

Initial Equality Impact Assessment – Service Change.

Department	ECS
Service	Saturday counter and helpline service
People involved	David Hare, Clare O'Connor

1. What are the aims of the service and what changes are being proposed?

Currently the One Stop Counter and helpline operate Monday to Saturday and deal with enquiries face to face and on the telephone relating to all areas of the department. The closure of the counter and helpline on Saturdays is proposed from August 2012. Additionally the service is scheduled to cease from 1st October and to transfer in its entirety to the Director of Finance.

2. What is the rationale behind these changes?

Following the restructure of the Front Line Services division and the introduction of an online parking permit application facility it is anticipated that the volume of customers will reduce significantly at the One Stop Counter. The number of visitors has already reduced by 25% and this is expected to rise to 80%. Therefore, the need to open the counter on a Saturday morning is no longer regarded as financially viable.

3. What information do you have on the service and the potential impact of your service change in relation to the following?

	<p>List information you have. Do not put what the information shows you</p> <p>Information includes number of people using the service, customer satisfaction, feedback on service, results of consultation</p>
Race	Not collected
Gender	Not collected
Disability	Not collected
Age	Not collected
Faith	Not collected
Sexual Orientation	Not collected

Appendix C to Paper No. 12-446

4. Thinking about each group below please list the impact that the service change will have.

	<u>Positive</u> impacts of service change	Possible <u>negative</u> impacts of service change
Overall	No impact	Some residents or businesses may prefer to visit the One Stop Counter on a Saturday. However to mitigate the impact of this service no longer being available the most used elements of the service are now online and available 24/7. In addition the service will remain open Monday to Friday for those wishing to visit in person or telephone the helpline
Race	No impact specifically relating to race was identified	No impact specifically relating to race was identified
Gender	No impact specifically relating to gender was identified	No impact specifically relating to gender was identified
Disability	No impact specifically relating to disability was identified	No impact specifically relating to disability was identified
Age	No impact specifically relating to age was identified	No impact specifically relating to age was identified
Faith	No impact specifically relating to faith was identified	No impact specifically relating to faith was identified
Sexual orientation	No impact specifically relating to sexual orientation was identified	No impact specifically relating to sexual orientation was identified

5. Is a full EIA required? No.

- Is the service a frontline service? Yes
- Is it clear what impact the service change will have on all the equality groups? Yes
- Overall will the change have a negative impact on any of the equality groups? No

Comments - Please give the rationale here for not undertaking a full EIA

No adverse impact identified. The EIA recognises that some residents or businesses may still prefer to visit the One Stop Counter on a Saturday. However, the service remains available Monday to Friday for those wishing to visit in person or telephone the helpline. In addition, the vast majority of visits to the One Stop Counter relate to parking permits and this service is now available online. As mentioned above, the number of visitors to the counter has already reduced by 25% and it is anticipated that this will reach 80% in the future.

6. Through the initial EIA have you identified any actions that needed to be implemented to improve access to the service or monitoring of the service? (please list)

The impact of closing the One Stop Counter on a Saturday morning will be monitored in order to identify any issues which have not been identified via this EIA.

Signed

Date

Approved by: Clare O'Connor (13.06.12)

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