# Equality Impact Assessment

## Validation Decision Notice

<table>
<thead>
<tr>
<th>EIA Reference Number</th>
<th>91</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service, policy, or strategy</td>
<td>Cashier Function</td>
</tr>
</tbody>
</table>
| Names of Assessors | Local Taxation Court Officer  
                       Assistant Manager – Customer Relations  
                       Customer Access Manager |

Consider:

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

**The decision is to:** Validate [Yes]  Not validate [No]

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

- Validation given – Information correct [Yes]
- Not validated – decision not to proceed as EIA incorrect [No]
- Not validated - screening error [No]
- Not validated – research/consultation error [No]
- Not validated – improvement error [No]

**Signed**

Karen Brimacombe

**Designation**

Corporate Director

**Date**

30 September 2011
Stage 1

<table>
<thead>
<tr>
<th>EIA ID (Sinbad reference number)</th>
<th>91</th>
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<tbody>
<tr>
<td>Date of meeting</td>
<td>6 June 2011</td>
</tr>
<tr>
<td>Job Titles of assessors</td>
<td>Local Taxation Court Officer</td>
</tr>
<tr>
<td></td>
<td>Assistant Manager – Customer Relations</td>
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<tr>
<td></td>
<td>Customer Access Manager</td>
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The Assessment

The cashier function provided by the Customer Advisor team has been reviewed with five options for service delivery considered. The recommendation of the report which goes to EPP on 13 July is to retain the cashier function at the council offices but to deliver the service via the corporate reception desk rather than at the cashiering till positions in the payments hall, Parklands.

Assessment Findings

The assessment found that the change would be a positive one for some of the protected characteristics, no negative impacts were found.

Justification

As there will be a change in service provision for the public if the recommendation is adopted the scoping and screening exercise was carried out.
Stage 6

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<td>Name of assessors</td>
<td>Local Taxation Court Officer, Assistant Manager – Customer Relations, Customer Advisor Team Leader, Customer Access Manager</td>
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The Assessment

The proposed changes to the current cashier till position service were assessed by the above officers. Throughout the discussion feedback from and observation of customers about the current till positions were raised, such as customers finding it difficult to lip read due to the reflection of the glass on the current cashiering till positions in the payments hall and general customer confusion at finding the cashier’s desks in the payment hall due to their distance from the corporate reception.

The Customer/Customer Group

No additional information was gathered for this assessment.

Consultation and Research

No additional information was gathered for this assessment.

Key Individuals and Organisations

No additional information was gathered for this assessment.

Assessment Findings

The key findings were that moving the current service provision onto the corporate reception desk would improve service delivery for all customers due to the increased number of work stations able to deliver the service and having opening times in line with council office hours rather than closing at 4pm.

For customers with protected characteristics the close proximity of the corporate reception (where seating is provided at the service points) on arrival at the council offices compared to the cashier till positions in the payments hall helped both those with mobility issues, as well as those who find the current floor plan and associated signage challenging either due to poor literacy or not being able to read signs written in English.

Providing the service in the open plan also means that the Customer Advisor team will no longer work in isolation in the cash office.

Recommendations
Equality Impact Assessment

Stage 6

It is recommended that the changes support our equality duty.