

Assessing Equality – The Equality Act 2010 DRAFT - Customer Impact Assessment

Appendix B

This impact assessment is draft. The assessment is determined by decision made by Cabinet on 21 February 2019.

This assessment reflects the four options available in relation to the relocation of the March and Wisbech one Stop Shops. In the event that none of these options are agreed then this draft assessment will need to be reviewed and updated.

Customer Services – One Stop Shops in March and Wisbech

The One Stop Shops first opened in 2004 with a 15 year lease on the buildings in March and Wisbech. Both the One Stop Shop in March and Wisbech occupy commercial premises in central town locations. The leases of the current buildings come to an end on 15/07/19 (March and 26/09/19 (Wisbech).

The existing Contact centre and web site service provision will remain unchanged as a result of these proposals

There is an existing Equality Impact Assessment in relation to the Customer Services Team, this assessment is specifically to address the potential issues as a result of the relocation of the existing One Stop Shop facilities in March and Wisbech.

March One Stop Shop is currently occupies 8 Broad Street March, the opening hours are Monday, Tuesday Wednesday and Friday 09.00 to 16.00 and 09.00 to 12.00 on a Saturday. The shop is currently closed on a Thursday

March One Stop Shop (OSSS) currently has two Customer Services Advisors available in addition to two self service kiosks and a cash payment machine in addition to confidential meeting space on request. The existing service provision can be replicated at either of the identified alternative sites

The number of customers who utilise the March One Stop Shop has reduced significantly since the facility first opened in 2004. The maximum customer numbers were achieved in 2007/08 with 58,321 customers directly accessing the service during that twelve month period. This reduced to 19,063 in 2017/18 and that trend is expected to continue during 2018/19. This represents a reduction of 33% within the past 10 years whilst conversely the number of hits to the Fenland District Council web site has increased by 642% since 2006/07 to 2017/18.

Option 1 In relation to the March One Stop Shop is to relocate to March Library located in City Road March. The distance between the existing One Stop Shop and the proposed new location at the library is 0.2 miles and represents a 5 minute walk in accordance with a recognised mapping website.

Should this be the preferred option the number of opening hours per day will remain the same but the hours of operation will commence at 09.30 and close at 16.30 on Monday, Tuesday, Wednesday and Friday and open at 09.30 and close at 12.30 on a Saturday. The opening

hours of the Library and the OSS will not be aligned

Option 2 in relation to the March One Stop Shop is to relocate to Fenland Hall located in County Road March. The distance between the existing One Stop Shop and the proposed new location at Fenland Hall is 0.7 miles and represents a 14 minute walk in accordance with a recognised mapping website.

Should this be the preferred option then the opening hours would remain as they are currently

Local buses stop frequently in Broad Street March, following which the Library is a short walk away.

Fenland Hall is on a bus route from March Town centre, although not as frequently running as those buses to Broad Street.

Car parking is provided at City Road car park directly behind the Library

Car parking is available on the Fenland Hall site

Both Fenland Hall and The March Library enable access for residents with a physical disability

Both possible future locations enable confidential meeting space should that be required

Wisbech One Stop Shop currently occupies 2-3 Bridge Street Wisbech, the opening hours are Monday to Friday 09.00 to 16.00 and 09.00 to 12.00 on a Saturday.

Wisbech one Stop Shop currently has 4 Customer Services Advisors available including a Migrant Population Advisor in addition to five self-service kiosks and two cash payment machines in addition to confidential meeting space on request. The existing service provision can be replicated at either of the identified alternative sites

The number of customers who utilise the Wisbech One Stop Shop has reduced significantly since the facility first opened in 2004. The maximum customer numbers were achieved in 2007/08 with 78,510 customers directly accessing the service during that twelve month period. This reduced to 28,950 in 2017/18 and that trend is expected to continue during 2018/19. This represents a reduction of 37% within the past 10 years whilst conversely the number of hits to the Fenland District Council web site has increased by 642% since 2006/07 to 2017/18.

Option 1 In relation to the Wisbech One Stop Shop is to relocate to Wisbech Library located in Ely Place Wisbech. The distance between the existing One Stop Shop and the proposed new location at the Library is 0.1 miles and represents a 3 minute walk in accordance with a recognised mapping website.

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Should this be the preferred option the number of opening hours per day will remain the same but the hours of operation will commence at 09.30 and close at 16.30 Monday to Friday and open 09.30 to 12.30 on a Saturday. The opening hours of the Library and the OSS will not be aligned

Option 2 in relation to Wisbech One Stop Shop is to relocate to The Boathouse in The Harbour Square Wisbech. The distance between the existing One Stop Shop and the proposed new location at the Boathouse is 0.4 miles and represents an 8 minute walk in accordance with a recognised mapping website.

