

Stage 1: Scope of the Equality Impact Assessment

**** NB. It is important that your Equality Champion (See Corporate, Equality and Young People on WySpace for a current list) is aware that the EIA is being undertaken, and is kept updated throughout the entire process ****

EIAs are designed to be proportionate and relevant and thus the time spent completing the EIA and the depth to which the questions are answered need to reflect the size and importance of what is being assessed

Your Equality Champion can help with completing the EIA if necessary, or guidance can be found in the Documents section of the Equality and Young People page on WySpace (via the Corporate tab)

1. What is being assessed? (Title or description of the policy, strategy, service, function (this includes reports to Cabinet as appropriate)).

And who implements this policy, strategy, service or function?

Service review and merger of Information Centres into Bucks CC libraries.

2. What is the purpose? (A short statement about its aim or objectives)

To provide a continuing information service for all Wycombe District residents and visitors, despite the financial constraints of Wycombe District Council.

3. Who is affected? (The people it covers)

All Wycombe residents, visitors, Council staff and organisations involved with the Information Centre service.

4. Are there any other organisations involved in delivery? (Other agencies, Voluntary sector) If so, please list them.

Local attractions, accommodation providers, event committees, community groups that advertise via the Information Centres and Marlow Citizens Advice Bureau.

5. What are the external drivers for change? (i.e. Legal, National Policy, Partnership, etc)

Financial: the review identifies a range of options to save money on this discretionary service and the mergers will deliver savings of between £180-£220k per annum

6. Does the service, or the way you implement it, affect the public, Members or staff directly?

Yes – the location of two Marlow and Princes Risborough Information Centres will change, along with opening hours and service levels. It will also no longer be possible for people to book National Express or Motts holiday and day trips or receive assistance in completing new benefit and housing applications.

7. Does it affect how other services are provided?

Yes – reduced opening hours mean that there will be less access to council services that staff provide, though these have reduced greatly in recent years.

8. Is there information e.g. survey data or complaints that suggest that it is affecting particular groups of people? If so, how?

Complaints have been received but these have not indicated that a group with a protected characteristic will be affected more than any other.

9. Does it have employment implications? (eg Recruitment policy)

Yes – the saving is mainly derived from a reduced staffing level.

If you have answered 'yes' to one or more of questions 6,7,8 or 9 you will probably need to carry out a full Equality Impact Assessment immediately.

10. Using the assessment in Questions 6-9 above, should a full assessment be carried out at this time?

YES x

NO

11. If you have said NO what is the justification for your decision? (Please provide details. eg a top level assessment may need to be carried out now to meet Cabinet requirements but enough information for a full assessment isn't available at this time). If so a due date for the completion of the full EIA **MUST** be provided

*If the answer to Q10 is 'yes' continue with stages 2-4 . Head of Service sign off will be required after Stage 4 only and a **Word electronic copy** should be returned to the Equality Officer for publication.*

*If the answer to Q10 is 'no' the EIA will need to go through the **challenge process** to ensure that no further stages are required either at this time or ever, and needs to be sent to Claire Hook, Equality Officer for discussion and possible further explanation at claire_hook@wycombe.gov.uk. Then, if following the challenge process*

a) it is agreed with the Equality Officer that no further Stages need to be completed the Head of Service needs to sign off the assessment (below) and return a Word electronic copy it to the Equality Officer for publication.

OR

*b) it is agreed with the Equality Officer that Stages 2-4 need to be completed there is no need for Head of Service sign off until Stages 2-4 have been completed at which point a **Word electronic copy** should be returned to the Equality Officer for publication.*

12. Who undertook this assessment?

Name: Elaine Jewell

Job Title: Head of Community Services

Phone: 01494 421800

Email: Elaine_jewell@wycombe.gov.uk

This impact assessment was approved by the following Head of Service:

Name:

Service:

Date:

NB Heads of Service are responsible for ensuring that the EIA accurately reflects the service area and has been completed in line with the current programme.

