

Impact Assessment of: Electoral Services
Service/ Directorate: Legal, Licensing & Registration
Date Completed: 12th June 2008
Lead Officer: Alex Meek

Members of the assessment team:

Name	Organisation	Role on assessment team e.g. service user, manager of service
Alex Meek	Electoral Services	Manager of Service
Bill Gillatt	Electoral Services	Deputy Manager of Service
Susie Penny	Electoral Services	Asst. Manager of Service
Sue Wolfe	Electoral Services	Team Leader of Service
John Mulcahy	Legal, Licensing and Registration	Line Manager of Service Manager
Clare Millington	Legal, Licensing and Registration	Equality Coordinator
Steve Hunter	Town Hall Management	Manager of the building where the Service is located

Brief description of service:

To make sure that everyone who has the right to vote is registered to vote.

To improve access to registration and elections to ensure that nothing gets in the way of someone seeking to exercise their democratic rights.

To achieve the objectives outlined in our [Service Plan](#).

Brief account of how the impact assessment was carried out:

Electoral Services Management met to go through the assessment form and discussed possible barriers/adverse effects, and to identify evidence (fact finding) that would assist us in completing the assessment. We looked at all the current services and facilities we provide, and how we could improve on this to make the

Service as a whole more accessible to everyone. Town Hall management to be involved in helping us achieve a positive outcome for some of our actions. John Mulcahy attended a meeting to go through the assessment we had put together and made suggestions on further information that could be included.

Brief description of any adverse affects found:

Access issues in the Town Hall – signage and disabled access issues.
 Access issues at polling stations – location problems and disabled access.
 Application forms – all need to be looked at by Plain English. Forms not available in other languages and formats due to legislative restrictions.
 Staff training – ensure all staff are full trained to ensure all customers are given a consistent level of customer service.

Summary of Actions arising from Assessment

Actions	Responsibility	Timescale
Signage for Electoral Services	TH Managers	Ongoing
Better facilities for disabled customers	TH Managers	Ongoing
Plain English of all forms and guidance (legislation permitting)	Electoral Services Management	By the end of 2008
Provide Mincom / induction loop facility (speak to Registrars re sharing)	Team Leader	By September 2008
Ensure staff are aware of the facilities offered by CITU and how to use them	Team Leader	By September 2008
Consultation with people who do not use the Service	Electoral Services Management	Ongoing
Better recording of equality monitoring information to identify trends	Team Leader	Ongoing
Add actions to Service Improvement Plan	Electoral Services Manager	July 2008
Add reviewing Equality Impact Assessment actions to Management Team Meeting agenda and Electoral Service Manager's 1-2-1 agenda	Electoral Services Manager and Head of Licensing and Registration	June 2008

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