

# Equality, Diversity, Cohesion and Integration Screening



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.

A **screening** process can help judge relevance and provides a record of both the **process** and **decision**. Screening should be a short, sharp exercise that determines relevance for all new and revised strategies, policies, services and functions.

Completed at the earliest opportunity it will help to determine:

- the relevance of proposals and decisions to equality, diversity, cohesion and integration.
- whether or not equality, diversity, cohesion and integration is being/has already been considered, and
- whether or not it is necessary to carry out an impact assessment.

<b>Directorate: Corporate Governance</b>	<b>Service area: Registrars</b>
<b>Lead person: Steve Coupe</b>	<b>Contact number: 76686</b>

## 1. Title: Registrar’s attendance at Dewsbury Road One Stop Centre and alteration of attendance hours at Rothwell One Stop Centre

Is this a:

Strategy / Policy

Service / Function

Other

If other, please specify

## 2. Please provide a brief description of what you are screening

The Registrars service is continually seeking to extend the service we provide to local communities and to make best use of the resources available. We currently attend 11 One Stop Centres across Leeds.

From 28 June the council aims to introduce the national Tell Us Once initiative, sponsored by the Department of Works and Pensions. This will be carried out jointly by Registrars and Customer Services staff following a birth or a death registration.

We aim to extend the Registrars’ presence to Dewsbury Road to coincide with the introduction on Tell Us Once. We plan to transfer 2 sessions from Rothwell One Stop Centre, where take up of appointments suggests there is spare capacity.

### 3. Relevance to equality, diversity, cohesion and integration

All the council's strategies/policies, services/functions affect service users, employees or the wider community – city wide or more local. These will also have a greater/lesser relevance to equality, diversity, cohesion and integration.

The following questions will help you to identify how relevant your proposals are.

When considering these questions think about age, carers, disability, gender reassignment, race, religion or belief, sex, sexual orientation and any other relevant characteristics (for example socio-economic status, social class, income, unemployment, residential location or family background and education or skills levels).

Questions	Yes	No
Is there an existing or likely differential impact for the different equality characteristics?		x
Have there been or likely to be any public concerns about the policy or proposal?	x	
Could the proposal affect how our services, commissioning or procurement activities are organised, provided, located and by whom?		x
Could the proposal affect our workforce or employment practices?		x
Does the proposal involve or will it have an impact on <ul style="list-style-type: none"> <li>• Eliminating unlawful discrimination, victimisation and harassment</li> <li>• Advancing equality of opportunity</li> <li>• Fostering good relations</li> </ul>	X	X  x

If you have answered **no** to the questions above please complete **sections 6 and 7**

If you have answered **yes** to any of the above and;

- Believe you have already considered the impact on equality, diversity, cohesion and integration within your proposal please go to **section 4**.
- Are not already considering the impact on equality, diversity, cohesion and integration within your proposal please go to **section 5**.

#### 4. Considering the impact on equality, diversity, cohesion and integration

If you can demonstrate you have considered how your proposals impact on equality, diversity, cohesion and integration you have carried out an impact assessment.

Please provide specific details for all three areas below (use the prompts for guidance).

- **How have you considered equality, diversity, cohesion and integration?** (think about the scope of the proposal, who is likely to be affected, equality related information, gaps in information and plans to address, consultation and engagement activities (taken place or planned) with those likely to be affected)

Customers currently have a choice of where to register a birth or death – either at our main office in Leeds Town Hall or at one of 11 One Stop Centres. When booking an appointment Customer Services Officers at the Contact Centre provide details of local offices based on the customer's address.

We are continually seeking to extend the service we provide to local communities to increase the proportion of births and deaths registered at One Stop Centres. This also helps to reduce carbon emissions by reducing the length of the customer's journey. Where applicable, resources are reallocated from quieter to busier offices to make best use of the resources available.

To coincide with the introduction of the Tell Us Once initiative from 28 June we plan to introduce a registrar's service at Dewsbury Road One Stop Centre by transferring 2 morning sessions from Rothwell One Stop Centre, at which only 74% of available appointments have been taken up since 1 January 2011.

By extending our service to Dewsbury Road we will be providing an additional service for customers living in the area. The centre is well used by members of the public and is conveniently placed on a city centre bus route. Initially we will provide the service on Tuesday and Friday morning between 9.00 am and 12.00 pm.

Our survey of Rothwell customers suggests that there is some dissatisfaction with the reduction in the service provided in Rothwell. However the remaining sessions still provide morning and afternoon opening hours (9.00 am – 12.00 pm Monday and Thursday and 1.30 – 4.00 pm Tuesday).

In addition to Dewsbury Road, Rothwell customers also have the option of attending St. George's One Stop Centre in Middleton..

- **Key findings**

**(think about** any potential positive and negative impact on different equality characteristics, potential to promote strong and positive relationships between groups, potential to bring groups/communities into increased contact with each other, perception that the proposal could benefit one group at the expense of another)

The proposed change to the registrar's attendance will provide a better spread of local services across this part of Leeds. The availability of bus services will make the Dewsbury Road One Stop Centre accessible to customers without private transport.

There is no evidence to suggest that any one equality group will benefit or suffer in any way differently to another although the allocation of morning and afternoon sessions in all centres within this area of Leeds (Dewsbury Road, Rothwell and St. George's Centre) should ensure that customers with limited availability eg new mothers can access the service conveniently. The contact centre will make all options available to customers when booking an appointment.

The proposed hours of attendance also ensure that we are able to meet our statutory target of registering deaths within 5 days and our working target of offering an appointment to register a death within 2 working days at all venues.

Following implementation we will continue to analyse the demand for and take up of appointments at all venues.

We have already notified all councillors about our proposal and our (Rothwell) customer survey is still on-going. The findings (to date) show that:59% of customers using the Rothwell service are happy with the revised opening hours. 24% of respondents stated that it would be convenient for them to attend the Dewsbury Rd One Stop Centre.

- **Actions**

**(think about** how you will promote positive impact and remove/ reduce negative impact)

**Publicise the revised hours**

**Ensure contact centre provide customers with choice of venue**

**Increases proportion of appointments at One Stop Centres – reduces carbon emissions**

**Better use of resources**

**Tell Us Once service implemented alongside proposed new hours**

**Monitor and review demand/take up of appointments at all sites. This would include equality monitoring to establish whether any equality is experiencing either negative or positive impact of the service change.**

**5. If you are **not** already considering the impact on equality, diversity, cohesion and integration you **will need to carry out an impact assessment.****

Date to scope and plan your impact assessment:	
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Date to complete your impact assessment	
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Lead person for your impact assessment (Include name and job title)	
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**6. Governance, ownership and approval**

Please state here who has approved the actions and outcomes of the screening

Name	Job title	Date
Steve Coupe	Superintendent Registrar	7 June 2011

**7. Publishing**

This screening document will act as evidence that due regard to equality and diversity has been given. If you are not carrying out an independent impact assessment the screening document will need to be published.

Please send a copy to the Equality Team for publishing

<b>Date screening completed</b>	7 June 2011
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<b>Date sent to Equality Team</b>	16 June 2011
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<b>Date published</b>	16 June 2011
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