by the impact of the EU Directive on cookies. However Google Analytics shows the number of visitors over the six months to June 2013 as nearly 600,000. On average each visitor made 2.2 visits.

Survey results show that 30% of visitors to the web site visit it at least monthly. 59% of visits are just to find information, but 18% of visits are to undertake a transaction. Satisfaction results are:

|                    |       |
|--------------------|-------|
| Very satisfied     | 30.2% |
| Quite satisfied    | 22.8% |
| OK                 | 22.4% |
| Quite dissatisfied | 10.9% |
| Very dissatisfied  | 13.7% |

#### **Summary of Impact and Issues**

The main concern is that some people may be prevented or hindered in accessing services because of the changes proposed in Customer Services (i.e. online self-service and the automated switchboard).

The people most likely to be affected are those that are “digitally excluded” through lack of access to the internet or through lack of skills and confidence. Digital exclusion is most likely in the elderly, disabled people and people in poverty. In Southampton the Housing Services tenant feedback questionnaire 2012 showed that 49% of respondents



never use the internet outside of work.

The problem is of course not unique to Southampton and the move to “digital by default” is taking place across national and local government. In particular Universal Credit must be claimed online and initiatives are underway to support people who may have difficulty with this approach.

In one of these the government is investing £50 million in an “assisted digital” project to address digital exclusion. It is aimed both at people without internet access at home and people lacking the skills and/or confidence to use computers. It is likely that a series of partnerships or consortia will form to run the project, involving organisations such as UK Online Centres; Citizens Advice; major high street retailers and digital access charities. A supplier workshop was recently held for potential suppliers.

Southampton City Council has a good record in providing public access to the internet in libraries and is currently providing 169,000 hours of IT access in libraries per year across 11 sites and 159 computers. Over 92% of people in the City live within 1 mile of a library and 100% live within 2 miles. Free public WiFi will also be operational by end July in five main district libraries and Thornhill library.

It is reported by the Libraries Service that the average job search application, form filling activity or subscription takes over 30 minutes of support for a user who is computer able but not skilled and using the system for the first time. For those who have not used a computer it can take 2-3 sessions. Libraries are well placed to provide such support and are contracted to provide support to 200 job seekers on computer skills this year. Additionally UKonline/Tinder Foundation have contracted them to introduce 200 people to computers and support 150 with greater IT skills within the learning centre.

The Libraries Service points out that it is imperative that libraries are involved in early planning stages of initiatives to provide meaningful information on patterns of usage, the non-computer user’s experience, support required based on existing initiatives (Universal Job Match, HomeBid, Schools Admissions) and how it can be delivered economically and what training is required. For any initiative to be successful, it needs to take into account the following:

- Library opening hours decreased by 11 % last year and are among the lowest for unitaries in the whole country
- Library staffing has reduced by 36% in the last 5 years.
- The additional time/cost to support further users.

|   |   |
|---|---|
| <p><b>Potential Positive Impacts</b></p>  | <p>For the majority of residents, who already have internet access, this will mean quicker service and better interactions with the council. For those who could use digital public services, but lack skills and confidence, support will be provided thus boosting their knowledge and confidence when using such services again in future. This has the potential to help towards reducing digital exclusion, for example by giving access to other benefits from being online, such as job adverts.</p> <p>A recent study by O2's Local Government Practice found that 48% of citizens like to use the internet, mobile apps or social media for essentials like paying for council tax or getting information on local services, however just 7% have used these technologies to communicate with their local authority in the last year – either because they are unavailable or don't provide the information and services they need. The study also noted that smartphone penetration is expected to reach 90% in the next three years.</p> |
| <p><b>Responsible Service Manager</b></p> | <p>Rob Harwood<br/>Head of Contract Management</p>  |
| <p><b>Date</b></p>                        |   |

|  |   |
|--|---|
| <p><b>Approved by Senior Manager</b></p> | <p>Andy Lowe<br/>Head of Finance and IT</p> |
| <p><b>Signature</b></p>                  |   |
| <p><b>Date</b></p>                       |   |

