

### Equality and Rurality Impact Assessment Form

When completing this form you will need to provide evidence that you have considered how the ‘protected characteristics’ may be impacted upon by this decision. In line with the General Equality Duty the Council must, in the exercise of its functions, have due regard for the need to:

- a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

This form should be completed in conjunction with the guidance document available on the Intranet

Once completed a copy should be emailed to the Council’s Monitoring Officer.

1. Persons responsible for this assessment:

Names: Michelle Clifford	
Date of assessment: 9 <sup>th</sup> May 2024	Telephone: 01993 861272 Email: Michelle.Clifford@publicagroup.uk

2. Name of the policy, service, strategy, procedure or function:

Telephone Access Hours WODC
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3. Briefly describe it aims and objectives

To reduce telephone access for customers to 9am-2pm every day on a permanent basis. This is following a trial period which started on the 16 <sup>th</sup> October 2023. During the trial there have been two complaints by two individuals on behalf of elderly customers and these were not upheld as the Council has not stopped a telephone service, it is still available from 9am – 2pm. This change if agreed, will reflect the shift to digital access and make an efficiency saving.
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4. Are there any external considerations? (e.g. Legislation/government directives)

None
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5. What evidence has helped to inform this assessment?

Source	✓	If ticked please explain what
Demographic data and other statistics, including census findings	<input type="checkbox"/>	
Recent research findings including studies of deprivation	<input type="checkbox"/>	
Results of recent consultations and surveys	<input type="checkbox"/>	
Results of ethnic monitoring data and any equalities data	<input type="checkbox"/>	
Anecdotal information from groups and agencies	<input type="checkbox"/>	
Comparisons between similar functions / policies elsewhere	<input checked="" type="checkbox"/>	National comparisons with other LA's and Private Sector organisations
Analysis of audit reports and reviews	<input type="checkbox"/>	
Other:	<input checked="" type="checkbox"/>	Call volume/pattern data

6. Please specify how intend to gather evidence to fill any gaps identified above:

Not applicable
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7. Has any consultation been carried out?

No.
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If NO please outline any planned activities

Trial period (October 2023 to April 2024) was used to prove the concept.
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8. What level of impact either directly or indirectly will the proposal have upon the general public / staff? (Please quantify where possible)

Level of impact	Response
NO IMPACT – The proposal has no impact upon the general public/staff	<input type="checkbox"/>
LOW – Few members of the general public/staff will be affected by this proposal	<input type="checkbox"/>
MEDIUM – A large group of the general public/staff will be affected by this proposal	<input checked="" type="checkbox"/>
HIGH – The proposal will have an impact upon the whole community/all staff	<input type="checkbox"/>
Comments: e.g. Who will this specifically impact?	

9. Considering the available evidence, what type of impact could this function have on any of the protected characteristics?

*Negative – it could disadvantage and therefore potentially not meet the General Equality duty;*

*Positive – it could benefit and help meet the General Equality duty;*

*Neutral – neither positive nor negative impact / Not sure*

	Potential Negative	Potential Positive	Neutral	Reasons	Options for mitigating adverse impacts
Age – Young People			✓	The proposal is inclusive to young people.	
Age – Old People			✓	The proposal is inclusive to all ages.	
Disability			✓	The proposal is inclusive to people with disabilities.	
Sex – Male			✓	The proposal is inclusive to all gender groups.	
Sex – Female			✓	The proposal is inclusive to all gender groups.	
Race including Gypsy and Travellers			✓	The proposal is inclusive to people of all races.	
Religion or Belief			✓	The proposal is inclusive to people of all religions.	
Sexual Orientation			✓	This proposal is inclusive to all types of sexual orientation.	
Gender Reassignment			✓	The proposal is inclusive to all gender groups.	

Pregnancy and maternity			✓	The proposal is inclusive to people who are pregnant and/or on maternity.	
Geographical impacts on one area			✓	The proposal is inclusive to the whole of the District.	
Other Groups			✓	This proposal is inclusive to all other groups that are not mentioned.	
<b>Rural considerations:</b> ie Access to services; leisure facilities, transport; education; employment; broadband.			✓	The proposal is inclusive to the whole of the District.	

10. Action plan (add additional lines if necessary)


Action(s)	Lead Officer	Resource	Timescale
Make arrangements permanent	Michelle Clifford		June 2024

11. Is there is anything else that you wish to add?

n/a
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**Declaration**

I/We are satisfied that an equality impact assessment has been carried out on this policy, service, strategy, procedure or function and where a negative impact has been identified actions have been developed to lessen or negate this impact. We understand that the Equality Impact Assessment is required by the District Council and that we take responsibility for the completion and quality of this assessment.

Completed By:	Michelle Clifford	Date:	9 <sup>th</sup> May 2024
Line Manager:		Date:	9 <sup>th</sup> May 2024
Reviewed by Corporate Equality Officer:		Date:	