



Equality Impact Assessments

Full Impact Assessment Form

1. What is the service area(s) and who is the lead officer?

- Debbie Gates, Executive Director Central and Community Services
- Lead Officer, Honor Howell, CIC Manager
- CIC offices (Kings Court, Downham Market and Hunstanton) are currently open 08:45-5:15pm Monday – Thursday (09:30am on a Wednesday) and 08:45 – 4:45pm on a Friday. A drop-in service is offered during these times. Customers visiting wait to see the next available advisor.

2. What change are you proposing?

- The proposal is to withdraw the drop in service for Kings Court and to offer pre-booked appointments to customers who are unable to resolve their enquiry by telephone or online.
- Reduce the days open at the Downham Market and Hunstanton to two days at each office.
- State whether the change is as a result of:
 - proposal for reduction, enhancement or change in service levels
 - The change will need to be agreed by Cabinet

3. How will this change help the council achieve its corporate business plan objectives (and therefore your Directorate/service objectives)?

- The proposal is in line with the council priority of promoting channel shift by encouraging customers to access services in the most appropriate way for that enquiry. The change will lead to efficiency and budget savings in the future and will provide a better service for the customer as they will not have to wait to be seen in Kings Court, but will have a pre-booked appointment.
- In the Downham Market and Hunstanton office, people will still be able to access a drop-in service, on the two days the offices will be open.

4. What is your evidence of need for change?

- State if the requirement for change is statutory or discretionary – is this required under legislation?
- The proposed change is as a result of the need to make budget savings and to provide services to the customer which meet their needs and expectations. Customers demand has seen an increase in customers using our online services and demand on face to face service diminish.

5. How will this change deliver improved value for money and/or release efficiency savings?

- The change is proposed as part of a wider strategy of channel shift and Lean working.
- The change will deliver efficiency savings as well as improvements to resourcing within the CIC
- There will also be scope to make more use of the ground floor of the CIC, possibly to 3rd parties to generate income.

6. What geographical area does this proposal cover?

- The change is across the borough and affects all areas.

7. What is the impact of your proposal?

- If customers need to see a member of staff for any reason then they will be asked to make an appointment, however a robust communication plan will be put into place well before the proposed implementation date
- The impact of the proposal might be viewed as more likely to affect older customers as they are less likely to be able to access digital services. However, many studies show this to be an urban myth with many older customers using online services or a family member doing it for them. However, the service will still be offered, but will require an appointment, like most other services such as the DWP, Hairdressers. Doctors. Dentists. Banks etc

8. What data have you used to support your assessment of the impact of your proposal?

Enquiry statistics are included in the Cabinet Report. Weekly visits to our website outnumber visitors to our offices by more than 50 to 1 and cost significantly less than a telephone call or face to face enquiry.

9. What consultation has been undertaken/will need to be undertaken with stakeholders/ groups directly or indirectly impacted by the proposals and how do you intend to use this information to inform the decision?

Consultation has taken place with members of Extended Management Team, the Corporate Equalities Group and the Resources and Performance Panel. Each group has considered the change a positive one overall.

10. Are there any implications for other service areas?

- Planning and Housing offer a Duty Officer service and this will continue, unchanged.

11. What impact (either positive or negative) will this change have on different groups of the population?

- It is acknowledged that it is more likely that older people will be affected by the change, but not adversely. The service can still be accessed, subject to appointments being made or going to the offices on the day they are opening
- The change will not impact any other protected group. Customers will be able to visit the offices to conduct their business, albeit at a pre-arranged time or within reduced opening times.
- Telephone services/advice will still be available during opening hours
- Messages can be left on the answerphone to be called back

12. What actions could be taken to mitigate the adverse impacts identified in question 11? Please clearly state if any actions cannot be

No adverse impacts to mitigate

mitigated.

13. How will you monitor the impact of this change?

- The change will be monitored by reviewing if the change has affected service delivery or customer satisfaction levels.

14. Other Staff Involved in Assessment (including Corporate Equality Group Representatives), and comments from Equality Work Group Reps

Corporate Equality Group have been consulted

Assessment Completed By: Honor Howell

Job Title: CIC Manager

Date: 30.09.15