

# 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

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

<b>1. Title:</b> Proposed relocation of Customer Services from Otley One Stop Centre to Otley Library
Is this a: <input type="checkbox"/> <b>Strategy</b> <input type="checkbox"/> <b>Policy</b> <input checked="" type="checkbox"/> <b>Service</b> <input type="checkbox"/> <b>Function</b> <input type="checkbox"/> <b>Other</b>
Is this: <input checked="" type="checkbox"/> New/ proposed <input 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	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

<b>3. Summary of strategy, policy, service or function that was assessed:</b>
Relocation of the delivery of face to face Customer Services from Otley One Stop Centre to Otley Library.

<b>4. Scope of the equality, diversity, cohesion and integration impact assessment</b> (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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<b>4a. Strategy, policy or plan</b> (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"/>
<b>Please provide detail:</b>	

<b>4b. Service, function, event</b> 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"/>
<b>Please provide detail:</b>	
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)

The proposal is to relocate Otley One Stop Centre to Otley library. The buildings are 500 yards apart which is about a 1 minute walk.

Otley One Stop Centre is a large old building which has 1 other occupant. It is under occupied and front line staff are isolated when delivering a service to the public. The library is modern and has level access rather than a ramped access

By collocating with the library there is one focal point for where the public visit the Council in Otley

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 library buildings and making them a focal point for communities by bringing more services into them.

Opening hours and staffing levels will be reviewed so the centre is open when customers are visiting

There are two customer services officers at Otley One Stop Centre. One works 37 hours and one works 18.5 hours.

**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 . This position will be monitored throughout the consultation.

**Action required:**

No

**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. Local ward councillors to be consulted.

**Action required:**

Consultation with staff & partners (ie; Welfare Rights Unit, Adult Social Care, Registrars Leeds Counselling Service & Otley Action For Older People). Ward councillors 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**

- |  |  |  |
|--|--|--|
| <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: All residents in the local community.

**Stakeholders**

- |  |   |  |
|--|---|--|
| <input checked="" type="checkbox"/> Services users | <input checked="" type="checkbox"/> Employees | <input checked="" type="checkbox"/> Trade Unions |
| <input checked="" type="checkbox"/> Partners       | <input checked="" type="checkbox"/> Members   | <input checked="" type="checkbox"/> Suppliers    |
| <input type="checkbox"/> Other please specify      |   |  |

**Potential barriers.**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Built environment             | <input type="checkbox"/> Location of premises and services |
| <input checked="" type="checkbox"/> Information and communication | <input checked="" type="checkbox"/> Customer care          |
| <input checked="" type="checkbox"/> Timing                        | <input type="checkbox"/> Stereotypes and assumptions       |
| <input checked="" type="checkbox"/> Cost                          | <input type="checkbox"/> Consultation and involvement      |

specific barriers to the strategy, policy, services or function

**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:**

Level access to Otley Library  
More face to face services under one roof  
All accommodation on one level  
Reduced sole working as colleagues from libraries will be in the same building  
Adjacent to Post Office and bus station  
Location remains in town centre which is a focal point due to being a busy shopping area  
Disabled car parking and some customer car parking at the library and none at the One Stop Centre  
One public Council building for Otley

**Action required:**

To ensure timely communication with users of the library and the one stop centre so they understand the changes

**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

**Action required:**

Provision of freephone & self service PC  
Monitor customer satisfaction & level of enquiries  
Good communication with staff & partners.  
Good & timely communication/publicizing with customers about the move.

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

Yes

No

**Please provide detail:**

Service continues to be provided in Otley in one modern location.

**Action required:**

No

<b>10. Does this activity bring groups/communities into increased contact with each other (e.g. in schools, neighbourhood, workplace)?</b>
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Please provide detail:</b>  Library customers & Customer Services customers and this brings together access to a wider range of services and information.
<b>Action required:</b>  Ensure library customers fully aware of the services offered by the One Stop Encourage One Stop customers to join the library if not a member

<b>11. Could this activity be perceived as benefiting one group at the expense of another?</b>
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Please provide detail:</b>  No group disadvantaged
<b>Action required:</b>  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)

<b>Action</b>	<b>Timescale</b>	<b>Measure</b>	<b>Lead person</b>
Communication with staff & partners	W/C 24 January	Team meetings, one to one. Speak with partners	Rob Swithinbank
Provision of freephone & self service PC	During first 3 months of the move	Speak with contact centre for provision of this	Rob Swithinbank
Publicity for public re the move	March 2011	Flyers, posters and verbal	Rob Swithinbank
To monitor usage to ensure residents use the library for one stop services	The first 6 months	Computer systems monitor numbers using the service and their post code	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	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**

<b>Date sent to Equality Team</b>	<b>2 February 2011</b>
<b>Date published</b>	<b>9 February 2011</b>