

Equality impact assessment form for quick COVID 19 decisions only

Directorate	Corporate Resources
Service area	Digital and Customer Management
Proposal	Frontline Customer Management Interactions with members of the public in the Council House
Reason for proposal	To ensure the Customer Management Front of House team are able to deliver services safely and within the revised COVID-19 guidance without excluding any of our citizens
Sign off (Director/Head of Service)	Andy Brammall
Date of assessment	01 July 2020

Please read the support notes before completing your assessment that are set out in Appendix 1.

The form

You need to attach the completed form to any report to help councillors and colleagues make their decisions by taking equality implications into account.

The assessment team or name of individual completing this form

Team leader's name and job title – Jane Witherow – Customer Contact Manager

Other team members if appropriate

Name	Job title	Organisation	Area of expertise
Rachael Andrews	Customer Services Team Leader	DCC	Customer Management
Phil Campbell	Customer Services Team Leader	DCC	Customer Management
Ian Shepherd	Facilities Manager	DCC	Facilities Management

Step 1- setting the scene

Make sure you have clear aims and objectives on what you are impact assessing – this way you keep to the purpose of the assessment and are less likely to get side- tracked.

<p>1. What are the main aims, objectives and purpose of the decision you want to make?</p>	<p>This EIA will cover 2 main areas:</p> <ol style="list-style-type: none"> 1. Provision of a face to face service to citizens wanting to access council services at the Council House 2. Provision of face to face service to professional visitors attending meetings at the Council House 3. Provision of a reduced Assisted Digital Support service for citizens at the Council House <p>We know that we need to put in special provision to ensure all processes are as safe and accessible as possible considering social distancing and other health and safety measures relating to COVID-19 alongside the protected equality groups</p>
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2. Why do you need to make this decision?	To ensure the safe delivery of face to face services or interactions for citizens and visitors to the Council House can do so safely and inclusively
3. Who delivers/will deliver the changed service/policy including any consultation on it and any outside organisations who deliver under procurement arrangements?	Derby Direct FoH team
4. Who are the main customers, users, partners, colleagues or groups affected by this decision?	Citizens of Derby, professional visitors to the Council House (these could be staff attending training courses or external visitors meeting with officers)

Step 2 – collecting information and assessing impact

5. Who have you consulted and engaged with so far about this change, and what did they tell you? Who else do you plan to consult with? – tell us here how you did this consultation and how you made it accessible for the equality groups, such as accessible locations, interpreters and translations, accessible documents.	<p>We have engaged with the Health and Safety team, the Facilities Management team, the IT Director and the FoH team.</p> <p>We have considered all of the needs of our customers and visitors and considering the adjustments needed to ensure no one is excluded from accessing services we have made provision for a one on one booth so we can assist the customer with safety measures in place for both the staff and the customer.</p>
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6. Using the skills and knowledge in your assessment team or what you know yourself, and from any consultation you have done, what do you already know about the equality impact of the proposed change on particular groups? Also, use any other information you know about such as any customer feedback, surveys, national research or data. Indicate by a tick for each protected characteristic group whether this is a negative or a positive impact. Only fill in the mitigation box if you think the decision will have a negative impact and then you'll need to explain how you are going to lessen the impact.

	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
Age – older and younger people	<p>Coming into the Council House for a service:</p> <p>1) Older customers may not have access or be able to go online to request services or contact the council and therefore need to come into the building to speak to us in person as services resume</p>			<p>1a. We will be turning on some of the self-service PCs in the customer service area for those customers who don't have access to the internet at home</p> <p>1b. We will be offering a reduced Assisted Digital Service for those customers who aren't very confident using IT equipment or online forms</p> <p>1c. We will provide a Customer Service Booth for those older customers who are unable to use the IT equipment so a Customer Service Advisor (CSA) can support them to access the</p>

	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
				service whether that be over the phone, completing a form, taking a payment etc
Disability – the effects on the whole range of disabled people, including Deaf people, hearing impaired people, visually impaired people, people with mental health issues, people with learning difficulties, people living with autism and people with physical impairments	<p>Coming into the Council House for a service:</p> <p>2) Some disabled citizens will struggle to use the IT equipment available (e.g. self-service PCs, public phones, making payment)</p> <p>3) Visually impaired citizens may struggle to negotiate the newly introduced one-way system</p>			<p>2. We will provide a Customer Service Booth for disabled customers so a Customer Service Advisor (CSA) can support the disabled customer to access the service whether that be over the phone, completing a form, taking a payment etc and will remove face coverings when communicating with a Deaf person. Interpretation services remain to be available for those citizens needing either language or BSL interpreting support.</p> <p>3. This is being picked up in the FM Team EIA</p>
Gender identity- trans and those people who don't identify with a particular gender, for example, non-binary, genderfluid, genderqueer, polygender and those who are questioning their gender or non-gendered identity.	Not identified as an impact area			
Marriage and Civil Partnership	Not identified as an impact area			
Pregnancy and maternity - women who are pregnant or who have recently had a baby, including breast feeding mothers	<p>Coming to the Council House and needing to feed their baby</p> <p>4) Women may need to feed their baby whilst they are here accessing services</p>			4. This is being picked up in the FM Team EIA
Race - the effects on minority ethnic communities, including newer communities,	<p>BAME community coming to the Council House to access services:</p> <p>5) Evidence of the BAME community being at higher risk of infection of COVID-19</p>			5a. Safety screens have been installed at the Customer Service Booths, the Public Phones and the Podiums to add an extra layer of protection for both staff and customers

