



Derby City Council

Equality impact assessment form

Directorate	Corporate Resources
Service area	Customer Management
Proposal	Budget 2023/2024 Reduce the Front of House and Transactional Telephony Team opening times - DRAFT pending consultation outcome
Reason for proposal	Budget Savings
Sign off (Director/Head of Service)	
Date of assessment	21 November 2022

Please read the support notes to help you in Appendix 1 before completing your assessment

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 – Jane Witherow, Customer Contact Manager

Team leader's name and job title – Sarah Heaton and Philip Campbell, Customer Services Team Leader

Other team members if appropriate

Name	Job title	Organisation	Area of expertise
Phil Campbell	Customer Services Team Leader	Derby City Council	Front of House operational delivery
Kathie Anderson	IT Change Manager	Derby City Council	Networks and Infrastructure
Lee Haynes	Head of Information, Transformation & Business Applications	Derby City Council	IT transformation
Sarah Heaton	Customer Services Team Leader	Derby City Council	Transactional Telephony Team operational delivery
Members of the EIA Team – Employee Networks and Equality Hubs	Various	Derby City Council and volunteers	Equality, Diversity and Inclusion

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>	<ul style="list-style-type: none"> • To reduce the budget of Derby Direct by 10% • Reduce the Front of House staff cover from 9am – 5pm to 9am – 1pm • Repurpose the Visitor Desk • Reduce the opening times of the Transactional Telephony Team from 9am – 3pm to 9am to 12noon • To create a user-friendly Self-Service centre that customers will find easy to use with little or no assistance from a member of staff. • Offer self-scanning, the ability to take a photo and to make a payment all at a single self-service kiosk • Implement Automated Intelligence (AI) onto both the website and the telephony channel. This will fulfil the frequently asked questions and enquiries by providing an automated response so the reduced number of advisors can deal with the more complex requests and applications. It will also support those customers who lack confidence when using technology and make it easier for them to contact us digitally.
<p>2. Why do you need to make this decision?</p>	<p>To deliver the required budget savings for 23/24</p>
<p>3. Who delivers/will deliver the changed service/policy including any consultation on it and any outside organisations who deliver under procurement arrangements?</p>	<p>Customer Management Heads of Service and Service Director</p>
<p>4. Who are the main customers, users, partners, colleagues or groups affected by this decision?</p>	<ul style="list-style-type: none"> • Agency workers that are backfilling vacant positions within the Derby Direct team • Customers and residents of the city, service users, vulnerable members of the public and those who do not have access to technology at home • Other services whose calls are dealt with by Derby Direct

Step 2 – collecting information and assessing impact

<p>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>	<ul style="list-style-type: none"> • Budget proposals have been consulted on with Strategic Directors and Council Cabinet. • Those who will be directly impacted by the changes. We do not have a duty to consult with agency workers but we will announce the changes and how it will impact them. • Those who are not directly impacted by the changes. The existing DCC employees, although not directly impacted we will hold sessions with them so they understand the changes and the new technology that will be implemented • Customers – I’m seeking guidance on whether we need to carry out a Public Consultation
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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.

People with protected characteristics	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
<p>Age – older and younger people</p>	<ul style="list-style-type: none"> • Many older customers either cannot access online services or need support to do this • Increase digital exclusion 		<p>Yes</p>	<ul style="list-style-type: none"> • Implement easier to use self-service technology • Implement an AI solution that will act as a guide for those not confident using the website • Advertise the revised opening times • Implement the AI solution onto the phones for when the lines are closed that will be able to answer many of the requests and enquiries. • Complex cases that the AI cannot fulfil will be handed off to an Advisor or the customer will be advised of the opening times so they can call/come back.

People with protected characteristics	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
				<ul style="list-style-type: none"> • Increase in easier to use self-service kiosks in the Council House include Virtual Face to Face booths so customers can meet with officers over teams will help to combat exclusion
<p>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>	<ul style="list-style-type: none"> • Many of our customers required reasonable adjustments to assist them in accessing services • Disabled customers and members of the public need to access the Changing Places toilet • Chatbots may not pick up on the nuances of a telephone conversation with those who can't communicate well or have conditions that limit their communication 		<p>Yes</p>	<ul style="list-style-type: none"> • Include accessibility requirements into the new technology • Include accessibility requirements in any new fittings, fixture or stands installed to house the new technology • Advertising and promotion of the revised opening times • Changing Places toilet will remain open to customers and members of the public as they are now • Implement Reasonable Adjustments for those who aren't able to visit the council house between 9am and 1pm to collect a Radar key (e.g., post it out) • Ensure the public Self Service PCs meet the Accessibility Standards for our Visually Impaired customers • Include accessibility requirements into the new technology • Continue to provide a Text Message phone for the Deaf Community to use • Advertise the revised opening times for the phone lines

