

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: P.P.I	Service area: Customer Services
Lead person: Rob Swithinbank	Contact number: 43013/77733
Date of the equality, diversity, cohesion and integration impact assessment: 20/1/11	

1. Title: Proposed relocation of Customer Services from Aireborough One Stop Centre to a local library .

Is this a:

Strategy
 Policy
 Service
 Function
 Other

Is this:

New/ proposed
 Already exists and is being reviewed
 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
Josette Ward	LCC PPI	Customer Services Manager (CSM)
Jas Dhariwal-Holmes	LCC PPI	(CSM)
Rob Swithinbank	LCC PPI	CSM & manager of service
Jan Jackson	LCC PPI	CSM
Andrea Bull	LCC PPI	Assistant CSM & assistant manager of service

3. Summary of strategy, policy, service or function that was assessed:
Relocation of the delivery of face to face Customer Services from Aireborough One Stop Centre to a local library . Initially the proposal was a move to Horsforth Library only , but following contact from Ward members an alternative option of Yeadon library is being considered.

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)
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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 checked="" type="checkbox"/>
A specific part of the service (including service provision or employment or a specific section of the service)	<input type="checkbox"/>
Procuring of a service (by contract or grant) (please see equality assurance in procurement)	<input type="checkbox"/>
Please provide detail:	
As in 3	

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)

Usage of Aireborough One Stop Centre is low with on average 900 enquiries a month. This compares to Rothwell 1,400 enquires, South Seacroft 1,700 enquiries, Armley 2,400 enquiries, Dewsbury Road 4,000 enquiries.

The financial pressures facing the Council mean that it is necessary to review the efficiency of our operations including the appropriateness of existing accommodation. This proposal is encouraging greater use of an existing library building .

Housing Office has reduced its opening hours to 5 per week supported by a mobile service. This means more customers are coming from Horsforth to Aireborough.

The Horsforth library and Housing office are both on Town Street Horsforth is a busy Town Centre with people going there to shop. There is a vibrant range of shops including a Morrisons supermarket. At the Aireborough location customers have to make a special visit to see us rather than it being part of something else they are doing.

We have received residents and councillor requests for a One Stop Centre in Horsforth. This has been minuted at the One Stop Centre focus group

Horsforth library is a modern building built in the last couple of years whereas the current One Stop Centre building dates back to 1847. The library has automatic doors and access straight in from the path. The One Stop Centre has ramped access, steps and push button doors.

The main enquiry type at Aireborough is Housing and this is expected to remain the same at Horsforth due to the reduction in hours at the Housing office.

Yeadon library is much closer to Aireborough and is based in the same ward. The library is older than Horsforth and will require more in the way of reburishment in order to accommodate a one stop centre being delivered from that site. The exact costs are still to be determined for both sites but it is likely that Yeadon would involve significantly more expenditure than Horsforth.

The staffing levels at Aireborough One Stop Centre are one customer services officer 29.5 hours and one customer service officer 22.5 hours per week . As the Customer Services staff working at Aireborough work part time and certain days they will be asked to work the same hours but over 5 days.

Are there any gaps in equality and diversity information

Please provide detail:

There is no evidence to date that any particular equality group will be adversely affected by the changes . Having said this , existing Aireborough customers will have to travel further to access a service either at Horsforth, Otley or the City Centre . Relocation to Yeadon is

much less likely to result in longer travel times.
The position will be monitored throughout the consultation.

Action required:

Customer feedback needed on most convenient opening hours

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

Yes

No

Please provide detail:

Discussions ongoing with Council senior management, Library Service management, members & Corporate Property Management. Ward members to be consulted.

Existing library customers and one stop centres customers will be consulted.

Action required:

Consultation with staff and partners (ie; Adult Social Care, Children and Young Peoples' Social Care, Disability Services, Registrars and Leeds Counselling Service). Ward members to be consulted

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: All residents in the local community.

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:

More face to face services under one roof

All accommodation on one level

Reduced sole working as there will always be colleagues from libraries in the building

Adjacent to shops and this brings a wider customer base at other one stop centres

In both cases the move would result in a town centre location

A move to Horsforth would be nearer for residents of Horsforth and should increase usage of the service as will fill the gap of reduced opening hours at the Housing office.

This would also bring a service to where residents are requesting one

Increased opening hours for WNW homes tenants in Horsforth.

A move to Yeadon would mean less impact on travel times for those who live close to the

current site at Aireborough
In both cases there will be a free phone to the contact Centre for residents to use during the library hours
Action required:
No

8b. Negative impact:
Staffing levels and opening hours to be reviewed in the light of the new service configuration and demand. Short term disruption to customers not knowing of the move A move to Horsforth would result in a location further away for residents of Yeadon, Guiseley and Rawdon Change to the working pattern to the 2 Customer Services Officers to work over 5 days
Action required:
Provision of freephone and self service PC Monitor customer satisfaction and level of enquiries including enquiry types, postcodes Good communication with staff and partners. Good and timely communication/publicizing with customers about the relocation and to explain why.

9. Will this activity promote strong and positive relationships between the groups/communities identified?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Please provide detail:
Service continues to be provided in the area
Action required:
No

10. Does this activity bring groups/communities into increased contact with each other (e.g. in schools, neighbourhood, workplace)?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Please provide detail:

Library customers and Customer Services customers and brings access to a wider range of services and information.
Action required: Ensure the Library customers and residents are fully aware of what services a one stop centre provides. Encourage One Stop Centre customers to join the library if not a member.

11. Could this activity be perceived as benefiting one group at the expense of another?
<input checked="checked" type="checkbox"/> Yes <input type="checkbox"/> No
Please provide detail: A move to Horsforth would mean that Horsforth residents benefit at the expense of residents of Guiseley, Yeadon and Rawdon. A move to Yeadon would result in people who travel from the Horsforth area having a longer journey There will be timely and open communication that explains the changes and how people can continue to access services.
Action required: None

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
Communication with staff & partners	Week commencing 24 January	Team meetings, one to ones. Meet with partners	Rob Swithinbank
Provision of freephone & self service PC	During the first 3 months of opening		Rob Swithinbank
Publicity for public re the move	March 2011		Rob Swithinbank
To monitor usage of the Centre including customers postcodes	The first 6 months	The computer system gathers this information	Chris McLoughlin

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
Susan Murray	Head of face to face contact	2/02/11

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	2 February 2011
Date published	4 February 2011