

## Fairness and Equalities Impact Assessments F&EIA

This form provides an assessment of a policy or proposed change to see whether it promotes Fairness and the Equality, eliminates any unintended discrimination, and has positive outcomes for the population of Newport. This Impact Assessment should be used to affect policy and service planning decisions.

In Newport we focus on Fairness through the following themes: Health, Poverty, Skills and Work, Domestic Abuse and Tackling Area Based Deprivation.

Our Equalities focus is taken from the Equalities Act 2010: we consider the 9 protected equalities characteristics- age, gender reassignment, disability, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. We also consider promoting the Welsh language.

This assessment provides evidence that we have considered the General Equality Duty (below) in our decisions.

To:

- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity and
- Foster good relations

<b>Service Area</b> Streetscene and City Services	<b>Head of Service:</b> Paul Jones	<b>Person responsible for the assessment:</b> Leanne Rowlands	<b>Date of Assessment</b> October 2017 <b>Version (if applicable)</b> V1
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1. What is the service/ policy being assessed?

Reduction operations and services in Customer Services by the following methods under MTRP 2018/2019;

1. Switching off phone and face to face channels for some transactions.
2. Reducing the opening hours of the services provided.

## 2. What is the purpose of the policy/ service change?

Budget savings have been made in Customer Services from 2012-2015 as a result of successful channel shift activity supporting customers to self-serve. In 2016/2017 the uptake of self-service transactions was 56% of the total transactions received through all channels.

The service does not have any staffing resource that does not work front-line answering enquiries from the public. Therefore, in order to achieve additional savings within Customer Services, further reductions can be made in resource however the service cannot continue to offer the same service with fewer staff. This is highly likely to a negative impact on the service provided – call handling, customer wait time and complaints will increase.

Although there can sometimes be high wait times for calls to be answered at the City Contact Centre at present, the number of calls taken by each Officer is very high at approximately 20,000 per full time equivalent per year.

This FEIA assesses the impact of the following;

- o Reduce the current operating hours of the City Contact Centre, face to face services and Main Reception, Civic Centre.
- o Stop taking requests for some types of transactions via mediated channels and only offer self-service through online and touchtone/Netcall options.

It is recommended that mediated channels for requests for cardboard recycling bags and Special Collections are switched off. This would deliver a saving of 0.88fte or 21.3k.

In addition, closing the Main Reception, Civic Centre at 6pm each evening would deliver a saving of up to £9.7k in the first full year of savings.

This would have an impact on meetings that are held at the Civic post-6pm e.g. Council and Cabinet meetings, charity meetings, sports and leisure meetings. Alternative arrangements would need to be made for visitors attending these meetings so they could access and egress the building, and so that ad-hoc changes to meeting rooms and arrangements could be managed.

## 3. Protected Characteristics

Protected Characteristi	Who are the customers/service users?	If we take this decision what is	Action Plan to address issues	Who will be responsible	Timeframe to review
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c		<p><b>the potential impact?</b></p> <p><b>The impact may be either positive or negative. Explain in what way they may be affected and the evidence of this</b></p>	<p><b>raised</b></p> <p><b>What changes or practical measures would reduce adverse impact on particular groups.</b></p> <p><b>What changes would increase positive impacts e.g. improve access or opportunity</b></p> <p><b>May be revisited post consultation</b></p>	?									
Age	<p>All</p> <table border="1" data-bbox="353 858 869 970"> <thead> <tr> <th data-bbox="353 858 483 927">Aged 0 to 15</th> <th data-bbox="483 858 613 927">Aged 16 to 64</th> <th data-bbox="613 858 743 927">Aged over 65</th> <th data-bbox="743 858 869 927">All Ages</th> </tr> </thead> <tbody> <tr> <td data-bbox="353 927 483 970">29383</td> <td data-bbox="483 927 613 970">92098</td> <td data-bbox="613 927 743 970">25077</td> <td data-bbox="743 927 869 970">146558</td> </tr> </tbody> </table>	Aged 0 to 15	Aged 16 to 64	Aged over 65	All Ages	29383	92098	25077	146558	Cutting off some services via phones and face to face may have an increased impact on the elderly who are more likely to be digitally excluded than other areas of society	The Digital Inclusion agenda will highlight areas of digital exclusion and works with partners to address these issues.	Assistant Customer Services Manager, Business Systems Development Officer	6 months
Aged 0 to 15	Aged 16 to 64	Aged over 65	All Ages										
29383	92098	25077	146558										
Gender reassignment	All	NA	NA	NA									

