

Equality Impact Assessment – Form Template (September 2010)

This form is intended to guide and prompt you about the questions and evidence that you need to think about. As indicated in the guidance, Assessments should take into consideration each of the so-called “protected characteristics” listed in the Equality Act 2010. As such, each of these – race, age, gender etc – are listed in the below questions (Q9 – Q17).

Don't be put off by the apparent length of this form. Many of the questions will not require a specific response, other than “no impact” – to help you complete the form, please refer to the advice note which will answer most queries.

Service Area Customer & Information Services	Head of Service: Mark Neilson	Person responsible for the assessment: Kit Wilson	Date of Assessment 14 th November 2012	
Name of the function to be assessed: <i>Customer Services Review</i>			Is this a new or existing function	This is considered as a new function

<p>1. Briefly describe the aims of the function</p>	<p>As part of the Business Improvement Programme the Council has requested a review of customer services to identify actions that can be taken to provide efficiency savings to the Council without significantly affecting the level of service provided to the residents of Newport</p> <p>The scope of this EIA includes services delivered by the Customer and Information Service.</p> <p>4 options have been proposed for agreement by Councillors they are</p> <ul style="list-style-type: none"> • Automated Switchboard • 6PM Closure • Saturday Closure • Streamlining Back Office Processes • Digital by Default Services
<p>2. Name any associated policy, function etc.</p>	<p>Improvement Plan One Newport Plan Customer Services Strategy</p>
<p>3. Who are the main stakeholders in relation to the function</p>	<p>Residents of Newport Customer Services Teams Service Area teams delivering front line services BIP Board</p>

4. Who performs the service?	<p>Customer Services teams & Service Area teams delivering front line services perform this service</p> <p>The Customer Services Review is undertaken using the following Structure</p> <p>Project Manager - Customer Services Manager Project Lead - Head of Customer & Information Services Project Board - Customer Services Programme Board</p>
5. What outcomes are wanted from this function?	<p>Efficiency savings Excellent customer services to be maintained as far as possible for the residents of Newport</p>

<p>6. What factors/forces could contribute/detract from the outcomes?</p>	<p>Councillors need to agree proposals before project can implement each proposal. The cost of implementing proposed options Resources available to implement proposed options Availability of services through other channels Customer satisfaction rates</p>
<p>7. Is full information and analysis of users of the service available?</p> <p>Please include future information gathering and analysis in your Equalities Action Plan</p>	<p>Extensive data of usage of existing channels by customers is available</p>

<p>8. What consultation has taken place?</p> <p>Please include future consultation in your Equalities Action Plan</p>	<p>Internal consultation has been completed with relevant service areas. External consultation is currently taking place as part of the Citizens Panel.</p>
<p>9. Are there concerns that the function <u>could</u> have a differential impact due to age?</p>	<p>Yes:</p> <p>Early closure of the contact centre could have a differential impact on those of working age, who will no longer be able to access the contact centre outside of working hours.</p> <p>Digital by Default Services will have a differential impact on the elderly, who in some cases do not have internet access/skills</p>
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>Consideration is required as to people of a working age being able to access services after 6pm and on Saturdays through the use of web services.</p> <p>Usage of the internet by the elderly will be encouraged through libraries</p>

<p>10. Are there concerns that the function <u>could</u> have a differential impact due to disability (including learning disabilities, mental health issues, mobility or sensory impairments)?</p>	<p>Yes</p> <p>Digital by Default Services could restrict services for those that do not have internet access/skills</p>
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p><u>Disabled people and the Internet Joseph Rowntree 2004</u></p>
<p>11. Are there concerns that the function <u>could</u> have a differential impact due to gender reassignment?</p>	<p>No</p>
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>No issues have been identified that have an impact on gender reassignment</p>
<p>12. Are there concerns that the function <u>could</u> have a differential impact due to marriage and civil partnership?</p>	<p>No</p>
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>No issues have been identified that have an impact on marriage or civil partnerships</p>
<p>13. Are there concerns that the function <u>could</u> have a differential impact on people due to race?</p>	<p>No</p>

What existing evidence (either presumed or otherwise) do you have for this?	No issues have been identified that have an impact on race
14. Are there concerns that the function <u>could</u> have a differential impact on people due to religion or belief (or absence of either)?	No
What existing evidence (either presumed or otherwise) do you have for this?	No issues have been identified that have an impact on religion and belief
15. Are there concerns that the function <u>could</u> have a differential impact on people due to sex (gender)?	Yes
What existing evidence (either presumed or otherwise) do you have for this?	Re-organisation of back office needs to consider the effected gender % in the council
16. Are there concerns that the function <u>could</u> have a differential impact on people due to sexual orientation?	No
What existing evidence (either presumed or otherwise) do you have for this?	No issues have been raised through consultations that have an impact on the grounds of sexual orientation

17. Are there concerns that the function <u>could</u> have a differential impact on people due to Welsh language?	Yes
What existing evidence (either presumed or otherwise) do you have for this?	Welsh Language Act requires some service provision to be provided in the medium of Welsh. The Welsh service provision (contact centre hours) will be reduced by early closure.
18 .How will the function be monitored? Please include answer in your Action Plan	Corporate Management Team will receive regular reports on activity and improvements to the function.
19. How will the impact of the function be evaluated? Please include answer in your Action Plan	Efficiencies made Customer satisfaction levels (including levels of complaints)

Equality Action Plan			
Key Actions	Milestones (with dates)	Any associated Performance targets	Lead Officer(s)
Consultation with equalities groups to address equalities issues raised in EIA	Dec 2012		Kit Wilson
Identification of appropriate support to groups affected by the proposed changes	Dec 2012		Kit Wilson

Signed (lead officer) _____

Signed (Head of Service) _____

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