People with protected characteristics	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
				<ul style="list-style-type: none"> Accept that some will be excluded or impacted by the reduction of the service opening times but ensure the Comms piece promotes the times staff are available to support and help
<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.</p>	<p>Not identified as an impact area</p>			
<p>Marriage and Civil Partnership</p>	<p>Not identified as an impact area</p>			
<p>Pregnancy and maternity - women who are pregnant or who have recently had a baby, including breast feeding mothers</p>	<ul style="list-style-type: none"> Customers and members of the public may be nursing parents or have the need to feed their baby whilst in the building. The Baby Feeding room will remain open and accessible to those who need to use it. The current process will continue to be that the security team will keep a key to the room and issue on request. 	<p>Yes</p>		<ul style="list-style-type: none">
<p>Race - the effects on minority ethnic communities, including newer communities, Gypsies and Travellers and the Roma community</p>	<ul style="list-style-type: none"> Many of our customers do not use English as their first language and may struggle to contact us via Self Service channels 		<p>Yes</p>	<ul style="list-style-type: none"> Welcome screens will advise on how to change the language of the screens so the customer can find what they need with ease in a way they can understand Self-service PCs will have a translation functionality in the top 5 or 6 most common languages

People with protected characteristics	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
				<ul style="list-style-type: none"> Check that the Phone Bot can cater for languages other than English.
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	yes	<p>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:</p> <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?

The service will continue to operate albeit for less hours so we plan to monitor this impact regularly via the User Group we will be setting up. We will also seek feedback from other councils to see what impact the above impacts have had on their services and what, if any, mitigations they have implemented to address

them. We will also review the EIA in one year to see if the Outcome score has changed. We have included the EIA Panel's amendments in this EIA and they agreed with us that it was a 3 outcome.

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.

Appendix 1

Equality impact assessment form– please read this section first before you do the assessment

This is our equality impact assessment form to help you equality check what you are doing when you are about to produce a new policy, review an older one, write a strategy or plan or review your services and functions. In fact, you need to do an equality impact assessment whenever a decision is needed about our services and functions that affects people and **before** that decision is made. This also includes quick Covid 19 related decisions.

We use the term 'policy' as shorthand on this form for the full range of policies, practices, plans, reviews, activities and procedures.

Policies will usually fall into three main categories...

- Organisational policies and functions, such as recruitment, complaints procedures, re-structures.
- Key decisions such as allocating funding to voluntary organisations, budget setting.
- Policies that set criteria or guidelines for others to use, such as criteria about school admissions, procurement methods, disabled facilities grant, on street parking bays.

So why do we need to do equality impact assessments? Although the law does not require us to do them now, the courts still place significant weight on the existence of some form of documentary evidence of compliance with the **Public Sector Equality Duty** when determining judicial review cases. This method helps us to make our decisions fairly, taking into account any equality implications, so yes, we still need to complete them.

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. The nine protected characteristics are age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race religion and 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
- encouraging people with certain protected characteristics to participate in public life or in other activities where the participation is disproportionately low.

This completed form should be attached to any Corporate Leadership, Senior Leadership, Cabinet or Personnel Committee report to help decision makers take the equality implications into account when they make the decision. Equality impact assessments **must be done before** decisions are made.

You'll find that completing these assessments will help you to:

- understand your customers' and communities needs
- develop service improvements
- improve service satisfaction
- demonstrate that you have been fair and open and considered equality when working on re-structuring
- make sure you pay due regard to the requirements of the Public Sector Equality Duty.

Unless this is a quick Covid 19 decision, don't do the form by yourself. Get a small team together and make sure you include key people in the team such as representatives from our Equality Hubs and Forums and employee networks and you could invite trade union representatives too – the more knowledge around the table the better. You also need to decide how and who you will consult with to help inform the equality impact assessment. Our Lead on Equality and Diversity can help with useful contacts – we have a team of people who are used to doing these assessments and can help with information on barriers facing particular groups and remedies to overcome these barriers.

You'll need to pull together all the information you can about how what you are assessing affects different groups of people and then examine this information to check whether some people 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 – this is where your assessment team is very useful and you can also use the wider community. Against every negative impact you will need to complete the mitigation section to explain how you will lessen the impact.

Agree an equality action plan with your assessment team, setting targets for dealing with any negative effects or gaps in information you may have found. Set up a way of monitoring these actions to make sure they are done and include them in your service business plans.

Remember, we need to complete these assessments as part of our everyday business, so we get our equality responsibilities right and stay within the law – Equality Act 2010. If in doubt – it's better and safer to do an Equality Impact Assessment than not to bother! You never know when we may get a legal challenge and someone applies for Judicial Review.

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 is a public document so must not contain any jargon and must be easy to understand.

Contact for help

Ann Webster – Lead on Equality and Diversity
ann.webster@derby.gov.uk

Tel 01332 643722 mobile 07812301144
[Sign Language Service](#)

We can give you this information in any other way, style or language that will help you access it. Please contact us on **01332 643722, 07812301144** or derby.gov.uk/signing-service/

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 ਇੱਥੇ ਸੰਪਰਕ ਕਰੋ: **01332 64XXXX** ਜਾਂ derby.gov.uk/signing-service/

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku. Prosimy o kontakt: **01332 64XXXX** lub derby.gov.uk/signing-service/

Slovak

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Prosim, kontaktujte nás na tel. č.: **01332 64XXXX** alebo na stránke derby.gov.uk/signing-service/

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 **01332 640000** یا **derby.gov.uk/signing-service/** پر ہم سے رابطہ کریں