#### Version control

| Version | Date         |  |
|---------|--------------|--|
| 0.1     | 5 June 2013  | Initial draft provided by Carol Harwood                                  |
| 0.2     | 16 July 2013 | Updated by Paul Medland with statistical information and further detail. |

|     |               |  |
|-----|---------------|--|
| 0.3 | 30 July 2013  | Incorporate comments from Carol Harwood.<br>Include information from O2's Digital Community Study.   |
| 0.4 | 6 August 2013 | Incorporate comments from Raymond Clowes.<br>Tidy up for publishing on consultation website.<br>Updates following meeting with Spectrum Centre for Independent Living. |

DRAFT

| Impact Assessment | Details of Impact  | Possible Solutions & Mitigating Actions |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
|-------------------|--|---|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|------|-------------|------|-------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|--|
| <p><b>Age</b></p> | <p>The proposed changes may make it harder for some older people, who are statistically less likely to go online, to access services.</p> <p>The ONS statistical bulletin shows a high correlation between age and internet use. Almost all people aged 16 to 44 are internet users, but this reduces to just over 30% for those aged 75 and over.</p> <p>The survey of council tenants shows that for this population this trend is even more pronounced. 49% of respondents to the survey were aged 66+ which perhaps indicates that the impact on council tenants may well be pronounced than in the general population of Southampton.</p> <p>A survey of visitors to the council's web site gave the following age profile:</p> <table border="1" data-bbox="424 1070 716 1355"> <tr><td>80 and over</td><td>1.2%</td></tr> <tr><td>65-79</td><td>19.3%</td></tr> <tr><td>60-64</td><td>13.5%</td></tr> <tr><td>50-59</td><td>25.9%</td></tr> <tr><td>40-49</td><td>17.1%</td></tr> <tr><td>30-39</td><td>10.6%</td></tr> <tr><td>18-29</td><td>10.1%</td></tr> <tr><td>17 and under</td><td>2.1%</td></tr> </table> <p>Total for 65+ is 20.5%</p> <p>For Gateway the profile is:</p> <table border="1" data-bbox="424 1458 716 1704"> <tr><td>75 and over</td><td>2.4%</td></tr> <tr><td>65-74</td><td>7.0%</td></tr> <tr><td>55-64</td><td>11.8%</td></tr> <tr><td>45-54</td><td>15.0%</td></tr> <tr><td>35-44</td><td>20.8%</td></tr> <tr><td>25-34</td><td>27.6%</td></tr> <tr><td>18-24</td><td>15.1%</td></tr> </table> <p>Total for 65+ is 9.4%</p> <p>For the call centre the profile is:</p> <table border="1" data-bbox="424 1807 716 2054"> <tr><td>75 and over</td><td>8.3%</td></tr> <tr><td>65-74</td><td>11.6%</td></tr> <tr><td>55-64</td><td>16.5%</td></tr> <tr><td>45-54</td><td>19.3%</td></tr> <tr><td>35-44</td><td>19.8%</td></tr> <tr><td>25-34</td><td>18.5%</td></tr> <tr><td>18-24</td><td>5.8%</td></tr> </table> | 80 and over                             | 1.2% | 65-79 | 19.3% | 60-64 | 13.5% | 50-59 | 25.9% | 40-49 | 17.1% | 30-39 | 10.6% | 18-29 | 10.1% | 17 and under | 2.1% | 75 and over | 2.4% | 65-74 | 7.0% | 55-64 | 11.8% | 45-54 | 15.0% | 35-44 | 20.8% | 25-34 | 27.6% | 18-24 | 15.1% | 75 and over | 8.3% | 65-74 | 11.6% | 55-64 | 16.5% | 45-54 | 19.3% | 35-44 | 19.8% | 25-34 | 18.5% | 18-24 | 5.8% | <p>Where the problem is one of access to equipment, information about sites with free access to the internet is already being promoted to all residents (for example in the last City View). The Council's libraries offer 2 hours free use per day.</p> <p>Support will be given in Gateway to people who need assistance with the self-service terminals.</p> <p>The option of telephoning will be available. Also, face-to-face interviews will still be available by appointment on a same day basis to "vulnerable persons", i.e.</p> <ul style="list-style-type: none"> <li>- to any customer who is unable (as opposed to unwilling) to use the online processes or other automated processes for self-service;</li> <li>- where any customer or other person related to their enquiry is facing an imminent threat to their safety (including domestic violence or homelessness); or</li> <li>- where delaying action may otherwise give rise to the customer or other person related to their enquiry facing an increased risk of loss of or damage to personal property or personal injury.</li> </ul> <p>The consultation process, including the distribution to public contact points of leaflets, will increase awareness of alternatives to online access.</p> |
| 80 and over       | 1.2%   |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 65-79             | 19.3%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 60-64             | 13.5%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 50-59             | 25.9%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 40-49             | 17.1%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 30-39             | 10.6%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 18-29             | 10.1%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 17 and under      | 2.1%   |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 75 and over       | 2.4%   |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 65-74             | 7.0%   |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 55-64             | 11.8%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 45-54             | 15.0%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 35-44             | 20.8%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 25-34             | 27.6%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 18-24             | 15.1%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 75 and over       | 8.3%   |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 65-74             | 11.6%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 55-64             | 16.5%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 45-54             | 19.3%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 35-44             | 19.8%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 25-34             | 18.5%  |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |
| 18-24             | 5.8%   |   |      |       |       |       |       |       |       |       |       |       |       |       |       |              |      |             |      |       |      |       |       |       |       |       |       |       |       |       |       |             |      |       |       |       |       |       |       |       |       |       |       |       |      |  |