Stage 2: Information Gathering

1. Under the Equality Act we need to comply with certain General duties, These ask; What will the review or <u>change to the Service / policy etc. currently being assessed do to:</u>	
eliminate unlawful discrimination, harassment and victimisation for any / all of the protected characteristics? (These are age, disability, gender, gender reassignment, race, religion or belief, sexual orientation, marriage or civil p'ship, and pregnancy or maternity). Also bear in mind the impact on the needs of refugees and migrants where relevant. advance equality of opportunity for any / all of the protected characteristics (as listed above) foster good relations for any / all of the protected characteristics (as listed above)	The changes have no impact in this area
2. Have you carried out work to identify the profile of your users or do you have information that describes the profile? (Please state the main sources of information you have used to map and understand the individuals and their needs, and what this has told you about them). Satisfaction surveys and mystery shopping exercises are not broken down by protected characteristic though they do indicate a high level of satisfaction with the service.	
3. Please describe the groups and / or mechanisms you use to engage / consult with service users, as well as a summary of the consultation findings if applicable . (Also include any relevant consultations undertaken by other organisations involved in delivery (Stage 1 Q4)). Have we got it right? Feedback book	

Customer questionnaires

Mystery shopper exercises when Tourist Board accredited (now discontinued)

3a. Is this ongoing? (if not please give reasons why)

Yes, feedback book is available for comments throughout the year and questionnaires are distributed periodically and continue to focus on satisfaction with the service

4. Have you done any work to understand the impacts of your service/ policy/ review on these user groups? This may include any consultation/ research / studies you have used. (If 'yes' what has this told you)?

No, apart from with staff who have participated in a full restructuring consultation.

No, all work was reported to Cabinet in exempt reports. However complaints received since changes were announced do not indicate that a group with a protected characteristic is affected more than any other.

5. Is there any further consultation or research planned?

No

If 'yes', remember to include this as an action in Stage 4

6. If there are gaps in your knowledge are there any experts/relevant groups that can be contacted to get further views or evidence on these issues?

No

6a. If Yes, please list them and explain how you will obtain their views:

Remember to include contacting them, and (if relevant), the use of their views to determine actions in Stage 4

7. Do you need to carry out further research?

Yes No x

7a. If yes give details:

As described above

If 'yes', remember to include this as an action in Stage 4

Stage 3: Making a Judgement (Analysis)

<p>1. Please state what you have done to date to take into account the needs / promote service for each of the protected characteristics with respect to this policy / procedure / function / review. (Include here past actions that have benefitted specific groups. Eg in the past you may have undertaken work to benefit a particular group who may, therefore, be excluded from this new piece of work, and this needs explaining. This section is therefore not always applicable).</p>	
Age	No specific impacts
Disability	Made sure premises are fully accessible
Gender	No specific impacts
Gender reassignment	No specific impacts
Race	No specific impacts
Religion / belief	No specific impacts
Sexual orientation	No specific impacts
Marriage / civil partnership	No specific impacts
Pregnancy / maternity	No specific impacts
<p>3. From the information above and the description of your service state the likely positive and negative impacts for each protected characteristic. (This relates to the proposal currently being assessed)</p> <p>Also consider the wider impact - whilst low income isn't a protected characteristic in itself it might be highly relevant to the area being assessed. For example: older or younger people may have a lower income than the 'middle aged' working population.</p>	
Age	No specific impacts
Disability	No specific impacts
Gender	No specific impacts
Gender reassignment	No specific impacts
Race	No specific impacts
Religion / belief	No specific impacts
Sexual orientation	No specific impacts
Marriage / civil	No specific impacts

partnership	
Pregnancy / Maternity	No specific impacts
<i>Again remember to include any actions in Stage 4 as necessary.</i>	
<p>3. Which negative impacts are: a) Unavoidable? Please explain your answers and ensure an <i>action is included in Stage 4</i> to mitigate these wherever possible Slight reduction in opening hours to fit library opening times – there is no mitigating action</p>	

Stage 4: Monitoring (Publication and Review)

1. Please state the actions you will take to promote equality or to address any adverse impact highlighted in the Stages above
Equality Improvement Plan (EIP)

Equality Target (eg Improved evaluation by school children attending formal sessions)	Equality Action (many actions may work towards one target) (eg i) devise pre-evaluation process, ii) devise post-evaluation process, iii) implement evaluation, iv) collate findings & make recommendations)	Intended outcome * this should link to any information you still need to obtain (Stage 2), any impacts you are attempting to mitigate, or achieve (Stage 3), or how it contributes to the Equality Act General Duties (Stage 3)	Deadline for completion this MUST be included (ongoing is not acceptable)	WDC officer responsible	Job Title	Email address	Phone number

- Intended outcome relates to how the results of the action will be used. (for eg. If you have an action to consult please provide an intended outcome that shows what you will use the information gained for, and how this will make a real-life equality improvement for people).
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NB you will be required to provide quarterly updates on these actions to your Equality Champion until they are completed.

Confirmation that actions are agreed and EIA approved for publication:

Head of Service signature... ..

Service Area

Date

An **electronic Word version** should now be sent to the Equalities Officer for publication.

Date received by Equalities Officer... ..

NB Heads of Service are responsible for ensuring that the EIA accurately reflects the service area.