

# Appendix B: List of Service Level Impact Assessments and Impacts on Existing Approved Service Standards

January 2025



**Somerset**  
Council

## Appendix B - Service Equality Impact Assessments (SEIAs)

- SEIAs have been prepared for the following areas:
  - **Rights of Way** Reduced capacity to maintain the **Rights of Way** network will impact accessibility. Response times for issues and notices will likely increase, requiring prioritisation based on duty of care and public safety risks. More bridges and rights of way will face temporary closures, with longer average closure periods.
  - **Waste Service** interventions may exceed service level agreements, causing longer response times. Customer demand varies due to changes in the service and external factors like weather, flooding, traffic, and staff illness, affecting our ability to process requests.
  - **SEND Support** reorganisation of service provision
- SEIAs were drafted for the following services based on original structure proposals. However, these are no longer required due to the changes that have been proposed to final structures:
  - Community, Place & Economy**
    - **Highways** – previous planned reductions in area highway capacity have been removed
    - **Customer Service** – the planned reductions have been achieved through natural turn over
  - Resources, Strategy & Transformation**
    - **Communications** – previous planned reductions have been reduced in scale
  - Children, Families and Education**
    - **Ethnic, Minority & Achievement Service (EMAS)** – Alternative funding sources have been secured
    - Reductions to **Business Support** impact on frontline worker's caseloads - no impact expected due to mitigations.

## Appendix B - Impacts on existing approved service standards

The restructure proposals have anticipated impacts on service standards in some service areas. For these areas Executive, on Monday 3<sup>rd</sup> February, will be asked to endorse the relevant Service Directors to undertake a review of impacted plans and policies and report to their Lead member regarding the change in service standards before the end of May 2025.

### **Rights of Way**

- The proposed workforce changes in the rights of way service are likely to lead to a reduction in service levels in investigating and addressing maintenance issues on the rights of way network, and the Rights of Way Safety Inspection Manual will need to be updated accordingly. The detailed changes will be determined by the Service Director for Infrastructure and Transport but may include for instance removing the current 6-month timescale for investigating low priority issues. The backlog of applications to modify the Definitive Map is also likely to increase significantly. The reduction in capacity will reduce the number of cases determined annually from circa 15 to 6 in the context of a current backlog of 376 applications.
- A **Service Equality Impact Assessment** has been drafted to outline how these impacts will be mitigated (see Appendix C)

### **Highways Planning Liaison (input to planning applications):**

- The proposed workforce changes in the highways planning liaison service are likely to lead to a reduction in service levels in providing highways advice within the target 21-day consultation period. The service typically provides responses to between 88% and 93% of applications within 21 days including those using standing advice, with a current target of 80%. It is proposed to reduce the target service level to around 75% to reflect the reduction in capacity. The Service Director for Infrastructure and Transport will also progress an amendment to the Standing Advice for Planning Applications (Technical Advice Note 26/20) so that a greater number of straightforward applications can be considered through standing advice which will enable officer capacity to consider the more complex applications.