|                   |   |  |
|-------------------|---|--|
|                   | Total for 65+ is 19.9%  |  |
| <b>Disability</b> | <p>The proposed changes may make it harder for some people with visual, audio or learning impairments to access services.</p> <p>The ONS statistical bulletin shows that individuals with no disability are over three times more likely to have used the internet than individuals with a disability</p> <p>In Southampton a sample of visitors to the council's web site were asked: "If your use of the internet is impeded please indicate how". The responses indicate that 2.6% of visitors had a vision impairment; 4.0% had mobility difficulties; 1.1% had a cognitive or learning difficulty and 2.6% had a hearing impairment.</p> <p>Similar questions were asked of users of Gateway and the Call Centre. A similar breakdown by impairment is not available, but 15.7% of visitors to Gateway and 20.4% of callers to the call centre responded that they considered themselves to have an impairment.</p> <p>Self-service terminals must be at heights that are accessible for all users. The layout and interior design of Gateway must meet the needs of people who have impaired vision, mobility difficulties, a hearing impairment or who have cognitive or learning difficulties.</p> <p>The automated switchboard may be a barrier for people who do not understand (because of language or learning difficulties) or who cannot make themselves understood by the system.</p> <p>Some individuals will have difficulty understanding the environment and will not know what to do.</p> | <p>The information on the website and phone services will be accessible and the language used to access services will be simple and easy to understand. Where a customer is unable to use the internet or phone options, appointments can be made.</p> <p>The design of Gateway will include self-service terminals which are at wheelchair height. Capita will also engage with representatives of service users who have disabilities when the final Gateway design is being developed.</p> <p>Where a caller to the automated switchboard cannot understand, or fails to make himself/herself understood, the system will transfer the call to an operator.</p> <p>Floorwalkers will be available to assist customers. They will be trained to identify and approach customers who seem lost or uncertain.</p> <p>The council uses the Readspeaker speech system on its website so that visitors with visual problems can hear the content of the pages. At the bottom of every page there is a link titled "Listen" which will open up Readspeaker. The web content can then be listened to in whole or part by using the different controls to activate the speech system.</p> <p>All web content produced by Southampton City Council will conform to W3C/WAI's Web Content Accessibility Guidelines 1.0, Conformance Level AA</p> |

wherever possible. New, updated, and existing web content provided for the council's site by third-parties will conform to Conformance Level A.

Web pages can be made easier to read by magnifying the page (zooming in). Everything on the Web page will be magnified (including text, images, and controls). Zooming will change the magnification of the web site, regardless of the web site's formatting.

