

SSDC Equality Analysis Template (2017)

Page 1: What is Equality Analysis?

Q1. Q1.1 Please describe the change that is the subject of this EqA i.e. the introduction of a new, or significant change to an existing, policy strategy, service or function .

Cease customer face to face services through the current Community Office in Langport.

Page 2: EQUALITY ANALYSIS (EA)

Q2. Q2.1 What information have you used to analyse the effects on equality, particularly in relation to protected groups?

Recorded footfall for previous years shows continual decrease in footfall across all Community offices. The footfall in Langport remains the same as the previous year, however, this is low compared to other Community Offices. Day & times are recorded.

Customer Satisfaction detailed analysis for offices concerned (March 17).

Local availability of public pc's

Other methods of customers being able to contact the council to conduct business - ie phone, website online services

Information detailing trend and increase/shift to online transactions

Local bus routes

Availability of staff to provide bookable surgeries on an as needed basis for residents unable to travel to another location

Local knowledge

Design of building/access

Universal Credit

Q3. Q2.2 What has this information told you about the potential effect on equality, particularly in relation to the protected groups?

Langport total service footfall showed the same footfall as the previous year.

None of the customers surveyed in Langport or Ilminster considered themselves as having a disability.

Everyone who visited the office lived locally - therefore closure the office would mean travel to another office or accessing services in a different format - ie phones or website. To access the next nearest face to face office would mean travel to Petters Way (29 mile return trip). There is a daily bus service from Langport to Yeovil.

Langport has a local Library where there is free access to the website and wifi. The Library is about 200 metres from the current office. Free car parking is available for both the Library and Community Office.

The majority of customers visiting Langport were split between 16-29 & 60- 74 age groups with most being of English/Welsh/Scottish/Northern Irish origin. 4 out of 12 Langport customers stated that they did not have internet access with 11 out of 14 stating they would not use the Council website in the future. 12 of the 14 responses also stated that they do not contact SSDC by phone with 2 stating that their English was not good and they don't always understand when on the phone.

Caring responsibilities related to either none or for children under 18.

Q4. Q2.3 The Equality Act Aims to: Eliminate unlawful discrimination, harassment and victimisation Advance equality of opportunity Foster good relations With these three aims in mind, what is your assessment of the likely impact of the policy, strategy, service or function on the following?:

	Likely to benefit (Positive Impact)	Likely to disadvantage (Negative Impact)	No specific impact
People from different age groups		X	
Men or women			X
Women who are pregnant or have recently given birth			X
People who have undergone, are proposing or are undergoing gender reassignment			X
People with disabilities or carers		X	
People from different religions, belief or faith (including those with no belief)			X
People of different race or ethnicity		X	
People who are lesbian, gay or bisexual			X
Marriage/Civil Partnership			X
People who are serving or have served in the armed forces and their families* (* this group is not protected by the Equality Act but are still potentially vulnerable or at risk of exclusion)			X

Q5. Q2.4 Where you have indicated a Positive or Negative Impact in Q2.3, please describe in more detail what the specific Impacts are. □

Visitors to Langport fall into the older people, carers, young parents category and therefore may be vulnerable to changes
 Not all of the older population have access to ICT or are comfortable using ICT with many not having their own transport.
 Closure of Langport will mean a round trip of 29 miles by bus or lift basis to another office.
 Customers prefer face-to-face services with some finding it difficult to use the phone service due to language issues.

Q6. Q2.5 What actions will be, or have been taken to either mitigate any negative impacts or create a positive impact as identified in Q4?

Access to SSDC services are available via the phone or online through self service forms
 Housing & Benefit evidence can also be uploaded via the website/smartphones/tablet devices
 Long lead in time for closure to allow assistance and awareness of digital services - aim to encourage more customers to use online services in line with Digital by Default / transformation.
 Dedicated member of staff to assist customers to self serve
 Bookable surgeries at convenient location with access point
 Identifying local computer/digital training opportunities for customers
 Monitor impact and access / revisit
 Older People, Carers, the Disabled and people from different racial/ethnic backgrounds might be impacted negatively, therefore some specific consultation with these groups to establish if in fact it is an issue and if so, what possible solutions there might be. This could be through groups representing those users or you could use our Corporate Equality Steering Group to give feedback.

Q7. Q2.6 If there is a need to review the EqA, when do you propose to do this?

* 02/04/2018

Q8. Q2.7 How will you monitor the impact that the decision or policy has had on protected groups?

Number of appointments required
Customer satisfaction survey - looking for reasons they are visiting the offices
Footfall increase in other Community Offices
Complaints
Information relating to online transactions

Page 3: Quality Check / Approval Log

Q9. Q3.1 Date and name of Officer Completing the EqA

* 06/06/2017

Name of Officer Completing the EqA and Date Completed

Lisa Davis/ Debbie Haines

Q10. Q3.2 Date and name of the Line Manager/Senior Manager approving the EqA

* 19/09/2017

Name of the Line Manager approving the EqA

Helen Rutter

Q11. Q3.3 Date and Name of the Equality Coordinator signing off the EA

* 19/09/2017

Name of the Equality Coordinator

David Crisfield

Q12. Q3.4 Any Comments

No Response