Disability	All						Reduction of services for those who do not have digital skills, or those for whom using technology is difficult.  Some community organisations use the Civic Centre to hold meetings post 6pm.	Website accessibility is regularly monitored to ensure services are accessible to those using assistive technologies.  Digital exclusion issues (including lacking the necessary skills) will be addressed by the Digital Inclusion agenda  Offer alternative options for venues to hold meetings	Assistant Customer Services Manager, Business Systems Development Officer  Norse, Regeneration , Investment and Housing	
	All Usual Residents	Benefit Claimants Total	ESA and Incapacity Benefits	Lone Parent	Carer	Disabled				
	146,558	16,455	7,710	1,570	1,835	1,260				
Marriage/Civil Partnership	All						NA	NA	NA	
Pregnancy and Maternity	All						NA	NA	NA	
Race	All						NA	NA	NA	
Religion/belief	All						NA	NA	NA	

(or the absence of)													
Sex	All	NA	NA	NA									
Sexual Orientation	All	NA	NA	NA									
Welsh language	<p>All</p> <table border="1"> <thead> <tr> <th></th> <th>All Usual Residents</th> <th>Can Speak, Read and Write Welsh</th> <th>% Can Speak, Read and Write Welsh</th> </tr> </thead> <tbody> <tr> <td><b>NEWPORT</b></td> <td><b>145736</b></td> <td><b>9188</b></td> <td>6.3%</td> </tr> </tbody> </table>		All Usual Residents	Can Speak, Read and Write Welsh	% Can Speak, Read and Write Welsh	<b>NEWPORT</b>	<b>145736</b>	<b>9188</b>	6.3%	<p>In accordance with the Welsh Language Act services provided through the City Contact Centre, website or face to face are bilingual. There may be a wait to speak to a Welsh speaker but it is likely to be less than the wait time on the generic City Contact Centre line.</p>	<p>Continue to monitor site usage and feedback regarding the bilingual services services offered online.</p> <p>Continue to work with Welsh language campaign groups and Welch Commissioners Office to address any issues</p>	<p>Assistant Customer Services Manager, Corporate Policy &amp; Diversity Officer, Business Systems Development Officer</p>	
	All Usual Residents	Can Speak, Read and Write Welsh	% Can Speak, Read and Write Welsh										
<b>NEWPORT</b>	<b>145736</b>	<b>9188</b>	6.3%										

4. Who has the service consulted regarding the proposed change? When should new consultation take place?

No consultation has taken place at present on this specific proposal however Consultation has already taken place with customers to understand drivers for contact with the Council (see attached).



Involve Npt Panel  
Results (Spring 2016)

31 complaints were received from customers in 2016-2017 about the wait times in the City Contact Centre.

5. What evidence/ data has been used to complete this EIA (This will include local and national guidance)

6. How will the relevant groups be advised of the changes and the F&EIA?

Through the MTRP Consultations.

7 How will the policy/ practice/make Newport more or less fair in relation to:

- Health Inequalities
- Child Poverty
- Skills and Work
- Tackling Domestic Violence
- Alcohol and Substance misuse

- Homelessness
- Armed Forces Veterans

Some charitable organisations in these areas that use the Civic Centre post-6pm for meetings. Closing the Main Reception at 6pm will affect them.

8. How will the service / policy affect local areas of the city?

Will it have a positive or negative impact in terms of fairness and addressing local area deprivation?

It is anticipated that all wards will be affected in the same way.

9. In summary - how does the changed service /policy promote good community relations (cohesion)?

There is no anticipated impact in this area.

10. In summary- how does the changed service /policy promote equality?

There is no anticipated impact in this area.

11. In summary - how does the changed service /policy eliminate discrimination?

There is no anticipated impact in this area.

Completed by/ Date: Leanne Rowlands 18/10/17

**Signed off by/ Date:**