

# Customer Access Review – Full Assessment

Before completing this Full Assessment, please read the [Guidance Note](#) on Customer Access Reviews.  
Initial Screening is required before completion of a Full Assessment.

Assessment details		
Assessment area	Dartford Town Centre Regeneration Project: High Street	
Date of assessment	30-06-26	
Directorate and Service	Growth and Community, Planning and Place	
Manager	Sonia Collins	
Officer conducting assessment	Sonia Collins	
Step 1: Scoping the assessment		
1	What are the aims and objectives of the activity or proposal?	The project seeks to transform Dartford Town Centre and improve its economic performance through the delivery of travel improvements including traffic flow improvements and improved accessibility and movement for pedestrians, cyclists and public transport users whilst using the works proposed to deliver a high quality public realm and environmental improvements. The project also supports the Local Plan policies for the broader regeneration and redevelopment of the town centre, by supporting delivery of new housing development around the town centre and the development of new community.
2	Who will be affected?	Residents, businesses, the general public using the area and road and public transport users
3	How does the activity or proposal contribute to: a) any key performance indicators? 1. policies, values or objectives of Dartford Borough Council?	The project will contribute to the Council's Performance Indicators by ensuring the delivery of Dartford Town Centre Improvements. By creating a much-improved public realm and overall environment, it should also improve town centre footfall. Investment by the Council in the public realm increases the confidence of investors, encouraging delivery of the new homes identified on brownfield land in the Local Plan and new development leads to CIL contributions  <b>Economic Growth</b> <b>Objective:</b> Encourage investment in the Borough, particularly the town and urban centres by providing a high quality public realm and city attractions to our town environment

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		<p><b>Key Action:</b> Achieving a vibrant Dartford Town Centre through continuing to create an attractive public realm in an enjoyable and accessible environment. To continue the strategy of permitting residential growth in existing urban and town centres to minimise urban sprawl and create stronger and more vibrant town communities. To grow a resident community in the town centre with a choice of housing for young and old, boosting the town centre economy and supporting a permanent sense of security</p> <p><b>Safety</b>  <b>Objectives:</b> Operate safe and compliant spaces and events within the borough  Residents and businesses are proud of the town centre and public places in the Borough and frequent them regularly so that the streets and spaces are well-used by law abiding people rather than freeing them up for anti-social behaviour to take place.  <b>Key Action:</b> Enforcement of car parking controls to reinforce message to community that the Council will support enforcement of rules and care about the streets</p>
4	Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?	The proposals will meet regular highways design standards, subject to technical approval by the highway authority (Kent County Council)
<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	What do you know about the groups of people who will be affected? 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)	Whilst groups with all the different characteristics use Dartford Town Centre, older and disabled people are most likely to be affected by the changes.
6	What consultation has taken place with affected groups? Please describe who was consulted and the key findings	<ul style="list-style-type: none"> <li>Disability groups (particularly regarding tactile paving)</li> <li>Informative test area set up in October 2018 in Market Street</li> <li>The next phases of delivery will be a continuation of work carried out so far and to date feedback by all users has been good.</li> </ul>

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		<ul style="list-style-type: none"> <li>Comprehensive door to door engagement exercise with businesses and premises with street level frontages will be carried out for works yet to be implemented.</li> </ul>			
<b>7</b>	<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>	no Consultation on each new phase prior to implementation			
<b>Step 3: Assessing the equality impact</b>					
<b>8</b>	<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> <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>				
		<b>POSITIVE IMPACTS</b>	<b>NEGATIVE IMPACTS</b>	<b>NO IMPACT</b>	<b>UNKNOWN</b>
<b>a</b>	<b>Age</b>	<p>Simplifying the public realm and public transport connections (linking different transport modes and nodes) will benefit all age groups but older people in particular</p> <p>Removing vehicles from the High Street during the day and unauthorized vehicles altogether creating a safer environment</p>	None	<input type="checkbox"/>	<input type="checkbox"/>

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<b>b</b>	<b>Disability</b>	<p>Simplifying the public realm and public transport connections (linking different transport modes and nodes)</p> <p>Net gain in disabled parking spaces in the town centre</p> <p>Signalised crossing in Lowfield Street</p> <p>Improved signalised crossing at Westgate Road/Hythe Street junctions</p> <p>Spital Street design: Improved footways, segregated cycleways and improved crossing at Kent Road</p> <p>Removing vehicles from the High Street during the day and unauthorized vehicles altogether creating a safer environment</p>	<p>Adapting to the changes in the short term</p> <p>Short term reduction in disabled parking capacity and increased disruption during the construction phases only</p>	<input type="checkbox"/>	<input type="checkbox"/>
<b>c</b>	<b>Gender (including reassignment)</b>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>d</b>	<b>Race</b>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>e</b>	<b>Religion/Belief</b>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>f</b>	<b>Sexual Orientation</b>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>g</b>	<b>Pregnancy/Maternity</b>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>h</b>	<b>Marriage and Civil Partnership</b>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>9</b>	<b>If 'no impact' or 'unknown' was selected, please explain</b>	No impacts on these groups as not relevant to the works taking place			
<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>	No impacts			

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11	Any other comments	N/A
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Step 4: Action plan					
12. Based on the information in Steps 1 to 3, please list the actions that will be taken to address:					
a) any gaps in information and consultation					
b) how any negative impacts on equality will be mitigated or eradicated					
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? N/A					
Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
b) If any negative impacts on equality were found, what actions will you put in place to mitigate or eradicate these impacts?					
Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
Adapting to the changes in the short term - Age and Disability	None as it is only a short term impact	Medium to long term, the impacts will be zero	Ph1 completion December 2020 Ph1A completion 2023 Phase 2A completion 2024 Ph2B completion 2025	No need to monitor	Paul Bell

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			Phase 3A Completion 2026 Phase 4 completion 2026/7		
Short term reduction in disabled parking capacity and increased disruption during the construction phase only - Disability	None as it is only a short term impact	Medium to long term, the impacts will be zero	Ph3A Spital Street works may result in some short term reduction of disabled space. Subject to detailed design.		

<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>	Head of Legal and Deputy Chief Executive Growth and Community
<b>14</b>	<b>Is the subject of the Customer Access Review going to committee? If yes, include your findings in the committee report and attach this assessment to the report</b>	Yes, Cabinet 23-07-26
<b>15</b>	<b>How will you continue to monitor the impact of the activity or proposal on the equality groups?</b>	In the medium to long term, there will be no negative impacts on protected characteristic groups so there is no need to monitor the project in this regard
<b>16</b>	<b>When will you review this Customer Access Review?</b>	It is not considered necessary to review the Customer Access Review.

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