

Equality, Diversity, Cohesion and Integration Impact Assessment



As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration. In all appropriate instances we will need to carry out an equality, diversity, cohesion and integration impact assessment.

This form:

- can be used to prompt discussion when carrying out your impact assessment
- should be completed either during the assessment process or following completion of the assessment
- should include a brief explanation where a section is not applicable

Directorate: PPI	Service area: Customer Services Face To Face
Lead person: Seamus Doherty	Contact number: (07891) 271309
Date of the equality, diversity, cohesion and integration impact assessment:	

1. Title: Assessment of the introduction of appointments to Booth Enquiries at the City Centre One Stop
Is this a: <input type="checkbox"/> Strategy <input type="checkbox"/> Policy <input type="checkbox"/> Service <input checked="" type="checkbox"/> Function <input type="checkbox"/> Other
Is this: <input type="checkbox"/> New/ proposed <input type="checkbox"/> Already exists and is being reviewed <input checked="" type="checkbox"/> Is changing
(Please tick one of the above)

2. Members of the assessment team:

Name	Organisation	Role on assessment team e.g. service user, manager of service, specialist
Seamus Doherty	LCC Customer Services	Manager Of City Centre One Stop
Peter Cassidy	LCC Customer Services	Assistant Manager Of City Centre One Stop
Claire Todd	LCC Customer Services	Assistant Manager Of City Centre One Stop
Doreen Roberts	LCC Customer Services	Assistant Manager Of City Centre One Stop
Staff at the City Centre One Stop	LCC Customer Services	Staff who are delivering the service at the City Centre One Stop

3. Summary of strategy, policy, service or function that was assessed:

The purpose of this document is to assess the likely impact of the introduction of appointments to booth enquiries at the City Centre One Stop.

Background

The City Centre One Stop has always operated a drop in service since it first opened in 1995. At times of high demand this has led to high waiting times and stress and frustration for staff and customers. Enquiries at the One Stop come in a very wide range of depth and complexity - with some taking a few minutes and others taking an hour or more. The service is split into two main areas – the Helpdesk Team who deal with the quicker enquiries (around 70% of total business) and who also refer the more complex and lengthier enquiries to the Booths Team. The Customer Services Officers (CSOs) in booths deal with the more complex and in depth enquiries.

Our service is open to all residents of Leeds and aims to deal with enquiries from customers regarding Housing Benefits, Council Tax, Council Tax Benefit, Housing Issues, Social Care, Car Parking. Our building is already fully wheelchair accessible, we provide interpreting services for customers whose first language is not English. We have induction loops and the ability to provide ESL interpreters for our hard of hearing customers, we are breast feeding friendly, have play areas inside and outside and outside the building. We are a Hate Reporting Centre and staff are trained in challenging and recording any examples of racist comments or indeed any hate related incidents . and generally make every effort to ensure that there are no barriers to anyone to accessing our service. This was the case before we brought these changes in and those standards still apply.

The changes

Due to staff cuts placing increasing strain on the existing system with subsequent long waiting times for customers and increased stress levels for staff, we piloted offering appointments in 3 (from April 2008) and then 5 (in April 2009) of the available 18 booths. This was done after consultation with staff and.

From September 2010 the pilot was further extended to allocate all in depth enquires a dedicated time slot. Customers can ring a dedicated line at the Contact Centre to book an appointment ahead of time – or if they call into the One Stop they will be offered the next available slot. Two booths were made available for emergencies when it would not be appropriate to offer the customer an appointment.

--

4. Scope of the equality, diversity, cohesion and integration impact assessment
 (complete - 4a. if you are assessing a strategy, policy or plan and 4b. if you are assessing a service, function or event)

4a. Strategy, policy or plan (please tick the appropriate box below)	
The vision and themes, objectives or outcomes	<input type="checkbox"/>
The vision and themes, objectives or outcomes and the supporting guidance	<input type="checkbox"/>
A specific section within the strategy, policy or plan	<input type="checkbox"/>
Please provide detail:	

4b. Service, function, event please tick the appropriate box below	
The whole service (including service provision and employment)	<input type="checkbox"/>
A specific part of the service (including service provision or employment or a specific section of the service)	<input checked="" type="checkbox"/>
Procuring of a service (by contract or grant) (please see equality assurance in procurement)	<input type="checkbox"/>
Please provide detail: This assessment applies only to the City Centre One Stop at 2 Great George Street and only applies to more complex enquiries that need to be dealt with in a booth rather than at our drop in function at our Helpdesk.	

5. Fact finding – what do we already know

Make a note here of all information you will be using to carry out this assessment. This could include: previous consultation, involvement, research, results from perception surveys, equality monitoring and customer/ staff feedback.

