

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
Date of assessment		03-09-26
Directorate and Service		Growth and Community, Planning & 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 Corporate plan objectives and actions: Economic Growth: Objective to encourage investment in the town centre by providing a high quality public realm.

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		Transport: Objective to encourage an uptake of sustainable travel; to ensure cycling, walking and pedestrian routes are well lit. Safety: Objective: improve public perception of safety and fear of crime; residents and businesses are proud of the town centre. Opportunities will be taken to upgrade street lighting wherever possible. Public Health: encourage improved walking environments; reduce the need to travel by private vehicle Environment: Support active travel
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)
Step 2: Information collection Note: Equality and Diversity information for Dartford can be found at http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data		
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	- Disability groups (particularly regarding tactile paving) - Informative test area set up in October 2018 in Market Street - 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. - Comprehensive door to door engagement exercise with businesses and premises with street level frontages will be carried out for works yet to be implemented.
7	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?	no Consultation on each new phase prior to implementation
Step 3: Assessing the equality impact		
8	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:	

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a) tackling unlawful discrimination b) promoting equality of opportunity c) promoting good relations <u>NOTES:</u> • The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration • For existing activities, consider how they are working in practice for each relevant protected group • For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group • If there is no identified equality impact, please tick the 'No Impact' box and explain why in question 9 • If the equality impact is unclear, please tick the 'Unknown' box and explain why in question 9					
		POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
a	Age	Simplifying the public realm and public transport connections (linking different transport modes and nodes) will benefit all age groups but older people in particular	Older people in particular will be affected by the need to adapt to the changes in the short term	☐	☐
b	Disability	Simplifying the public realm and public transport connections (linking different transport modes and nodes) Tactile paving and crossing areas Net gain in disabled parking spaces in the town centre Signalised crossing in Lowfield Street Improved signalised crossing at Westgate Road/Hythe Street junctions Spital Street design: Improved footways, segregated cycleways and improved crossing at Kent Road	Adapting to the changes in the short term Short term reduction in disabled parking capacity and increased disruption during the construction phases only	☐	☐

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		Hythe Street design: Improved footways, segregated cycleways and improved crossing of Hythe Street at Suffolk Road junction			
c	Gender (including reassignment)			☒	☐
d	Race			☒	☐
e	Religion/Belief			☒	☐
f	Sexual Orientation			☒	☐
g	Pregnancy/Maternity			☒	☐
h	Marriage and Civil Partnership			☒	☐
9	If 'no impact' or 'unknown' was selected, please explain	No impacts on these groups as not relevant to the works taking place			
10	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	No impacts			
11	Any other comments	N/A			

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
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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 Phase 3A Completion 2026 Phase 3B completion 2027 Phase 4 completion 2027/28	No need to monitor	Paul Bell
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	Ph3B Hythe Street works may result in some short term reduction of disabled space. Subject to detailed design.		

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Step 5: Decision making and future monitoring		
13	Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?	Head of Legal and Deputy Chief Executive
14	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	Yes, Cabinet 24-09-26
15	How will you continue to monitor the impact of the activity or proposal on the equality groups?	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
16	When will you review this Customer Access Review?	It is not considered necessary to review the Customer Access Review.