

## Equality Impact Assessment- Stage 2 Template

**Table 1: Defining the Policy**

<b>Title of Policy:</b>	Budget Proposals 2015/16 - Reduction in Community Access Point Services
<b>Service:</b>	Strategy & Customer Services
<b>Team:</b>	n/a
What is the purpose of the proposed policy or changes to established policy?	
Reduce operating costs of Community Access Points to reflect declining demand and as contribution to ensuring council budget is sustainable.	
Who is affected by the policy or who is intended to benefit from the proposed policy and how?	
Reduction in the number of CAPs could mean that in some communities service users may need to travel further to access certain services, eg, take out a library book or access a public computer. The service redesign will enable payments to continue to be made within communities, and other services such as information or booking can be done on line or over the phone. Other options will be available for some, e.g. e-books, which may actually improve access.	
How have you, or will you, put the policy into practice? Who will be responsible for delivering it?	
The Head of Strategy & Customer Services will be responsible for delivery, subject to Council approval and following a period of consultation.	

## Table 2

In the Stage 1 Screening you identified that the policy will impact on one or more of the protected characteristics.

What information do you have that tell you how this policy might have an impact.  
Key Questions:

- Will the impact of the proposed policy/function be the same or different for each group identified.
- Is there any indication or evidence of higher or lower participation or uptake of services by different groups?
- Are there any groups of people who are not taking up services?

<b>Protected Characteristic</b>	<b>What Evidence do you have and Consultation has been undertaken</b>
Age	<p>A well publicised online consultation; independently facilitated focus groups reflecting the wider population; face to face consultation with the Third Sector Forum, Older People's Forum, Parent Council and written consultation with community councils. Face to face and written consultation with partners.</p> <p>Usage of these services is low and declining generally as lifestyle preferences change. There is some evidence that the digital transition is slower for older people than the general population, though clear variations remain. These are as much associated with deprivation than age factors.</p>
Disability	<p>A well publicised online consultation; independently facilitated focus groups reflecting the wider population; face to face consultation with the Third Sector Forum, Disability Forum, Parent Council and written consultation with community councils. Face to face and written consultation with partners.</p> <p>Usage of these services is low and declining generally as lifestyle preferences change. There was some evidence that the digital transition is as quick if not quicker, for some disability groups, particularly if mobility is an issue, therefore, aspects of the proposals could actually enhance access beyond current levels.</p>

**Table 3: What is the impact on the protected characteristics identified?(see Step 3 of guidelines)**

Protected Characteristic	Impact (H,M,L or U)*	Description of Impact
Age	L	Service design proposals may have impacted on elderly or possibly younger age groups, particularly in accessing physical library or public computer services particularly where public transport is considered an issue. Some respondents indicated that service design proposals may significantly enhance access to services for others.
Disability	L	Service design proposals may have impacted on elderly or possibly younger age groups, particularly in accessing physical library or public computer services particularly where public transport is considered an issue. Some respondents indicated that service design proposals may significantly enhance access to services for others.

**Table 4: Does the policy need to be changed?(see step 4 of Guidelines)**

Are there any changes?		
Protected Characteristic		Description
Age	Yes/ No	Following consultation the proposal to Council, which was subsequently approved, was modified substantially. All Community Access Points will remain in operation. A modest decrease in hours at quiet times reflecting declining demand is to be implemented, however, access for this protected characteristic will remain largely unaffected. As recognised in the consultation, a service enhancement whereby payments can be made in convenience stores across the County 7 days per week and across a wider range of opening hours will provide a positive change in service design for this protected characteristic.
Disability	Yes/ No	Following consultation the proposal to Council, which was subsequently approved, was modified substantially. All Community Access Points will remain in operation. A modest decrease in hours at quiet times reflecting declining demand is to be implemented, however, access for this protected characteristic will remain largely unaffected. As recognised in the consultation, a service enhancement whereby payments can be made in convenience stores across the County 7 days per week and across a wider range of opening hours will provide a positive change in service design for this protected characteristic.

**Approved by:**

<b>Name (Head of Service)</b>	S Crickmar
<b>Date</b>	February 2015