The consultation process, including the distribution to public contact points of leaflets, will increase awareness of alternatives to online access.

The option of telephoning will be available. Also, face-to-face interviews will still be available by appointment on a same day basis to "vulnerable persons", i.e.

- to any customer who is unable (as opposed to unwilling) to use the online processes or other automated processes for self-service;
- where any customer or other person related to their enquiry is facing an imminent threat to their safety (including domestic violence or homelessness); or
- where delaying action may otherwise give rise to the customer or other person related to their enquiry facing an increased risk of loss of or damage to personal property or personal injury.

The consultation process, including the distribution to public contact points of leaflets,

|   |  |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
|---|--|---|-------|-------------|------|----------------------|------|----------------|------|-------------|------|----------------------------------|------|--------------------|--------------|---------------------------------|------|-------------------------------|------|-----------------------|------|----------------------------------|------|--------------------|-------------|-------------------------------|------|----------------------------------|------|------------------------------------|------|---|------|-------------------------------------|-------------|----------------------------------|------|--------------------------------|------|---|------|-------------------------------------|-------------|---------|------|------------------------|------|--|
|   |  | will increase awareness of alternatives to online access. |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| <b>Gender Reassignment</b>                        | The proposed changes should not disproportionately impact in this category.  | Not applicable  |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| <b>Marriage and Civil Partnership</b>             | The proposed changes should not disproportionately impact in this category.  | Not applicable  |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| <b>Pregnancy and Maternity</b>                    | The proposed changes should not disproportionately impact in this category.  | Not applicable  |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| <b>Race</b>                                       | <p>The proposed changes may make it harder for people, for whom English is not their first language, to access services.</p> <p>A sample of the visitors to the council's web site were asked to provide their ethnic origin. The results are:</p> <table border="1"> <tr><td>White English</td><td>81.1%</td></tr> <tr><td>White Irish</td><td>1.3%</td></tr> <tr><td>White Northern Irish</td><td>0.7%</td></tr> <tr><td>White Scottish</td><td>2.4%</td></tr> <tr><td>White Welsh</td><td>1.3%</td></tr> <tr><td>White Any Other White Background</td><td>8.1%</td></tr> <tr><td><i>White Total</i></td><td><i>94.9%</i></td></tr> <tr><td>Mixed White and Black Caribbean</td><td>0.1%</td></tr> <tr><td>Mixed White and Black African</td><td>0.2%</td></tr> <tr><td>Mixed White and Asian</td><td>0.5%</td></tr> <tr><td>Mixed Any other mixed background</td><td>0.6%</td></tr> <tr><td><i>Mixed Total</i></td><td><i>1.3%</i></td></tr> <tr><td>Asian or Asian British Indian</td><td>0.8%</td></tr> <tr><td>Asian or Asian British Pakistani</td><td>0.2%</td></tr> <tr><td>Asian or Asian British Bangladeshi</td><td>0.1%</td></tr> <tr><td>Asian or Asian British Any other Asian background</td><td>0.6%</td></tr> <tr><td><i>Asian or Asian British Total</i></td><td><i>1.7%</i></td></tr> <tr><td>Black or Black British Caribbean</td><td>0.4%</td></tr> <tr><td>Black or Black British African</td><td>0.4%</td></tr> <tr><td>Black or Black British Any other black background</td><td>0.0%</td></tr> <tr><td><i>Black or Black British Total</i></td><td><i>0.8%</i></td></tr> <tr><td>Chinese</td><td>0.4%</td></tr> <tr><td>Any other ethnic group</td><td>0.9%</td></tr> </table> | White English   | 81.1% | White Irish | 1.3% | White Northern Irish | 0.7% | White Scottish | 2.4% | White Welsh | 1.3% | White Any Other White Background | 8.1% | <i>White Total</i> | <i>94.9%</i> | Mixed White and Black Caribbean | 0.1% | Mixed White and Black African | 0.2% | Mixed White and Asian | 0.5% | Mixed Any other mixed background | 0.6% | <i>Mixed Total</i> | <i>1.3%</i> | Asian or Asian British Indian | 0.8% | Asian or Asian British Pakistani | 0.2% | Asian or Asian British Bangladeshi | 0.1% | Asian or Asian British Any other Asian background | 0.6% | <i>Asian or Asian British Total</i> | <i>1.7%</i> | Black or Black British Caribbean | 0.4% | Black or Black British African | 0.4% | Black or Black British Any other black background | 0.0% | <i>Black or Black British Total</i> | <i>0.8%</i> | Chinese | 0.4% | Any other ethnic group | 0.9% | <p>Where the problem is one of access to equipment, information about sites with free access to the internet is already being promoted to all residents (for example in the last City View). The Council's libraries offer 2 hours free use per day.</p> <p>Support will be given in Gateway to people who need assistance with the self-service terminals.</p> <p>The information on the website and phone services will be simple and easy to understand. Where a customer is unable to use the internet or phone options, appointments can be made and an interpreter can be booked.</p> <p>The consultation process, including the distribution to public contact points of leaflets, will increase awareness of alternatives to online access.</p> <p>The option of telephoning will be available. Also, face-to-face interviews will still be available by appointment on a same day</p> |
| White English                                     | 81.1%  |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| White Irish                                       | 1.3%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| White Northern Irish                              | 0.7%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| White Scottish                                    | 2.4%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| White Welsh                                       | 1.3%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| White Any Other White Background                  | 8.1%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| <i>White Total</i>                                | <i>94.9%</i>   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| Mixed White and Black Caribbean                   | 0.1%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| Mixed White and Black African                     | 0.2%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| Mixed White and Asian                             | 0.5%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| Mixed Any other mixed background                  | 0.6%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| <i>Mixed Total</i>                                | <i>1.3%</i>  |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| Asian or Asian British Indian                     | 0.8%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| Asian or Asian British Pakistani                  | 0.2%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| Asian or Asian British Bangladeshi                | 0.1%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| Asian or Asian British Any other Asian background | 0.6%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| <i>Asian or Asian British Total</i>               | <i>1.7%</i>  |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| Black or Black British Caribbean                  | 0.4%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| Black or Black British African                    | 0.4%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| Black or Black British Any other black background | 0.0%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| <i>Black or Black British Total</i>               | <i>0.8%</i>  |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| Chinese   | 0.4%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |
| Any other ethnic group                            | 0.9%   |   |       |             |      |                      |      |                |      |             |      |                                  |      |                    |              |                                 |      |                               |      |                       |      |                                  |      |                    |             |                               |      |                                  |      |                                    |      |   |      |                                     |             |                                  |      |                                |      |   |      |                                     |             |         |      |                        |      |  |