(priority should be given to equality, diversity, cohesion and integration related information)

Consultation of customers prior, during and after pilot project of offering some appointment slots as well as a drop in. (see separate folder attached for all the documentation relating to this)

Consultation of staff prior, during and after pilot project of offering some appointment slots as well as a drop in. (see separate folder attached for all the documentation relating to this)

Feedback from customers prior, during and after pilot project of offering some appointment slots as well as a drop in. (see separate folder attached for all the documentation relating to this)

Feedback from staff, during and after pilot project of offering some appointment slots as well as a drop in. (see separate folder attached for all the documentation relating to this)

Are there any gaps in equality and diversity information

Please provide detail:

In general we know that there are gaps in that we collect a lot of diversity information through Siebel, customer survey forms etc – but we don't always analyse and evaluate it as a service.

Action required:

This will be looked at and action taken to improve our analysis of equality data. From April 2011 all survey form data collected will be disaggregated by equality strand so that we can see if any sections of our customer base express significantly more customer dissatisfaction than the average.

6. Wider involvement – have you involved groups of people who are most likely to be affected or interested

Yes

No

Please provide detail:

We had several consultations with service users in our Customer Focus Workshops

We have conducted surveys of customers who have taken appointments during the original pilot when only some booths were doing appointments and during the latest pilot when all booths have been doing appointments.

Action required:

Conduct further surveys to ensure that customers are still happy with the service

7. Who may be affected by this activity?

please tick all relevant and significant equality characteristics, stakeholders and barriers that apply to your strategy, policy, service or function

Equality characteristics

Age

Carers

Disability

Gender reassignment

Race

**Religion
or Belief**

Sex (male or female)

Sexual orientation

Other

(for example – marriage and civil partnership, pregnancy and maternity, social class, income, unemployment, residential location or family background, education or skills level)

Please specify: marriage and civil partnership, pregnancy and maternity, social class, income, unemployment, residential location or family background, education or skills level

Stakeholders

Services users

Employees

Trade Unions

Partners

Members

Suppliers

Other please specify

Potential barriers.

Built environment

Location of premises and services

**Information
and communication**

Customer care

Timing

Stereotypes and assumptions

Cost

Consultation and involvement

specific barriers to the strategy, policy, services or function

Please specify

8. Positive and negative impact

Think about what you are assessing (scope), the fact finding information, the potential positive and negative impact on equality characteristics, stakeholders and the effect of the barriers

8a. Positive impact:

The Introduction of appointments has proved to be popular with the customers. It is potentially better for disabled and/or elderly and infirm customers who can now ring ahead to make an appointment know what time they will be seen. In the past it has been flagged up in customer satisfaction surveys that some elderly and/or disabled customers found it difficult to queue up at busy times to be seen. With the introduction of appointments they can just come in, report their presence and be seen straight away with no queuing. We have conducted a survey of customers who have had experience of our previous way of working and of having an appointment and 48 out of 50 preferred the new way of working.

Action required:

N/A

8b. Negative impact:

- It was feared that the introduction of appointments for all complex enquiries could be problematic for customers in the transition period as the new system beds in. Some fears that tensions could rise and customers and staff would be stressed as they get used to the new way of working
- It was also thought that the 30 minute appointment slot might be a problem for customers whose first language is not English – as this tends to add time onto their enquiry.

Action required:

- Provision of resources to enable a number of customers to be seen without an appointment if they really insist upon it and/or if it is deemed necessary (e.g. emergency housing repair or Social Care Referral)
- 2 x 30 minute slots to be booked for customers whose first language is not english

9. Will this activity promote strong and positive relationships between the groups/communities identified?

Yes

No

N/A

Please provide detail: Customers access our Services as individuals not as members of a group.
Action required: N/A

10. Does this activity bring groups/communities into increased contact with each other (e.g. in schools, neighbourhood, workplace)?
<input type="checkbox"/> Yes <input type="checkbox"/> No N/A
Please provide detail: Our service has never been one where the aims or outcomes have been to bring any groups together. We are there to provide services to individuals who may come from many different discrete or overlapping groups.
Action required: N/A

11. Could this activity be perceived as benefiting one group at the expense of another?
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Please provide detail: All customers are treated fairly and there is no particular bias shown to any group or groups. Customers come to us as individuals not in groups or as representatives of groups. In the 15 years our service has been open we have never had any complaints to say that any group of people are benefiting at the expense of another group.
Action required: N/A

12. Equality, diversity, cohesion and integration action plan

(insert all your actions from your assessment here, set timescales, measures and identify a lead person for each action)

Action	Timescale	Measure	Lead person
Better analysis and evaluation of Equality data	6 months	Analysis of equality data eg as regards complaints to be a regular feature of Network and Staff meetings	Susan Murray – Head of Customer Services Face To Face
Surveys to check that customers still satisfied with appointments	6 months	At least 50 survey forms completed and collated	Seamus Doherty

13. Governance, ownership and approval

State here who has approved the actions and outcomes from the equality, diversity, cohesion and integration impact assessment

Name	Job Title	Date
Seamus Doherty	Customer Services Manager	23.11.2010

14. Monitoring progress for equality, diversity, cohesion and integration actions (please tick)

- As part of Service Planning performance monitoring
- As part of Project monitoring
- Update report will be agreed and provided to the appropriate board
Please specify which board
- Other (please specify)

15. Publishing

Date sent to Equality Team	25th March 2011
Date published	28th March 2011