	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
Gypsies and Travellers and the Roma community				5b. Hand sanitizer stations have been installed so customers can sanitize their hands, on entry and exit of the council house
Religion or belief or none - the effects on religious and cultural communities, customers and colleagues	Not identified as an impact area			
Sex - the effects on both men and women and boys and girls	Not identified as an impact area			
Sexual orientation - the effects on lesbians, gay men, bisexuals, pansexual, asexual and those questioning their sexuality	Not identified as an impact area			

Important - For any of the equality groups you don't have any information about, then please contact our Lead on Equality and Diversity for help. You can also get lots of information on reports completed from organisations' websites such as the Equality and Human Rights Commission, Stonewall, Press for Change, Joseph Rowntree Trust and so on. Please don't put down that the impact affects 'everyone the same' – it never does!

Step 3 – deciding on the outcome

7 What outcome does this assessment suggest you take? – You might find more than one applies. Please also tell us why you have come to this decision?

Outcome 1	No major change needed – the EIA hasn't identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken
Outcome 2	Adjust the proposal to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?
Outcome 3	Continue the proposal despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are: <ul style="list-style-type: none"> • sufficient plans to stop or minimise the negative impact • mitigating actions for any remaining negative impacts • plans to monitor the actual impact.
Outcome 4	Stop and rethink the proposal when the EIA shows actual or potential unlawful discrimination

Why did you come to this decision?

Outcome 2 – the group felt that the measure in place are reasonable and remove any identified barriers

If you have decided on **Outcome 3**, then please tell us here the justification for continuing with the proposal. You also need to make sure that there are actions in the Mitigation Box to lessen the effect of the negative impact. This is so important and may face a legal challenge in the future.

If you have decided on **Outcome 4** then if the proposal continues, without any mitigating actions, it may be likely that we will face a legal challenge and possibly a Judicial Review on the process - it is so important that the equality impact assessment is done thoroughly, as this is what the Judge will consider.

Equality impact assessment form for quick decisions concerning COVID 19 – please read this section first before you do the assessment

We've adapted our usual equality impact assessment form so you can use it for quick decisions needed concerning COVID 19. Remember it needs to be completed **before** that decision is made, but we hope it will just act as a reminder that we still need to 'pay due regard to equality' under our **Public Sector Equality Duty** as this is still very much in force. The Equality and Human Rights Commission are keeping an eye on examples of discrimination and collecting evidence so it's important we still check for equality impact.

The Public Sector Equality Duty is part of the Equality Act 2010 and this Duty requires us as a public body to have '**due regard**' to eliminating discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act. It requires us to advance equality of opportunity and foster good relations between people who share a '**relevant protected characteristic**' and people who don't. Protected characteristics are age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Having 'due regard' means:

- removing or minimising disadvantages suffered by people due to their protected characteristics
- taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people – this also involves taking account of disabled people's barriers and may involve treating some people more favourably than others to achieve this
- encouraging people with certain protected characteristics to participate in public life or in other activities where the participation is disproportionately low.

We usually ask for teams to complete Equality impact assessments, but we realise this is not helpful for quick decisions to do with COVID 19 so you can complete them yourself, if you can't get a team together. Please ask Ann Webster, our Lead on Equality and Diversity for help and advice if you're not sure about something. You'll need to pull together all the information you can about how your proposal affects different groups of people so you can check whether they will be negatively or positively affected. Then you'll need to look at ways of lessening any negative effects or making the service more accessible. Against every negative impact you will need to complete the mitigation section to explain how you will lessen the impact and what action you will take.

When you have completed the assessment, get it signed by your Head of Service or Service Director and **send it to our Lead on Equality and Diversity for checking and to publish on our website**. It's a public document so make it easy to understand and no jargon please.

Contact for help

Ann Webster – Lead on Equality and Diversity

ann.webster@derby.gov.uk Tel 01332 643722 Mobile 07812301144

We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 Minicom: 01332 640666

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku. Prosimy o kontakt: Tel. tekstowy: 01332 640666

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ ਮਿਲੀਕਮ 01332 640666 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č.: Minicom 01332 640666

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم مٹی کام 01332 640666 پر ہم سے رابطہ کریں۔



Derby City Council

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