

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: Josette Ward	Contact number: 0113 3367809
Date of the equality, diversity, cohesion and integration impact assessment: 20/1/11	

1. Title: Proposed relocation of East Leeds (Halton Moor) One Stop Centre, Customer Services
Is this a:
<input type="checkbox"/> Strategy <input type="checkbox"/> Policy <input checked="" type="checkbox"/> Service <input type="checkbox"/> Function <input type="checkbox"/> Other
Is this:
<input type="checkbox"/> New/ proposed <input checked="" type="checkbox"/> Already exists and is being reviewed <input 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
Josette Ward	LCC PPI	Manager of service
Jas Dhariwal-Holmes	LCC PPI	Customer Services Manager (CSM)
Rob Swithinbank	LCC PPI	CSM
Jan Jackson	LCC PPI	CSM
Andrea Bull	LCC PPI	Assistant CSM

3. Summary of strategy, policy, service or function that was assessed:
Amalgamation of face to face enquiry service at East Leeds One Stop Centre, with Osmondthorpe One Stop Centre, Customer Services. Both centres have low usage and when put together provide a sustainable centre of 1,000 enquires a month. Halton Moor and Osmondthorpe Centres are 0.6 miles apart and on the same bus route (2 stops)

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 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)

Sport are reviewing the provision of a sports centre at this location. The sports centre and the East Leeds One Stop Centre are in the same building with one entrance. If one part of the building is empty this makes it difficult to deliver a service in a partly unused building. 5% of the building is used for the East Leeds One Stop Centre.

There is one Customer Services Officer at East Leeds working 37 hours and two Customer Services Officers at Osmondthorpe working 37 hours. The merged service can be delivered by two Customer Services Officers working 37 hours. One Customer Services Officer will move to another One Stop Centre.

There are 5 One Stop Centres in inner east of the city providing access face to face services

One Stop Review process identified that not enough enquires to sustain both One Stop Centres. This review also concluded that when the Compton Centre at Harehills opened Osmondthorpe and Halton Moor One Stop Centres would merge. Enquiries at both Halton Moor and Osmondthorpe have reduced as the Compton Centre opened

The financial pressures facing the Council mean that it is necessary to review efficiency of our operations including the appropriateness of existing accommodation.

70% of all enquires at both One Stop Centres are housing related and landlord is the same being East North East Homes.

Credit Union will not have a branch in Osmondthorpe but East Leeds will be covered by the branch at South Seacroft and the City Centre. There will an information point at Osmondthorpe for Credit Union.

Are there any gaps in equality and diversity information

Please provide detail:

There is no evidence to date that any individual equality group will be adversely affected by the changes. This position will be monitored throughout the consultation .

Action required:
 To ensure access to credit union services continue to be available via the information point. To include training of the Customer Services Officers to deliver this service on behalf of Credit Union as is the model at Compton Centre and Reginald Centre.

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

Yes No

Please provide detail:

Consultation with Leisure Services, Corporate Management Team, Partner in the One Stop Centre, Customer Services staff, and Customer Services Management Team. To liaise with ward members. To consult with users on the best way to provide a merged one stop centre from Osmondthorpe.

Action required:

Further Consultation with staff , partners, public and ward councillors

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

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Age | <input checked="" type="checkbox"/> Carers | <input checked="" type="checkbox"/> Disability |
| <input checked="" type="checkbox"/> Gender reassignment | <input checked="" type="checkbox"/> Race | <input checked="" type="checkbox"/> Religion or Belief |
| <input checked="" type="checkbox"/> Sex (male or female) | <input checked="" type="checkbox"/> Sexual orientation | |
| <input checked="" type="checkbox"/> 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: Service open to all residents of Leeds.

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

Refurbishment needed at Osmondthorpe – built environment , cost and timing

Perceived conflict between Osmondthorpe and Halton Moor communities.

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:

<p>Increased opening hours at Osmondthorpe Reduced duplication of service in the area Better provision of service at Osmondthorpe, with increased staffing The partnership working at Osmondthorpe One Stop Centre is very productive in working for local people.</p>
<p>Action required:</p>
<p>Consultation process with all stakeholders. Implement increased opening hours at Osmondthorpe</p>

<p>8b. Negative impact:</p>
<p>No security at Osmondthorpe Short team disruption to customers re service transfer to building nearby Loss of Customer Services in Halton Moor Loss of Credit Union branch on the estate</p>
<p>Action required:</p>
<p>Consideration to review the security arrangements at Osmondthorpe Manage changes with staff through consultation, team meetings and one to ones Manage changes with customers by publicity and consultation</p>

<p>9. Will this activity promote strong and positive relationships between the groups/communities identified?</p>
<p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No </p>
<p>Please provide detail:</p> <p>Would help toward better cohesion with Osmondthorpe and Halton Moor residents by bringing services and residents together in the same building.</p>
<p>Action required:</p> <p>Publicity and promotion of an increased service at Osmondthorpe</p>

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

Please provide detail:

Perceived conflict between Osmondthorpe and Halton Moor communities.

Action required:

Increased communication with all local communities to promote the services of the One Stop Centre and therefore more people benefit from its services.

Ensure residents have an explanation as to why Osmondthorpe One Stop Centre remains and not Halton Moor.

11. Could this activity be perceived as benefiting one group at the expense of another?

Yes

No

Please provide detail:

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
Refurbishment of Osmondthorpe One Stop Centre	March 20 th 2011	Funding and schedule of work to be agreed Feb 20th	Susan Murray / Josette Ward
Implement increased opening hours at Osmondthorpe	1 st April 2011	Provide additional staffing Publicity	Susan Murray / Josette Ward
Consultation process with all stakeholders. To monitor usage at Osmondthorpe to ensure Halton Moor residents are using the service	To commence by end of January For 6 months from the move	In conjunction with Leisure Services. Consultation with staff , partners and customers	Susan Murray / Josette Ward
Consider the transfer of the security function from East	By 31 st March 2011	Agreed funding and consult with Corp Management Team	Susan Murray / Josette Ward

Action	Timescale	Measure	Lead person
Leeds to Osmondthorpe			
Manage changes with staff through consultation, team meetings and one to ones	To commence consultation with staff by end of January 2011	Utilise team meetings, one to ones. Engage staff in move planning and move process	Josette Ward
Manage changes with customers by publicity and consultation	By end of January 2011	In conjunction with Leisure Services	Susan Murray / Josette Ward

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	21/1/11

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	9th February 2011