



**Basingstoke  
and Deane**

**Equality Impact Assessment  
Validation Decision Notice**

<b>EIA Reference Number</b>	03/2011
<b>Service, policy, or strategy</b>	QMatic - Queue Management System
<b>Element(s) assessed</b>	Self Service
<b>Names of Assessors</b>	Anne Gray, Katy Sallis, Yvonne Arlott, Carol Blackwell

Consider:

	Yes	No
Was discrimination or disadvantage identified?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Was the service promoting equality?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could the service be improved in promoting equality?	<input type="checkbox"/>	<input checked="" 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
- Not validated – decision not to proceed as EIA incorrect
- Not validated - screening error
- Not validated – research/consultation error
- Not validated – improvement error

**Signed**  
*K. Brumby*

**Designation**  
Corporate Director

**Name**  
K. Brumby

**Date**  
9/3/11

## Summary Report

The installation of an enhanced self service option to the queue management system was assessed by the Access Officer, Partnership Development Officer, Customer Advisor Team Leader and Customer Access Manager on 5 January 2011.

The existing self service arrangements have been in place since June 2010 as part of the queue management system implementation. Currently self service is available for three services, with customers obtaining a ticket once they have selected which of the services offered they require. Customers who do not wish to use the self service option or who have service needs not currently covered are served by a member of staff, who assesses the service required, either serving the customer themselves or placing them in a queue so that they see the appropriate member of staff.

The enhanced self service arrangement will increase the range of services customers will be able to access, presenting the customer with choices and tickets. The touch screen is a 15" wide LCD which makes it possible to design informative and attractive displays.

When assessing the new self service screen the assessors did not find any evidence that the change from the existing self service option would cause any negative impacts.

The new screen is larger and is a touch screen rather than button press so will be easier to use requiring less manual dexterity, with visual prompts to encourage the user.

Positive impacts for those who do not speak English were found as the new screen has a multi language function which does not exist on the current unit.

# Equality Impact Assessment

## Stage 5

# FORM F

<b>STAGE 5 - Improvements</b>	
<b>Name of service, policy, or strategy</b>	Queue Management System
<b>Element(s) assessed</b>	Self service
<b>Date to be submitted for validation</b>	?? January 2011
<b>Target implementation start date</b>	
<b>Target completion date</b>	
<b>Action required to achieve improvement title &amp; brief description</b>	In the initial stages a floorwalker will be present to assist customers in using the new screen.
<b>Reference number or code</b>	03/2011
<b>Responsibility:</b>	Lead
	Support
<b>Resource implications</b>	Member of customer support team to act as floor walker when QMatic initially introduced. Details to be reviewed based on need.
<b>Links</b> <i>To business/service plan actions, policies, strategies or programmes</i>	

The prioritisation criteria used at Stage 2 may be useful to give an overall priority and to prioritise individual actions. In either case you may need to add additional criteria such as cost, timescale, ease of implementation, etc.