|                                  |  |                       |       |             |       |       |        |       |             |       |      |   |      |  |
|----------------------------------|--|-----------------------|-------|-------------|-------|-------|--------|-------|-------------|-------|------|---|------|--|
|                                  | <p>For Gateway and the call centre the results are not as detailed:</p> <table border="1" data-bbox="427 264 1002 459"> <tr><td>White UK</td><td>81.7%</td></tr> <tr><td>White Other</td><td>8.1%</td></tr> <tr><td>Mixed</td><td>1.3%</td></tr> <tr><td>Asian</td><td>5.7%</td></tr> <tr><td>Black</td><td>2.1%</td></tr> <tr><td>Other</td><td>1.1%</td></tr> </table> <p>Black and minority ethnic individuals (BMEs) made up 12.0% of callers to the call centre and 33.7% of visitors to Gateway.</p> <p>Clearly BMEs proportionately use Gateway far more than non-BME's.</p>  | White UK              | 81.7% | White Other | 8.1%  | Mixed | 1.3%   | Asian | 5.7%        | Black | 2.1% | Other   | 1.1% | <p>basis to “vulnerable persons”, i.e.</p> <ul style="list-style-type: none"> <li>- to any customer who is unable (as opposed to unwilling) to use the online processes or other automated processes for self-service;</li> <li>- where any customer or other person related to their enquiry is facing an imminent threat to their safety (including domestic violence or homelessness); or</li> <li>- where delaying action may otherwise give rise to the customer or other person related to their enquiry facing an increased risk of loss of or damage to personal property or personal injury.</li> </ul> <p>The consultation process, including the distribution to public contact points of leaflets, will increase awareness of alternatives to online access.</p> |
| White UK                         | 81.7%  |                       |       |             |       |       |        |       |             |       |      |   |      |  |
| White Other                      | 8.1%   |                       |       |             |       |       |        |       |             |       |      |   |      |  |
| Mixed                            | 1.3%   |                       |       |             |       |       |        |       |             |       |      |   |      |  |
| Asian                            | 5.7%   |                       |       |             |       |       |        |       |             |       |      |   |      |  |
| Black                            | 2.1%   |                       |       |             |       |       |        |       |             |       |      |   |      |  |
| Other                            | 1.1%   |                       |       |             |       |       |        |       |             |       |      |   |      |  |
| <p><b>Religion or Belief</b></p> | <p>The proposed changes should not disproportionately impact in this category.</p>   | <p>Not applicable</p> |       |             |       |       |        |       |             |       |      |   |      |  |
| <p><b>Sex</b></p>                | <p>The proposed changes should not disproportionately impact in this category for the majority of customers.</p> <p>The gender profile for use of the web site is:</p> <table border="1" data-bbox="427 1662 651 1736"> <tr><td>Female</td><td>55.6%</td></tr> <tr><td>Male</td><td>44.4%</td></tr> </table> <p>However the ONS statistical bulletin shows the older females (65+) are less likely to use the internet than older males. This is confirmed by deeper analysis of the council's web survey:</p> <table border="1" data-bbox="427 1989 1002 2063"> <tr><td></td><td>Female</td><td>Male</td></tr> <tr><td>80 and over</td><td>23%</td><td>77%</td></tr> </table> | Female                | 55.6% | Male        | 44.4% |       | Female | Male  | 80 and over | 23%   | 77%  | <p>Where the problem is one of access to equipment, information about sites with free access to the internet is already being promoted to all residents (for example in the last City View). The Council's libraries offer 2 hours free use per day.</p> <p>Support will be given in Gateway to people who need assistance with the self-service terminals.</p> <p>The option of telephoning will be available. Also, face-to-face interviews will still be available</p> |      |  |
| Female                           | 55.6%  |                       |       |             |       |       |        |       |             |       |      |   |      |  |
| Male                             | 44.4%  |                       |       |             |       |       |        |       |             |       |      |   |      |  |
|                                  | Female   | Male                  |       |             |       |       |        |       |             |       |      |   |      |  |
| 80 and over                      | 23%  | 77%                   |       |             |       |       |        |       |             |       |      |   |      |  |



