



EIA Reference Number	01/2010
Service, policy, or strategy	Closure of Deanes Reception
Element(s) assessed	Closure of Deanes Reception
Names of Assessors	Katy Sallis, Anne Gray, Sarah Blohm

Consider:

	Yes	No
Was discrimination or disadvantage identified?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Was the service promoting equality?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could the service be improved in promoting equality?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are the customers' needs understood and met?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is there good evidence and/or reasoning to support the decisions on whether groups are/aren't affected?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does the summary report properly reflect the key findings of the assessment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is the summary report clear and easy to understand?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
If improvements have been identified, do they reflect and deal with the key findings?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The decision is to: **Validate** **Not validate**

The reason/s for the decision are: *please give details below*

Validation given – information correct	<input checked="" type="checkbox"/>
Not validated – decision not to proceed as EIA incorrect	<input type="checkbox"/>
Not validated - screening error	<input type="checkbox"/>
Not validated – research/consultation error	<input type="checkbox"/>
Not validated – improvement error	<input type="checkbox"/>

Signed

Designation
Corporate Director

Name
Karen Brimacombe

Date
6/1/10



**EQUALITY IMPACT ASSESSMENT SUMMARY REPORT
DEANES RECEPTION CLOSURE**

Department: Customer Services	Date: 15 January 2010
Completing Officer: Katy Sallis	
Policy, Strategy, Service or Plan that was Impact assessed: The aim of the pilot closure of Deane's reception was to investigate the feasibility of running the campus from one reception area. The services delivered via the Deanes reception until the pilot closure were in relation to pre-booked meetings, the Coroner's court, committee meetings, events and Licensing. It also presented an opportunity to investigate potential efficiency savings.	
Summary of Findings: Comments books were made available in both Deanes and Parklands reception areas at the outset of the pilot. An exit survey conducted in Parklands included visitors who would have originally visited Deane's reception. On 23 September 2009 an Equality Impact Assessment took place to ensure that any immediate actions were not overlooked in the scoping exercise. Attendees included representatives from Disability Forum, Over 55 Forum, Councillors, Joint Staff Consultative Forum and the Corporate Customer Advisor Team. The Multicultural Forum met with the Equality Officer about the proposed changes separately as they were unable to attend the Assessment. Feedback from customers, through the comments books, exit surveys and the impact assessment team indicated that the lack of notice regarding the pilot closure proved to be a problem for some customers. The council acknowledged this as an area for improvement and has made a commitment to ensuring equality impact assessments are implemented at the right time, and that customers' views will be fed into these wherever practicable.	

Summary of Recommendations:

In relation to signage:

Large font, well lit signage for the visually impaired

Well lit visual prompt signage for those with learning difficulties

Basic directional signage in the three most commonly spoken languages in the borough.

Improved directional information on website

In relation to foreign language:

Increase officer awareness of translation services

In relation to Concessionary Fares issue at the Council offices:

Deanes reception to be used due to number of visitors throughout the part of the Concessionary Fares issue which takes place at the Council offices each year. (Parklands reception area would be unable to facilitate the increased footfall in its current layout.)

In relation to general awareness across various equality strands:

Communication about changes in both Basingstoke and Deane Today literature and the various community forum newsletters.

Other comments:

More notice of service closure (permanent or temporary) needed for both customers and staff.

Forward planning for future equality impact assessments needed.

Service or Policy	Service Or Business Unit		Date EIA validated	Implementation start date	Completion Date
Closure of Deanes reception	Governance and Customer Support		9 October 2009	Portfolio Holder decision date 15 January 2010	December 2012
Actions Required to Achieve Improvement	Ref. No. or code	Responsibility	Timescale or Target Date	Resource Implications	Comments as of 22 January 2010
Title & brief description		Lead		Support	
DISABILITY					
Issue – Meetings.	1				
Suggested Improvements Discuss with Portfolio Holder the merits or otherwise of carrying out a further survey.	1.1	K Sallis	9 October 2009	Conducting another visitor survey at a time when solutions have been proposed as part of the Impact Assessment is not a good use of resources and budget.	The function of the Deanes reception is primarily in relation to signing in corporate visitors attending the Council offices for meetings. In addition to the comments books made available and the exit survey conducted which included Deanes visitors. Those visitor groups impacted by equalities issues arising from the pilot

							closure of the reception have been consulted with directly. (23 October 2009)
Invitations sent out by officers need to state sign in at Parklands reception	1.2	K Sallis	Y Arlott	31 December 2009	Communicating with all officers regarding invitations sent.		Communicated to all council employees
Councillors need to ensure Customer Advisors have contact details for them i.e. mobile or extension number to advise when visitors have arrived	1.3	K Sallis	Y Arlott	30 April 2010	Communicating with all Councillors regarding meetings held on campus.		To be communicated by 26 February 2010.
Consider and investigate designing and developing a corporate pro-forma to give relevant information about visitors. Currently meeting notifications come either via room bookings or generic email.	1.4	K Sallis	Y Arlott	30 November 2009	Developing pro-forma with ICT, implementing change.		Enhancements have been made to the room booking system to ensure appropriate information available.
Consider and investigate having visitor stickers rather than a plastic badge	1.5	K Sallis	Y Arlott	30 June 2010	Establishing what products are on the market and costs for implementation.		Express checkout box now on Deanes reception has greatly increased the number

