

## Fairness and Equalities Impact Assessments F&EIA (2013)

This form provides an assessment of a policy or proposed change to see whether it promotes Fairness and the Equality, eliminates any unintended discrimination, and has positive outcomes for the population of Newport. This Impact Assessment should be used to affect policy and service planning decisions.

In Newport we focus on Fairness through the following themes: Health, Poverty, Skills and Work, Domestic Abuse and Tackling Area Based Deprivation.

Our Equalities focus is taken from the Equalities Act 2010: we consider the 9 protected equalities characteristics- age, gender reassignment, disability, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. We also consider promoting the Welsh language.

This assessment provides evidence that we have considered the General Equality Duty (below) in our decisions.

To:

- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity and
- Foster good relations

<b>Service Area</b> C&IS	<b>Head of Service:</b> Mark Neilson	<b>Person responsible for the assessment:</b> Leanne Rowlands	<b>Date of Assessment</b> July 2015 <b>Version (if applicable)</b> V1
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1. What is the service/ policy being assessed?

Reduction in front-line staffing within the City Contact Centre and Information Station in order to achieve savings targets for service.

2. What is the purpose of the policy/ service change?

Budget savings have been made in Customer Services from 2012-2015 as a result of successful channel shift activity supporting customers to self-serve. This will continue under New Ways of Working and will be based on the impact of further changes made through collaboration with other services areas, such as Streetscene. This will be achieved by offering a wider range of services online, and through improving existing processes and self service offerings.

The service does not have any staffing resource that does not work front-line answering calls from the public. Therefore, in order to achieve additional savings within Customer Services outside of Channel Shift, further reductions can be made in resource however this will have a negative impact on the service provided – call handling and customer wait time.

3. Protected Characteristics

Protected Characteristic	Who are the customers/service users?	If we take this decision what is the potential impact?	Action Plan to address issues raised	Who will be responsible ?	Timeframe to review
		<p>The impact may be either positive or negative. Explain in what way they may be affected and the evidence of this</p>	<p>What changes or practical measures would reduce adverse impact on particular groups.</p> <p>What changes would increase positive impacts e.g. improve access or opportunity</p>		

			<b>May be revisited post consultation</b>														
Age	<p>All</p> <table border="1"> <thead> <tr> <th>Aged 0 to 15</th> <th>Aged 16 to 64</th> <th>Aged over 65</th> <th>All Ages</th> </tr> </thead> <tbody> <tr> <td>29383</td> <td>92098</td> <td>25077</td> <td>146558</td> </tr> </tbody> </table>	Aged 0 to 15	Aged 16 to 64	Aged over 65	All Ages	29383	92098	25077	146558	Longer wait times for telephone services will have an impact on the elderly who are more likely to be digitally excluded than other areas of society	The Digital Inclusion agenda will highlight areas of digital exclusion and works with partners to address these issues.	Assistant Customer Services Manager, E-access Development Officer	6 months				
Aged 0 to 15	Aged 16 to 64	Aged over 65	All Ages														
29383	92098	25077	146558														
Gender reassignment	All	NA	NA	NA													
Disability	<p>All</p> <table border="1"> <thead> <tr> <th>All Usual Residents</th> <th>Benefit Claimants Total</th> <th>ESA and Incapacity Benefits</th> <th>Lone Parent</th> <th>Carer</th> <th>Disabled</th> </tr> </thead> <tbody> <tr> <td>146,558</td> <td>16,455</td> <td>7,710</td> <td>1,570</td> <td>1,835</td> <td>1,260</td> </tr> </tbody> </table>	All Usual Residents	Benefit Claimants Total	ESA and Incapacity Benefits	Lone Parent	Carer	Disabled	146,558	16,455	7,710	1,570	1,835	1,260	Longer wait times on the phone could impact those who do not have digital skills, or those for whom using technology is difficult	<p>Website accessibility is regularly monitored to ensure services are accessible to those using assistive technologies.</p> <p>Digital exclusion issues (including lacking the necessary skills) will be addressed by the Digital Inclusion agenda</p>	Assistant Customer Services Manager, E-access Development Officer	
All Usual Residents	Benefit Claimants Total	ESA and Incapacity Benefits	Lone Parent	Carer	Disabled												
146,558	16,455	7,710	1,570	1,835	1,260												
Marriage/Civil	All		NA	NA													

Partnership		NA											
Pregnancy and Maternity	All	NA	NA	NA									
Race	All	NA	NA	NA									
Religion/belief (or the absence of)	All	NA	NA	NA									
Sex	All	NA	NA	NA									
Sexual Orientation	All	NA	NA	NA									
Welsh language	All <table border="1" data-bbox="353 1121 1039 1362"> <thead> <tr> <th></th> <th>All Usual Residents</th> <th>Can Speak, Read and Write Welsh</th> <th>% Can Speak, Read and Write Welsh</th> </tr> </thead> <tbody> <tr> <td><b>NEWPORT</b></td> <td><b>145736</b></td> <td><b>9188</b></td> <td>6.3%</td> </tr> </tbody> </table>		All Usual Residents	Can Speak, Read and Write Welsh	% Can Speak, Read and Write Welsh	<b>NEWPORT</b>	<b>145736</b>	<b>9188</b>	6.3%	In accordance with the Welsh Language Act services provided through the City Contact Centre, website or face to face are bilingual. There may be a	Continue to monitor site usage and feedback regarding the bilingual services services offered online.  Continue to work with Welsh	Assistant Customer Services Manager, Corporate Policy & Diversity Officer, E-access	
	All Usual Residents	Can Speak, Read and Write Welsh	% Can Speak, Read and Write Welsh										
<b>NEWPORT</b>	<b>145736</b>	<b>9188</b>	6.3%										

		wait to speak to a Welsh speaker but it is likely to be less than the wait time on the generic City Contact Centre line.	language campaign groups and Welch Commissioners Office to address any issues	Development Officer	
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4. Who has the service consulted regarding the proposed change? When should new consultation take place?

No consultation has taken place at present.

10 complaints were received from customers in 2014-2015 about the wait times in the City Contact Centre.

5. What evidence/ data has been used to complete this EIA (This will include local and national guidance)

6. How will the relevant groups be advised of the changes and the F&EIA?

Through the Budget Savings Consultations.

7 How will the policy/ practice/make Newport more or less fair in relation to:

- Health Inequalities
- Child Poverty
- Skills and Work
- Tackling Domestic Violence
- Alcohol and Substance misuse
- Homelessness
- Armed Forces Veterans

There is no anticipated impact in this area.

8. How will the service / policy affect local areas of the city?

Will it have a positive or negative impact in terms of fairness and addressing local area deprivation?

Potentially customers who live in Wards surrounding the Information Station may be at a small advantage if they choose to visit the face to face service rather than wait for their call to be answered.

9. In summary - how does the changed service /policy promote good community relations (cohesion)?

There is no anticipated impact in this area.

10. In summary- how does the changed service /policy promote equality?

There is no anticipated impact in this area.

11. In summary - how does the changed service /policy eliminate discrimination?

There is no anticipated impact in this area.

Completed by/ Date: Leanne Rowlands 04/08/15

**Signed off by/ Date:**