|                           |  |  |     |     |       |     |     |       |     |     |       |     |     |       |     |     |       |     |     |              |     |     |   |
|---------------------------|--|--|-----|-----|-------|-----|-----|-------|-----|-----|-------|-----|-----|-------|-----|-----|-------|-----|-----|--------------|-----|-----|---|
|                           | <table border="1"> <tr><td>65-79</td><td>47%</td><td>53%</td></tr> <tr><td>60-64</td><td>48%</td><td>52%</td></tr> <tr><td>50-59</td><td>57%</td><td>43%</td></tr> <tr><td>40-49</td><td>62%</td><td>38%</td></tr> <tr><td>30-39</td><td>58%</td><td>42%</td></tr> <tr><td>18-29</td><td>65%</td><td>35%</td></tr> <tr><td>17 and under</td><td>70%</td><td>30%</td></tr> </table> <p>For Gateway 52.8% of visitors are male and 47.2% female. For the call centre 34.3% of callers are male and 65.7% female.</p> | 65-79  | 47% | 53% | 60-64 | 48% | 52% | 50-59 | 57% | 43% | 40-49 | 62% | 38% | 30-39 | 58% | 42% | 18-29 | 65% | 35% | 17 and under | 70% | 30% | <p>by appointment on a same day basis to “vulnerable persons”, i.e.</p> <ul style="list-style-type: none"> <li>- to any customer who is unable (as opposed to unwilling) to use the online processes or other automated processes for self-service;</li> <li>- where any customer or other person related to their enquiry is facing an imminent threat to their safety (including domestic violence or homelessness); or</li> <li>- where delaying action may otherwise give rise to the customer or other person related to their enquiry facing an increased risk of loss of or damage to personal property or personal injury.</li> </ul> <p>The consultation process, including the distribution to public contact points of leaflets, will increase awareness of alternatives to online access.</p> <p>The consultation process, including the distribution to public contact points of leaflets, will increase awareness of alternatives to online access.</p> |
| 65-79                     | 47%  | 53%  |     |     |       |     |     |       |     |     |       |     |     |       |     |     |       |     |     |              |     |     |   |
| 60-64                     | 48%  | 52%  |     |     |       |     |     |       |     |     |       |     |     |       |     |     |       |     |     |              |     |     |   |
| 50-59                     | 57%  | 43%  |     |     |       |     |     |       |     |     |       |     |     |       |     |     |       |     |     |              |     |     |   |
| 40-49                     | 62%  | 38%  |     |     |       |     |     |       |     |     |       |     |     |       |     |     |       |     |     |              |     |     |   |
| 30-39                     | 58%  | 42%  |     |     |       |     |     |       |     |     |       |     |     |       |     |     |       |     |     |              |     |     |   |
| 18-29                     | 65%  | 35%  |     |     |       |     |     |       |     |     |       |     |     |       |     |     |       |     |     |              |     |     |   |
| 17 and under              | 70%  | 30%  |     |     |       |     |     |       |     |     |       |     |     |       |     |     |       |     |     |              |     |     |   |
| <b>Sexual Orientation</b> | The proposed changes should not disproportionately impact in this category.  | Not applicable   |     |     |       |     |     |       |     |     |       |     |     |       |     |     |       |     |     |              |     |     |   |
| <b>Community Safety</b>   | The proposed changes should not disproportionately impact in this category.  | Not applicable   |     |     |       |     |     |       |     |     |       |     |     |       |     |     |       |     |     |              |     |     |   |
| <b>Poverty</b>            | The proposed changes mean residents may spend longer on the telephone, may have to visit Gateway twice (to book an appointment and for the actual  | Where the problem is one of access to equipment, information about sites with free access to the internet is already |     |     |       |     |     |       |     |     |       |     |     |       |     |     |       |     |     |              |     |     |   |

