



**Basingstoke
and Deane**

Equality Impact Assessment Validation Decision Notice

EIA Reference Number	44/2010
Service, policy, or strategy	The Malls
Element(s) assessed	Parking passes for blue badge holders
Names of Assessors	Corporate Support Team Leader, Customer Advisor Team Leader, Partnership Development Officer, Customer Access Manager

Consider:

Was discrimination or disadvantage identified?

Yes	No
<input type="checkbox"/>	<input checked="" type="checkbox"/>

Was the service promoting equality?

<input checked="" type="checkbox"/>	<input type="checkbox"/>
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Could the service be improved in promoting equality?

<input type="checkbox"/>	<input checked="" type="checkbox"/>
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Are the customers' needs understood and met?

<input checked="" type="checkbox"/>	<input type="checkbox"/>
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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"/>
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Does the summary report properly reflect the key findings of the assessment?

<input checked="" type="checkbox"/>	<input type="checkbox"/>
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Is the summary report clear and easy to understand?

<input checked="" type="checkbox"/>	<input type="checkbox"/>
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If improvements have been identified, do they reflect and deal with the key findings?

<input checked="" type="checkbox"/>	<input type="checkbox"/>
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The decision is to: **Validate** **Not validate**

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

Validation given – information correct

Not validated – decision not to proceed as EIA incorrect

Not validated - screening error

Not validated – research/consultation error

Not validated – improvement error

Signed

Designation
Corporate Director

Name
Karen Brimacombe

Date
26/5/11

Briefing Note

<i>Name of service, policy, or strategy being considered</i>	The Malls
<i>Element(s) being considered</i>	Parking passes for Blue Badge holders
<i>Date of meeting</i>	13 January 2011
<i>Name of assessors</i>	Corporate Support Team Leader, Customer Advisor Team Leader, Partnership Development Officer, Customer Access Manager

The Assessment

As part of The Malls refurbishment Blue Badge holders need a plastic card to provide access for free parking. Currently this scheme is administered by a team at The Malls, however, it is planned that the administrative activity becomes the responsibility of the council.

Customers will be able to continue putting application forms in the freepost box at The Malls, with these being delivered to the council on a daily basis; customers can also bring their application to the council offices or put in the general post.

The customer experience at implementation will not differ from the service experienced now; it is the back office process which is changing, although the turnaround times of card despatch may be shortened due to a review of the heavily manual process currently undertaken. In the medium to longer term customers should experience greatly improved services, for example cards could be produced whilst customers wait at the council offices, rather than being sent in the post.

Assessment Findings

The assessors reviewed all aspects of the move of administration and found no negative impacts for customers and were able to highlight some improvements to the current procedures.

Justification

The group decided to complete Form A to scope the proposed changes for completeness to be sure that none of the Equality strands would be affected by the changes.

Stage 6

<i>EIA ID (Sinbad reference number)</i>	44/2010
<i>Date of assessment</i>	13 January 2011
<i>Name of assessors</i>	Corporate Support Team Ledged, Customer Advisor Team Leader, Partnership Development Officer, Customer Access Manager

The Assessment

The changes to the back office process for parking passes for blue badges were assessed by the above officers.

The Customer/Customer Group

N/A

Consultation and Research

N/A

Key Individuals and Organisations

N/A

Assessment Findings

The key findings of the assessment were that in the initial stages customers would not experience any change in service provision, although it is anticipated that turnaround of the card production may be shortened due to the process review that has taken place as part of the proposed implementation.

Recommendations

As no impacts were discovered, validation is recommended.