<table>
<thead>
<tr>
<th>Consider:</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was discrimination or disadvantage identified?</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>If so, was this overcome/can this be overcome?</td>
<td>✓/✓</td>
<td></td>
</tr>
<tr>
<td>Is the service promoting equality?</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Could the service be improved in promoting equality?</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Were the Initial Assessment / Screening and Scoping exercises satisfactory?</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Is there good evidence/reasoning to support the decisions made?</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Are the customers' needs understood and met?</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>If actions have been identified, do they address the main issues raised?</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Does the summary report properly reflect the key findings of the assessment?</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

If you have any comments, please note them here:

 desde worker forward commits to and implementation

The decision is to: Validate ✓ Not validate □

If not validated, please explain:

Signed

Designation

Date
STAGE 1 – Initial Assessment

| Title of policy/proposal etc. and EIA number | QMatic appointments  
|                                           | EIA 33               |
| Date of assessment                        | Thursday 12 December 2013 |
| Job Titles of assessors                   | Customer Service Centre Team Leader  
|                                           | Assistant Manager Benefits  
|                                           | Customer Services Manager |

The Assessment

This Equality Impact Assessment (EIA) considers the impact of implementing the appointments module as part of the QMatic queue management system on the protected characteristics and other groups, in line with the Public Sector Equality Duty (PSED) and the Equality Act 2010. Where any adverse impact is identified, mitigating actions will be considered.

Currently the vast majority of customers who visit Parklands to access council services do so on a walk direct/drop in basis. Some services have started to offer a few appointments but there is no corporate view of who is due to meet and in which location.

The majority of visitors to the Parklands reception are accessing Housing Benefits, Planning, Local Tax or Licensing services. Alternatively they may attend to make a payment at the cashiering till position.

Waiting times can be lengthy whilst customers wait to see specialist staff. These extended waiting times for some services combined with the current accommodation layout can create a noisy and crowded waiting area. This combination of factors can also contribute to displays of aggression towards the Customer Service Centre team at the corporate reception desk.

The proposed change is to offer appointments to customers as well as some walk direct, hence not totally changing the pre-cursor to service delivery in all cases.

Assessment Findings

The initial assessment did not highlight a need for a full assessment.

Justification

Explain your decision to proceed/not proceed to carrying out a full EIA.
Equality Impact Assessment

Stage 1

The provision of appointments which could be booked in person, over the phone or via self-service on the council website was seen as having a positive impact for both customers and the council. It will mean customer expectations are managed better and so are council resources.

The need for a comprehensive communication about the changes was noted as was the opportunity for services to raise customer awareness in any of their own literature once a go live date is confirmed. Once the changes are embedded there were no negative impacts.

However, as the change affects customers visiting Parklands to access council services it was considered appropriate to move to Stage 2 – Scoping and Screening in order that full consideration could be given for each protected characteristic.

Please note that if the proposed policy/proposal etc. has a potentially negative impact on, or disadvantage for, any of the protected characteristics groups (e.g. Housing Strategy, travel concessions review) you will need to move to Stage 2 – Scoping and Screening.
Stage 5 – Summary Report

| Title of policy/proposal etc. and EIA number | QMatic appointments  
|                                           | EIA 33  
| Date of assessment                        | Thursday 12 December 2013  
| Job titles of assessors                   | Customer Service Centre Team Leader  
|                                           | Assistant Manager Benefits  
|                                           | Customer Services Manager

Assessment Summary

This Equality Impact Assessment (EIA) considered the impact of implementing the appointments module as part of the QMatic queue management system on the protected characteristics and other groups, in line with the Public Sector Equality Duty (PSED) and the Equality Act 2010. Where any adverse impact has been identified, mitigating actions have been considered.

Details of assessment and key findings

This assessment did not highlight any medium to long term issues for any protected characteristics groups. As it is not being proposed to move to 100% appointments any potentially negative impacts, such as for those who do not speak English were minimised as the existing way of accessing the services will remain in place, albeit minimised for some services. For repeat customers who wish to use appointments once the change is understood there would not be a negative impact.

A differentially positive impact was noted for those with a physical or sensory impairment as any accessibility needs can be raised in advance as part of the appointment booking process, making for an improved experience at the point of service delivery. It was also felt that appointment times rather than drop ins would differentially positively impact people who are pregnant/on maternity leave, on benefits and those with caring responsibilities as the implementation of appointments will make visits to the council quicker.

Evidence used to draw conclusions

Knowledge of current waiting times for service and record of incidences of aggression towards staff.
Equality Impact Assessment

Recommendations for action
Floorwalker available to assist customers in first month of changes being implemented
Thorough communications with customers explaining appointment option