appointment) and are designed to push them to use the internet. These factors could have a negative impact on people with lower incomes who may not have access to the internet at home and who could struggle to find additional telephone or transport monies.

being promoted to all residents (for example in the last City View). The Council's libraries offer 2 hours free use per day.

Support will be given in Gateway to people who need assistance with the self-service terminals.

Where the customer is unable to use the internet then the existing phone and face-to-face options are available, although face-to-face will require an appointment.

The consultation process, including the distribution to public contact points of leaflets, will increase awareness of alternatives to online access.

The option of telephoning will be available. Also, face-to-face interviews will still be available by appointment on a same day basis to "vulnerable persons", i.e.

- to any customer who is unable (as opposed to unwilling) to use the online processes or other automated processes for self-service;
- where any customer or other person related to their enquiry is facing an imminent threat to their safety (including domestic violence or homelessness); or
- where delaying action may otherwise give rise to the customer or other person related to their enquiry facing an increased risk of loss of or damage to personal property or personal injury.

The consultation process,

|   |  |   |
|---|--|---|
|   |  | including the distribution to public contact points of leaflets, will increase awareness of alternatives to online access.  |
| <p><b>Other Significant Impacts</b></p> | <p>Other impacts may be identified by the consultation process – this impact assessment will be updated to reflect these.</p> <p>Impact on advice agencies and libraries as providers of free internet access.</p> | <p>As part of the rollout of the online benefits claim form (which is likely to be the most complex service to be provided online) briefings/training will be offered to advice agencies and library staff so they can assist their clients or customers.</p> |

DRAFT

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