then non return to pass will be less important and costs of replacing passes would be saved. Sticker needs to come off cloths easy. Automated E-mail to be sent as visitor is signed in, which can then be backed up by phone call.							of passes being returned. Other changes to booking in visitors to be considered as part of customer flow work currently underway.
1.6 Consider and investigate having a self service machine for people to check in at Deanes. Accessible to all.	K Sallis	Y Arlott	30 June 2012	Establishing what products are on the market and costs for implementation.	No action taken until decision made on future co-location working with Hampshire County Council		
1.7 Consider and investigate having a large meeting room on ground floor in Parklands – Need to consider wheelchair width for access	S Buckingham	M Sheehan	30 June 2012	Establishing overall feasibility	No action taken until decision made on future co-location working with Hampshire County Council		
Issue – Signage	2						
2.1 Consider and investigate a 'you are here' map	K Sallis	S Adamson	30 April 2010	Investigating costs and location	Sign content and style being updated in line with signage guide provided by access officer		

<p>2.2</p> <p>For the visually impaired - Consider and investigate large font well lit signage. Position of signage to be considered, current building signage from Parklands visitors car park is blocked by wheelie bins</p>	<p>K Sallis</p>	<p>S Buckingham</p>	<p>30 April 2010</p>	<p>Agreeing signage content, size, location, obtaining quotes, implementation</p>	<p>Grit bin and wheelie bin to be swapped to enable reading of sign. Sign content and style being updated in line with signage guide provided by access officer</p>
<p>2.3</p> <p>For those with learning difficulties – Consider and investigate well lit visual prompt signage. Position of signage to be considered, current building signage from Parklands visitors car park is blocked by wheelie bins</p>	<p>S Blohm</p>	<p>S Buckingham</p>	<p>31 July 2010</p>	<p>Agreeing signage content, size, location, obtaining quotes, implementation</p>	<p>S Blohm currently researching visual prompt signage</p>
<p>2.4</p> <p>Consider and investigate having footprints/ colour coded routes around campus. E.g. Green/Blue line to follow.</p>	<p>S Buckingham</p>	<p>M Sheehan</p>	<p>30 June 2012</p>	<p>Establishing overall feasibility</p>	<p>No action taken until decision made on future co-location working with Hampshire County Council</p>
<p>2.5</p> <p>Consider and investigate the React System to provide audible signing. Would also need to consider that this is</p>	<p>S Buckingham</p>	<p>M Sheehan</p>	<p>30 June 2012</p>	<p>Investigating costs and location</p>	<p>No action taken until decision made on future co-location working with Hampshire County Council</p>

accessed by fob and how the scheme would be administered									
Consider and investigate having an intercom at Deanes entrance to go through to Parklands reception.	2.6	S Buckingham	M Sheehan	30 June 2012	Investigating costs and location	No action taken until decision made on future co-location working with Hampshire County Council			
Include more specific information on website for visitors to come to Parklands reception.	2.7	K Sallis	Y Arlott	15 October 2009	Minimal, update contact us page on the website	Details advising visitors to go to Parklands reception now in place			
Include article in next Basingstoke and Deane today to advertise the change.	2.8	S Shepherd	K Lloyd	31 March 2010	Design and draft article	Article to be included in forthcoming edition			
AGE									
Issue - Mobility, with balance being a particular issue.	4								
Suggested Improvement As impact of Deanes closure impacts the elderly at the time of the	4.1	K Sallis	Y Arlott	31 January 2010	Arrangements to be made to cover the Deanes reception for this service.	Complete			

Concessionary Fares Civic Issue continue to run the Civic Issue from the Deanes building, using reception area. Additional seating would need to be placed in reception area									
Place an article about Deanes closure in Age Concern and Over 55 Forum newsletters in plain English.	4.2	S Shepherd	K Sallis	31 January 2010	Design and draft article	Article to be included in forthcoming edition			
RACE/ETHNICITY									
Issue - Signage	5								
Suggested Improvement Consider and investigate signage in other languages.	5.1	Corporate Equalities Group	K Sallis	30 April 2010	Corporate Equalities group to investigate	Sign now being made			
Improve general staff knowledge of Translation services.	5.2	K Sallis	Y Arlott	31 July 2010	Communicate services available.	Training to take place on 8 April. General awareness raised on intranet			
Improve awareness of officers who are able to speak different languages.	5.3	K Sallis	Y Arlott	31 March 2010	Establish up to date details from skills audit	Specific area on intranet now advertised and available			

Place an article in any foreign language newsletters	2.4	S Shepherd	K Sallis	31 January 2010	Design and draft article	Article to be included in forthcoming edition
TRANSGENDER						
Issue – toilet facilities	6					
Suggested Improvement Unisex toilet facilities	6.1	S Buckingham	M Sheehan	30 June 2012	Investigating costs and potential location	No action taken until decision made on future co-location working with Hampshire County Council

