

# Customer Access Review – Full Assessment

Assessment details		
Assessment area	Servicing Democratic Decision Making Committees	
Date of assessment	12/5/2016	
Directorate and Service	Internal Services / Member Services	
Manager	Alan Twyman	
Officer conducting assessment	Alan Twyman	
Step 1: Scoping the assessment		
1	What are the aims and objectives of the activity or proposal?	A good transparent service which meets statutory obligations and is in accordance with the Council's Constitution and Standing Orders. In practice it aims to ensure that members can take part in the committees and that the decision making process is open and transparent.
2	Who will be affected?	Councillors and members of the public
3	How does the activity or proposal contribute to: a) any key performance indicators? b) policies, values or objectives of Dartford Borough Council?	Officers write the reports presented to the decision making committees. When writing reports, authors must have regard to policies adopted and the objectives of the authority. Committee reports include a section whereby any adverse impacts the proposals in the report have on particular groups and how they are to be mitigated must be stated, including a link to the relevant Customer Access Review. This ensures that Customer Access Reviews are taken into account in the decision-making process.
4	Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?	Most of decisions have to be made by legislative direction (for example Local Government Act) or in accordance with the Council's adopted Standing Orders and Constitution  The decision on where to hold meetings, the room layouts and facilities available are made at a local level but must comply with the requirements of the Local Government (Access to Information) Act 1985.

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<b>Step 2: Information collection</b>	
Note: Equality and Diversity information for Dartford can be found at <a href="http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data">http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data</a>	
5	<p><b>What do you know about the groups of people who will be affected?</b> i.e. demographic information in relation to the protected characteristic groups (age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment)</p>
	<p>Councillor’s gender is known, and they are asked if they have a disability upon election, but no other information is collected. Councillors are drawn from many facets of the community including the retired, members of established working age and younger workers and drawn from both genders. We have at least one Member from the LGBT community who is afforded exactly the same facilities and services as any Member. Although none of the current Members has a severe physical disability we have had Members in the past who have required wheelchair access and have some Members with hearing impairment. Reasonable and necessary adjustments would be made as appropriate and we currently have facilities such as hearing loops in place.</p> <p>We know about Dartford’s population via information held by Policy &amp; Corporate Support, census data and KCC’s Mosaic tool.</p>
6	<p><b>What consultation has taken place with affected groups? Please describe who was consulted and the key findings</b></p>
	None
7	<p><b>Are there any gaps in information? If so, what additional research and/or consultation is needed to ensure that affected groups needs and views are taken into account?</b></p>
	None
<b>Step 3: Assessing the equality impact</b>	
8	<p><b>Consider whether the activity or proposal has or will have any positive or negative equality impacts on the protected characteristic groups in relation to the following aims of the General Equality Duty:</b></p> <p><b>a) tackling unlawful discrimination</b>  <b>b) promoting equality of opportunity</b>  <b>c) promoting good relations</b></p> <p><u>NOTES:</u></p> <ul style="list-style-type: none"> <li>The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration</li> </ul>

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<ul style="list-style-type: none"> <li>• For existing activities, consider how they are working in practice for each relevant protected group</li> <li>• For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group</li> <li>• If there is no identified equality impact, please tick the 'No Impact' box and explain why in question 9</li> <li>• If the equality impact is unclear, please tick the 'Unknown' box and explain why in question 9</li> </ul>					
		POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
<b>a</b>	<b>Age</b>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>b</b>	<b>Disability</b>	<p>Following election, Members are asked if they have a disability or any special requirements and if required arrangements are made to assist them to fulfil their duties.</p> <p>Hearing loops are available in meetings rooms at the Civic Centre and arrangements for lift access and disabled car parking spaces can be arranged. Agendas and papers are available on line and therefore could be accessed by someone who is blind, or who requires large print, papers and agendas will also be supplied in hard format, on request.</p> <p>There are evacuation arrangements in place for evening meetings.</p>		<input type="checkbox"/>	<input type="checkbox"/>
<b>c</b>	<b>Gender (including reassignment)</b>	All processes are open to the public and are transparent.		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>d</b>	<b>Race</b>	All processes are open to the public and are transparent.	Agendas are published in English and are not readily available in alternative languages as this would be impractical. Arrangements could be	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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			made on a case by case basis to source a translation in response to a specific request.		
<b>e</b>	<b>Religion/Belief</b>	Prayers are given at meetings of the General Assembly of Council. These are given by the Mayor's appointed Chaplin and therefore the religion will change (with the appointment of a different mayor). Members or the public are able to leave the Chamber during this item on the agenda if they wish.		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>f</b>	<b>Sexual Orientation</b>	All processes are open to the public and are transparent.		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>g</b>	<b>Pregnancy/Maternity</b>	All processes are open to the public and are transparent.		<input type="checkbox"/>	<input type="checkbox"/>
<b>9</b>	<b>If 'no impact' or 'unknown' was selected, please explain</b>	The processes in place are the same regardless of the recipient, but evacuation processes would involve providing greater assistance to the disabled and infirm.			
<b>10</b>	<b>If Dartford Borough Council works with partners to deliver the activity or proposal, please describe any circumstances that could give rise to positive or negative equality impacts between different groups</b>	The same level of service cannot be guaranteed if meetings are held at other premises eg. site meetings for example for the Development Control Board could be held at a person's house or a building site.  The Civic Centre is DAA compliant and can offer the necessary parking, access and facilities etc.			
<b>11</b>	<b>Any other comments</b>	None.			

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<b>Step 4: Action plan</b>					
<b>11. Based on the information in Steps 1 to 3, please list the actions that will be taken to address:</b>					
a) any gaps in information and consultation					
b) how any negative impacts on equality will be mitigated or eradicated					
<b>a) If additional information and/or consultation is required or the impact is still unclear, what actions will you put in place to gather the information you need?</b>					
Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
<b>b) If any negative impacts on equality were found, what actions will you put in place to mitigate or eradicate these impacts?</b>					
Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

<b>Step 5: Decision making and future monitoring</b>	
<b>13</b>	<b>Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?</b>
Director of Internal Services	
<b>14</b>	<b>How will you continue to monitor the impact of the activity or proposal on the equality groups?</b>
Annual review	
<b>15</b>	<b>When will you review this Customer Access Review?</b>
June 2017	
<b>Step 6: Final steps</b>	
<b>16</b>	<b>Once this Customer Access Review has been approved, send this assessment to the Policy &amp; Projects Officer</b>
<b>17</b>	<b>If the subject of the Customer Access Review is going to committee, summarise your findings in the committee report</b>
<b>18</b>	<b>Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded</b>