

Equality screening and Full Impact Assessment template

Name of a policy / procedure / function / project: Customer Service Reception area's / One stop shops

Date: 19th April 2010

Carried out by:

Name	Role
Craig Edwards	Customer Services lead for Equality & Diversity
Petra Dexter-Duskova	Equality & Diversity Manager

Aims of the policy / procedure / function / project:

To ensure that all residents are able to contact the Council face to face.

To be able to answer enquiries from resident's and if unable to, ensure they are signposted to the correct location.

Stakeholders:

People who visit Cheshire West & Chester Council Receptions / One stop shops.

Potentially everyone in the Cheshire West area and all visitors to the area.

Considering the purpose of the Equality Impact Assessment process, is the policy (function, procedure etc.) relevant?

Yes No

Quick check:

- ✓ *Is the policy (function, procedure etc.) concerned with people?* Yes No
- ✓ *Is the policy (function, procedure etc.) outward looking (i.e. community, employees, partners)* Yes No
- ✓ *Does the policy (function etc.) involve face to face contact?* Yes No
- ✓ *Does it include making decisions based on someone's individual Characteristics, circumstances or needs?* Yes No
- ✓ *Is there history of long-established pattern of unequal outcomes? (and do I have enough evidence to prove otherwise?)* Yes No
- ✓ *Is the policy (function, procedure) likely to have a significant impact on someone's life or wellbeing?* Yes No

Exit the process if you answered No to all of the above questions, otherwise please continue.

Potential impact on target groups:		
Target group	Potential impact <i>Please describe</i>	Measures currently in place
<p>Race <i>(also ethnicity, nationality and associated aspects such as culture and language)</i></p> <p>Gypsy and Travellers</p>	<p>Language – We do receive visitors who don't speak English.</p> <p>Cultural awareness</p>	<p><i>We use a translation provider called The Bigword, to help us communicate with these residents. Signs in all Reception areas advertising this service and what languages we offer a translation service for.</i></p> <p><i>Awareness training required for all F2F staff. Already arranged for one awareness session regarding Gypsies & Travellers. A session regarding customers whose 2nd language is English would also be useful.</i></p>
<p>Disability <i>(consider full rainbow of mental and physical impairments: mobility, manual dexterity, speech, hearing, learning, understanding, visual sight, MS, cancer, HIV etc.)</i></p>	<p>Hearing difficulties.</p> <p>Disability awareness</p> <p>Visual impairment</p> <p>Assistance</p> <p>Signposting</p>	<p>All Customer Services reception areas are fitted with hearing T-Loops for visitors with hearing difficulties.</p> <p>Awareness training required, as advisors are dealing with such diverse levels of disability.</p> <p>Check Access Audit (Graham Garnett)</p> <p>Offer 1 to 1 assistance for residents with form filling eg.</p> <p>Signpost customers to Dial House and other associated services.</p>
<p>Gender <i>(consider associated aspects e.g. safety, single-parenting, caring responsibility, potential for bullying and harassment,</i></p> <p>Transgender</p>	<p>Transgender awareness</p> <p>Appointments</p> <p>Opening Hours</p> <p>Parents with children</p>	<p>Awareness training.</p> <p>We have set up appointments for residents to speak to an advisor privately in an interview room. This is very good for residents who may be working and can only come at a certain time during the day, as it means that they won't have to queue up.</p> <p>Outside opening hours people can self-serve online. Possibly have self-service points in Reception areas in the future.</p> <p>Exit surveys from customers have suggested that they would like more activities/ toys for children in the waiting areas, Currently being looked into by</p>

Potential impact on target groups:		
Target group	Potential impact <i>Please describe</i>	Measures currently in place
		Customer Services Management Team.
Sexual orientation <i>(includes heterosexual, lesbian, gay, bi-sexual)</i>	Not applicable	
Age <i>(including all groups - children, young people, working age, elderly)</i>	For children – as above. We cater for all age groups.	
Religion and belief <i>(the most common religions include Hinduism, Judaism, Buddhism, Christianity, Islam, Sikhism, Shinto, Nonconformists)</i>	Awareness training Religious holidays	Awareness training for F2F staff. Services are accessible 24/7 either by phone, face to face or online.
Rural issues	Reception areas cater for all local residents.	
Socio-economic issues	Parking	Residents visiting reception areas in Chester after 3pm can park free of charge in all local Council carparks.
Other <i>(there may be other target groups relevant to your service)</i>		

Is the Policy/Function likely to have an impact on Human Rights?

Right to respect for private and family life; Prohibition of discrimination

Evidence:

Exit customer survey, Customer waiting times, new CRM system currently being implemented.

Proposed actions (to be reflected in the Service plans):

Actions emerging from the “ Potential impact on target groups” and the” Evidence” sections in order to address any gaps

Action	Target date	Responsibility
Awareness sessions	Next 6 months	Shared responsibility between

		Customer Services and Equality & Diversity.
Children's area	Next 6 months	Customer Services (Julie Bellis)
Self-service at Receptions	Next 12 months	Customer Services (Julie Bellis)

Rating:								
<i>In light of the above how would you rate the impact of your policy/function etc. on any of the target groups, for guidance please see footnotes.</i>								
	Race	Disability	Gender	Sexual orientation	Age	Religion & belief	Rural Issues	Other
High¹ <i>Please continue below</i>								
Medium² <i>Please exit the process</i>	X	X	X					
Low³ <i>Please exit the process</i>				X	X	X	X	

¹ High = significant potential impact, risk of exposure, history of complaints, no mitigating measures in place or no evidence available, urgent need for consultation with service users, general public, employees

² Medium = some potential impact, some mitigating measures in place but no evidence available how effective they are, would be beneficial to consult with service users, general public etc. but not urgent

³ Low = almost bordering with non relevance to the EIA process (heavily legislation led - very little discretion exercised, limited public facing aspect)

Full Equality Impact Assessment part:

Affected target group <i>(e.g. people with disabilities)</i>	Race	Disability	Gender	Age	Religion & belief	Rural
Any particular segment within the target group <i>(e.g. people with learning disabilities)</i>						
Specific issues to be a subject of consultation <i>(e.g. how could the Council make its annual financial results understandable to people with learning disabilities, what support needed etc.?)</i> Please contact the Research and Intelligence team: beverley.wilson@cheshirewestandchester.gov.uk						
Outcomes of consultation						
What changes have been made as a result of the consultation outcomes						
Feedback given to the consultees? Yes/No						

.....
Lead person responsible the EIA

.....
Approved by Head of Service

Date:

Next review of the EIA, measures put in place, changes:

(high – 1 year, medium – 2 years, low – 3 years)