The distance from Wisbech Bus Station on Nene parade is 0.2 miles to Wisbech Library and represents a 5 minute walk or 0.3 miles to the Boathouse and represents a 6 minute walk in accordance with a recognised mapping website.

Car parking is available via Somers Road or St Peters Church Terrace for the Library, both of which represent a 5 minute walk

Car parking is available on site at The Boathouse

Wisbech Library is centrally located within the town which may prove generally more accessible to residents visiting the town centre.

The Boathouse is adjacent to Waterlees Village Ward which represents one of the areas of highest deprivation in the district and therefore this may prove more accessible to those residents who may be in most need of support from the district council.

Both Wisbech Library and the Boathouse enable access for residents with a physical disability

Both possible future locations enable confidential meeting space should that be required

	Could particularly benefit	Neutral	May adversely impact	Explanations	Is action possible or required?	Details of actions or explanations if actions are not possible Please note details of any actions to be placed in your Service Plan

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Race	<input type="checkbox"/>	Y	<input type="checkbox"/>	Residents with a disability may find option 2 in relation to the relocation of the March OSS to Fenland Hall more difficult to access due to the distance from a central town location. This may also be more of an issue with option 2 in relation to the relocation of the Wisbech OSS to The Boathouse	Y / N	Fenland Hall is on a bus route from the town centre and has parking facilities on site. The Boathouse is equidistant from the town centre bus station as is the library, for those customer utilising public transport. The Boathouse has parking facilities on site.
Sex	<input type="checkbox"/>	Y	<input type="checkbox"/>		Y / N	
Gender reassignment	<input type="checkbox"/>	Y	<input type="checkbox"/>		Y / N	
Disability	<input type="checkbox"/>	<input type="checkbox"/>	Y		Y / N	
Age	<input type="checkbox"/>	Y	<input type="checkbox"/>		Y / N	
Sexual orientation	<input type="checkbox"/>	Y	<input type="checkbox"/>		Y / N	
Religion or belief	<input type="checkbox"/>	Y	<input type="checkbox"/>		Y / N	
Pregnancy & maternity	<input type="checkbox"/>	Y	<input type="checkbox"/>		Y / N	
Marriage & civil partnership	<input type="checkbox"/>	Y	<input type="checkbox"/>		Y / N	
Human Rights	<input type="checkbox"/>	Y	<input type="checkbox"/>		Y / N	
Socio Economic	Y	<input type="checkbox"/>		Relocating the Wisbech OSS to the Boathouse adjacent to Waterlees Village ward which represents one of the areas within the district with the highest level of deprivation may have a beneficial impact for local residents due to its accessibility		

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				These residents may be less aware of the services we offer or the fact that the service is re-locating, therefore extensive communication will need to take place in order that all residents are aware of the preferred new locations of our OSS's		An extensive communication plan will be implemented once the preferred new locations of the OSS's is established. The communication plan will encompass multiple delivery channels including face to face, social media, press releases, web site etc.
Multiple/ Cross Cutting	<input type="checkbox"/>	Y	<input type="checkbox"/>		Y / N	
Outcome(s) of customer analysis Will the policy/ procedure impact on the whole population of Fenland and/ or identified groups within the population; neutral ■ Residents are not restricted to how they contact the council therefore residents from all over Fenland District can access any of our OSS's , Contact Centre or web site. Extensive communication will take place in relation to the relocation of the OSS's when the preferred new locations are confirmed. The existing service provision will be maintained regardless of the future location of the service and in addition all of the future proposed options are accessible to residents with a physical disability. Hearing loop facilities already available at the existing OSS locations will be moved to the new locations and in addition we will continue to support customers whose first language is not English via the Migrant Population Advisors and accessing translation services when required Options 1 in relation to the March OSS move to the Library and option 1 in relation to the Wisbech OSS move to the library may also have a beneficial impact on all customer groups as we share many of the same customers across both services. We know from experience as a result of the move to the Chatteris and Whittlesey libraries that customers have feedback that they find this joined up approach beneficial. No major change needed ■ Adjust the policy <input type="checkbox"/> Adverse impact but continue <input type="checkbox"/> Stop and remove / reconsider policy <input type="checkbox"/>						
Arrangements for future monitoring: Review annually						
Details of any data/ Research used (both FDC & Partners): Outlined in Cabinet Report 21February 2019						

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Completed by:

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Position: Head of Governance and Customer Services

Approved by (manager signature):

Date published:

Details of any Committee approved by (if applicable):

Date endorsed by Members if applicable: