



SOUTH KESTEVEN  
DISTRICT COUNCIL

## **Equality Impact (Stage 2 Analysis)**

# **Changes to face-to-face Customer Service Centre Provision**

<b>Service Area:</b>	<b>Lead officer:</b> Lee Sirdifield	<b>Date of Meeting</b>
Customer Services	<b>Assessors:</b> Nova Roberts Nicola Hughes	24 February 2020
	<b>Neutral Assessor:</b> Carol Drury	

## **1. Name of policy/service/function/strategy:**

Modernisation of face-to-face customer service offering in Market Deeping and Stamford.

A consultation was completed to consider the impact of proposed changes to the customer service provision in Market Deeping and Stamford. Based on the consultation feedback, a number of options for future provision have been developed. The impact of each of these is evaluated below against each of the protected characteristics.

For ease of reference the options for each site are set out below:

### **Market Deeping**

#### ***Option 1: Closure of the Market Deeping Customer Service Centre***

This option would see the closure of the Market Deeping customer service centre with no alternative provision.

#### ***Option 2: Replace the existing centre with an enhanced self-service provision***

This option would see the complete removal of the face-to-face provision in Market Deeping. However, this would see the installation of a kiosk, computer and direct dial phone within the Deeping Community Centre.

The option would see the current staff from Market Deeping providing services from other locations across the district and would require some modernisation of council services to support a change in provision.

#### ***Option 3: Replace the existing centre with a signposting service through Deepings Community Library and the Deeping Community Centre with an enhanced self-service offer supported by targeted access to a customer service advisor***

This option sees the replacement of the customer service provision as described in option two. Additionally, we would also seek to work with Deepings Community Library to provide training and development to their team so that they are able to signpost who choose to access through this route. In addition, during busy periods, or where seasonality demands, provision of access to a customer service advisor on a part-time basis. This would help to assist customers to transition onto self-service solutions.

This approach would be reviewed on a six-monthly basis. Data relating to the utilisation of this offer would be presented to the appropriate Cabinet Member and committee for consideration of any future changes

#### ***Option 4: Continue the existing service provision***

This would see the continuation of the current service in its present form.

## **Stamford**

### ***Option 1: Closure of the Stamford customer Service Centre***

This option would see the closure of the Stamford customer service centre with no alternative provision.

### ***Option 2: Replace the existing centre with an enhanced self-service provision***

This option sees the closure of the existing centre at Maiden Lane. This would be replaced by a kiosk and telephone solution at Stamford Arts Centre, with those seeking to access services via a computer being directed to Stamford Library.

### ***Option 3: Replace the existing centre with an enhanced self-service offer supported by targeted access to a customer service advisor***

This option sees the replacement of the existing centre at Maiden Lane with a kiosk and telephone solution at Stamford Arts Centre, with those seeking to access services via a computer being directed to Stamford Library.

In addition, during busy periods, or where seasonality demands, provision of access to a customer service advisor on a part-time basis. This would help to assist customers to transition onto self-service solutions.

This approach would be reviewed on a six-monthly basis. Data relating to the utilisation of this offer would be presented to the appropriate Cabinet Member and committee for consideration of any future changes.

### ***Option 4: Continue the existing service provision***

This would see the continuation of the current service in its present form.

- 2. Complete the table below, reconsidering the identified negative impacts on groups from any of the protected characteristics (or diversity strands) in stage 1. If the impact has been mitigated, please explain how. If the impact cannot be mitigated but can be justified, please provide details and evidence. Include any fresh demographic data, user surveys, local consultations evaluation forms, comments and complaints etc.**

<b>Equality Group</b>	<b>At Stage 1 Did you identify that this policy/service/function/strategy had a negative impact or areas of concern for any of the equality groups, or through the consultation exercise?</b>	<b>Please describe why the impact is negative.  What alterations have you made to your proposal to alleviate or reduce negative impact</b>
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<p><b>Age</b></p>	<p><b><u>Stage 1 Summary</u></b>  The initial assessment showed a number of positive and negative impacts. It highlights that the overall changes to the way services are delivered will improve access.</p> <p>However, with specific reference to the area offices, it highlighted that the small number of customers who visit the offices on a regular basis could see a negative impact. This was examined further through the consultation exercise.</p>	<p><b><u>General Feedback</u></b>  For Market Deeping, 116 survey respondents answered a question about their age. No responses were received from customers aged 24 or under. The response rates were as follows:</p> <ul style="list-style-type: none"> <li>• 25-34 = 4</li> <li>• 35-44 = 15</li> <li>• 45-54 = 30</li> <li>• 55-64 = 28</li> <li>• 65+ = 32</li> <li>• Prefer not to say = 7</li> </ul> <p>For Stamford, 359 survey respondents answered a question about their age. No responses were received from customers aged under 18. The response rates were as follows:</p> <ul style="list-style-type: none"> <li>• 18-24 = 8</li> <li>• 25-34 = 19</li> <li>• 35-44 = 32</li> <li>• 45-54 = 59</li> <li>• 55-64 = 78</li> <li>• 65+ = 139</li> <li>• Prefer not to say = 24</li> </ul> <p><b><u>Consultation Summary</u></b></p> <p><b>Market Deeping</b>  Responses to the survey highlighted a number of concerns for the elderly population. This was particularly around challenges relating to travel and the difficulties in using internet-based services due to computer literacy levels.</p>
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		<p><b>Stamford</b> In a similar way to the Market Deeping survey, reference is made within the consultation responses to computer literacy, particularly for the elderly.</p> <p><b><u>Market Deeping</u></b> <b><i>Impact of Option 1</i></b> A complete removal of facilities in Market Deeping is likely to have a detrimental effect on the elderly population. This is particularly due to challenges around travel to other venues and the ability to self-serve.</p> <p><b><i>Impact of Option 2</i></b> Option two goes some way to solving this problem by providing a telephony-based system as well as a kiosk and PC access. However, there was some feedback through the survey that suggested the elderly population might struggle with interacting via the telephone.</p> <p><b><i>Impact of Option 3</i></b> This option effectively blends the provision of technology and telephony with some part-time face-to-face provision. This would enable those who struggle to access things electronically to receive some help and support during their interaction. It would also enable those in most need to be identified and supported to access services through alternative means.</p>
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		<p>This option would also seek to place a Customer Service Advisor at the Library on a part time basis to support customers to transact with us and to shift onto digital channels.</p> <p>Additional support could also be provided by officers completing home-visits or through pre-booked appointments. It is therefore possible to mitigate the impact of the change to some degree for this group.</p> <p><b><i>Impact of Option 4</i></b> This sees the continuation of the current provision. The dated face to face delivery model could disadvantage those that would ordinarily choose to self-serve and interact online but do not have the provision at home to do so. However, the survey did not provide a large enough response from those in younger age-groups.</p> <p><b><u>Stamford</u></b> <b><i>Impact of Option 1</i></b> A complete removal of facilities in Stamford is likely to have a detrimental effect on the elderly population. This is particularly due to challenges around travel to other venues and the ability to self-serve.</p> <p>Feedback also highlighted a need to further increase accessibility for some of our services, most notably resident parking permits</p>
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		<p>and visitor parking as many elderly respondents rely on the face-to-face provision to access this service.</p> <p>Consideration should therefore be given to how this and other services could be redesigned to minimise, if not remove, the need for face-to-face interactions.</p> <p><b>Impact of Option 2</b> Option two goes some way to supporting the elderly to access services in a face-to-face setting. There would be a kiosk and telephone at Stamford Arts Centre, with existing access to PCs via Stamford Library.</p> <p>Those in greatest need could be assisted by staff within the arts centre. However, the level of knowledge for wider council services within this team is currently low.</p> <p>The kiosk solution is designed to be user-friendly and make interactions as simple as possible. The telephony solution would route directly to our customer service team. It is recognised that this may not be suitable for some elderly customers, particularly if they have difficulties with hearing or sight.</p> <p><b>Impact of Option 3</b> Option three replicates the previous solution but puts a part-time customer service officer within the Arts</p>
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		<p>Centre working in a floorwalking capacity. This would provide support to use self-service, as well as enable the best handling of more complicated enquiries to be triaged, greater support to use the telephony solution and kiosk, as well as potentially the upskilling of arts centre staff to be able to manage some of the most common interactions when the officer is not there.</p> <p>This solution could enable a greater presence during peaks in demand – for example during resident parking renewal periods, or garden waste renewal periods, with a lighter face-to-face offer through floorwalking at other points. This would go some way towards mitigating the challenges highlighted within the consultation document.</p> <p><b><i>Impact of Option 4</i></b>  This sees the continuation of the current provision. The dated face to face delivery model could disadvantage those that would ordinarily choose to self-serve and interact online but do not have the provision at home to do so. However, the survey did not provide a large enough response from those in younger age-groups.</p>
<b>Disability</b>	<b><u>Stage 1 Summary</u></b> The stage 1 analysis showed improvements in	<b><u>General Feedback</u></b> For Market Deeping, 113



	<p>accessibility for services as a result of the Customer Experience Strategy. This shows improved online access, new chat technologies and upskilling of our resources to be better able to respond to different needs.</p> <p>However, it was highlighted that the proposals surrounding the closure of two area offices could have a negative impact on a small number of customers who currently use either the Market Deeping or Stamford offices. The consultation exercise asked for information on how the proposed changes could impact on individuals. The analysis of this survey has been used to evaluate a number of options for each market town.</p>	<p>survey respondents answered a question about if they had a disability. The response rates were as follows:</p> <ul style="list-style-type: none"> <li>• Yes = 20</li> <li>• No = 84</li> <li>• Prefer not to say = 9</li> </ul> <p>For Stamford, 354 survey respondents answered a question about if they had a disability. The response rates were as follows:</p> <ul style="list-style-type: none"> <li>• Yes = 76</li> <li>• No = 251</li> <li>• Prefer not to say = 27</li> </ul> <p><b><u>Consultation Summary</u></b></p> <p><b>Market Deeping</b> The consultation results show a desire for face-to-face access that has accessible parking at an accessible venue. Feedback highlights at a high level the needs of vulnerable customers. Consideration needs to be given to how this can be managed within each of the options.</p> <p><b>Stamford</b> Feedback from Stamford highlights difficulties in using telephony services if you have hearing difficulties. As part of the Customer Experience Strategy alternative options including text relay and new solutions will be considered.</p>
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		<p>The feedback also highlights that those with mobility issues may face additional challenges if a face-to-face provision is removed.</p> <p>Feedback also highlights that those suffering from poor mental health, including anxiety may need greater support or alternative solutions to ensure that they can still effectively access services.</p> <p>A respondent highlighted further difficulties in accessing services via a kiosk if suffering from a visual impairment</p> <p>Feedback also highlights that complexities in telephony systems can act as a barrier to the people with disabilities in accessing services over the telephone.</p> <p><b><u>Market Deeping</u></b> <b><i>Impact of Option 1</i></b> A complete removal of facilities in Market Deeping is likely to have a detrimental effect on the those with disabilities. This is particularly due to challenges around travel to other venues and the ability to self-serve.</p> <p><b><i>Impact of Option 2</i></b> Option two goes some way to solving this problem by providing a telephony-based system as well as a kiosk and PC access.</p>
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		<p>However, there was some feedback through the survey that suggested the those with disabilities might struggle with interacting via the telephone or accessing services via kiosk-based solutions.</p> <p><b>Impact of Option 3</b> This option effectively blends the provision of technology and telephony with some part-time face-to-face provision. This would enable those who struggle to access things electronically to receive some help and support during their interaction. It would also enable those in most need to be identified and supported to access services through alternative means.</p> <p>This option would also seek to place a Customer Service Advisor at the Library on a part time basis to support customers to transact with us and to shift onto digital channels.</p> <p>Additional support could also be provided by officers completing home-visits or through pre-booked appointments. It is therefore possible to mitigate the impact of the change to some degree for this group.</p> <p><b>Impact of Option 4</b> This sees the continuation of the current provision. This continues to provide an accessible service. The survey did not provide any negative feedback for the</p>
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		<p>current provision in relation to disability.</p> <p><b><u>Stamford</u></b> <b><i>Impact of Option 1</i></b> A complete removal of facilities in Stamford is likely to have a detrimental effect on those with disabilities. This is particularly due to challenges around travel to other venues and the ability to self-serve.</p> <p>Feedback also highlighted a need to further increase accessibility for some of our services, most notably resident parking permits as many respondents rely on the face-to-face provision to access this service.</p> <p>Consideration should therefore be given to how this and other services could be redesigned to minimise, if not remove, the need for face-to-face interactions.</p> <p><b><i>Impact of Option 2</i></b> Option two goes some way to supporting those with disabilities to access services in a face-to-face setting. There would be a kiosk and telephone at Stamford Arts Centre (which is in close proximity to Maiden Lane and the Library), with existing access to PCs via Stamford Library. Both venues are accessible buildings.</p> <p>Those in greatest need could be assisted by staff within the arts centre.</p>
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		<p>However, the level of knowledge for wider council services within this team is currently low.</p> <p>The kiosk solution is designed to be user-friendly and make interactions as simple as possible. The telephony solution would route directly to our customer service team. It is recognised that this may not be suitable for some customers with disabilities, particularly if they have difficulties with hearing or sight.</p> <p><b>Impact of Option 3</b> Option three replicates the previous solution but puts a part-time customer service officer within the Arts Centre working in a floorwalking capacity. This would provide support to use supported self-service, as well as enable the best handling of more complicated enquiries to be triaged, greater support to use the telephony solution and kiosk, as well as some upskilling of arts centre staff to be able to manage some of the most common interactions when the officer is not there.</p> <p>This solution could enable a greater presence during peaks in demand – for example during resident parking renewal periods, or garden waste renewal periods, with a lighter face-to-face offer at other points. This would go some-way towards mitigating the</p>
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		<p>challenges raised.</p> <p><b><i>Impact of Option 4</i></b>  This sees the continuation of the current provision. This continues to provide an accessible service. The survey did not provide any negative feedback for the current provision in relation to disability.</p>
<p><b>Race</b></p>	<p><b><u>Stage 1 Summary</u></b>  The initial assessment showed a neutral impact based on race for the proposals to close two area offices.</p> <p>The consultation provided an opportunity to explore this area further.</p>	<p><b><u>General Feedback</u></b></p> <p>The survey did not ask any specific questions on race, so no statistical information is available.</p> <p>However, translation services on line and via telephony are currently provide and will remain available</p> <p><b><u>Consultation Summary</u></b></p> <p><b>Market Deeping</b>  The survey did not highlight any additional considerations as a result of race.</p> <p><b>Stamford</b>  The survey did not highlight any additional considerations as a result of race.</p> <p><b><u>Market Deeping</u></b>  <b><i>Impact of Option 1</i></b>  This option does not have any negative impacts as a result of race.</p> <p><b><i>Impact of Option 2</i></b>  This option does not have</p>

		<p>any negative impacts as a result of race.</p> <p><b><i>Impact of Option 3</i></b> This option does not have any negative impacts as a result of race.</p> <p><b><i>Impact of Option 4</i></b> This sees the continuation of the current provision. This option does not have any negative impacts as a result of race.</p> <p><b><u>Stamford</u></b> <b><i>Impact of Option 1</i></b> This option does not have any negative impacts as a result of race.</p> <p><b><i>Impact of Option 2</i></b> This option does not have any negative impacts as a result of race.</p> <p><b><i>Impact of Option 3</i></b> This option does not have any negative impacts as a result of race.</p> <p><b><i>Impact of Option 4</i></b> This sees the continuation of the current provision. This option does not have any negative impacts as a result of race.</p>
<p><b>Gender Reassignment</b></p>	<p><b><u>Stage 1 Summary</u></b> The initial assessment showed a neutral impact based on gender reassignment for the proposals to close two area offices.</p> <p>The consultation provided an opportunity to explore this area further.</p>	<p><b><u>General Feedback</u></b></p> <p>The survey did not ask any specific questions on gender reassignment, so no statistical information is available.</p> <p><b><u>Consultation Summary</u></b></p> <p><b>Market Deeping</b></p>

		<p>The survey did not highlight any additional considerations as a result of gender reassignment.</p> <p><b>Stamford</b> The survey did not highlight any additional considerations as a result of gender reassignment.</p> <p><b><u>Market Deeping</u></b> <b><i>Impact of Option 1</i></b> This option does not have any negative impacts as a result of gender reassignment.</p> <p><b><i>Impact of Option 2</i></b> This option does not have any negative impacts as a result of gender reassignment.</p> <p><b><i>Impact of Option 3</i></b> This option does not have any negative impacts as a result of gender reassignment.</p> <p><b><i>Impact of Option 4</i></b> This sees the continuation of the current provision. This option does not have any negative impacts as a result of gender reassignment.</p> <p><b><u>Stamford</u></b> <b><i>Impact of Option 1</i></b> This option does not have any negative impacts as a result of gender reassignment.</p> <p><b><i>Impact of Option 2</i></b> This option does not have any negative impacts as a</p>
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		<p>result of gender reassignment.</p> <p><b><i>Impact of Option 3</i></b> This option does not have any negative impacts as a result of gender reassignment.</p> <p><b><i>Impact of Option 4</i></b> This sees the continuation of the current provision. This option does not have any negative impacts as a result of gender reassignment.</p>
<p><b>Religion or Belief</b></p>	<p><b><u>Stage 1 Summary</u></b> The initial assessment showed a neutral impact based on religion or belief for the proposals to close two area offices.</p> <p>The consultation provided an opportunity to explore this area further.</p>	<p><b><u>General Feedback</u></b></p> <p>The survey did not ask any specific questions on religion or belief, so no statistical information is available.</p> <p><b><u>Consultation Summary</u></b></p> <p><b>Market Deeping</b> The survey did not highlight any additional considerations as a result of religion or belief.</p> <p><b>Stamford</b> The survey did not highlight any additional considerations as a result of religion or belief.</p> <p><b><u>Market Deeping</u></b> <b><i>Impact of Option 1</i></b> This option does not have any negative impacts as a result of religion or belief.</p> <p><b><i>Impact of Option 2</i></b> This option does not have any negative impacts as a result of religion or belief.</p>

		<p><b><i>Impact of Option 3</i></b> This option does not have any negative impacts as a result of religion or belief.</p> <p><b><i>Impact of Option 4</i></b> This sees the continuation of the current provision. This option does not have any negative impacts as a result of religion or belief.</p> <p><b><u>Stamford</u></b></p> <p><b><i>Impact of Option 1</i></b> This option does not have any negative impacts as a result of religion or belief.</p> <p><b><i>Impact of Option 2</i></b> This option does not have any negative impacts as a result of religion or belief.</p> <p><b><i>Impact of Option 3</i></b> This option does not have any negative impacts as a result of religion or belief.</p> <p><b><i>Impact of Option 4</i></b> This sees the continuation of the current provision. This option does not have any negative impacts as a result of religion or belief.</p>
<b>Sex</b>	<p><b><u>Stage 1 Summary</u></b> The initial assessment showed a neutral impact based on sex for the proposals to close two area offices.</p> <p>The consultation provided an opportunity to explore this area further.</p>	<p><b><u>General Feedback</u></b></p> <p>For Market Deeping, 116 survey respondents answered a question about their sex. The response rates were as follows:</p> <ul style="list-style-type: none"> <li>• Male = 40</li> <li>• Female = 72</li> <li>• Prefer not to say = 4</li> </ul> <p>For Stamford, 358 survey respondents answered a</p>

question about their sex.  
The response rates were as follows:

- Male = 149
- Female = 190
- Prefer not to say = 16

**Market Deeping**

The survey did not highlight any additional considerations as a result of sex.

**Stamford**

The survey did not highlight any additional considerations as a result of sex.

**Market Deeping**

***Impact of Option 1***

This option does not have any negative impacts as a result of sex.

***Impact of Option 2***

This option does not have any negative impacts as a result of sex.

***Impact of Option 3***

This option does not have any negative impacts as a result of sex.

***Impact of Option 4***

This sees the continuation of the current provision.  
This option does not have any negative impacts as a result of sex.

**Stamford**

***Impact of Option 1***

This option does not have any negative impacts as a result of sex.

		<p><b><i>Impact of Option 2</i></b> This option does not have any negative impacts as a result of sex.</p> <p><b><i>Impact of Option 3</i></b> This option does not have any negative impacts as a result of sex.</p> <p><b><i>Impact of Option 4</i></b> This sees the continuation of the current provision. This option does not have any negative impacts as a result of sex.</p>
<p><b>Sexual Orientation:</b></p>	<p><b><u>Stage 1 Summary</u></b> The initial assessment showed a neutral impact based on sexual orientation for the proposals to close two area offices.</p> <p>The consultation provided an opportunity to explore this area further.</p>	<p><b><u>General Feedback</u></b> The survey did not ask any specific questions on sexual orientation, so no statistical information is available.</p> <p><b><u>Consultation Summary</u></b></p> <p><b>Market Deeping</b> The survey did not highlight any additional considerations as a result of sexual orientation.</p> <p><b>Stamford</b> The survey did not highlight any additional considerations as a result of sexual orientation.</p> <p><b><u>Market Deeping</u></b> <b><i>Impact of Option 1</i></b> This option does not have any negative impacts as a result of sexual orientation.</p> <p><b><i>Impact of Option 2</i></b> This option does not have any negative impacts as a result of sexual orientation.</p>

		<p><b><i>Impact of Option 3</i></b> This option does not have any negative impacts as a result of sexual orientation.</p> <p><b><i>Impact of Option 4</i></b> This sees the continuation of the current provision. This option does not have any negative impacts as a result of sexual orientation.</p> <p><b><u>Stamford</u></b> <b><i>Impact of Option 1</i></b> This option does not have any negative impacts as a result of sexual orientation.</p> <p><b><i>Impact of Option 2</i></b> This option does not have any negative impacts as a result of sexual orientation.</p> <p><b><i>Impact of Option 3</i></b> This option does not have any negative impacts as a result of sexual orientation.</p> <p><b><i>Impact of Option 4</i></b> This sees the continuation of the current provision. This option does not have any negative impacts as a result of sexual orientation.</p>
<p><b>Pregnancy and Maternity</b></p>	<p><b><u>Stage 1 Summary</u></b> The initial assessment showed a neutral impact based on pregnancy and maternity for the proposals to close two area offices.</p> <p>The consultation provided an opportunity to explore this area further.</p>	<p><b><u>General Feedback</u></b> The survey did not ask any specific questions on pregnancy and maternity, so no statistical information is available.</p> <p><b><u>Consultation Summary</u></b></p> <p><b>Market Deeping</b></p>

		<p>The survey did not highlight any additional considerations as a result of pregnancy and maternity.</p> <p><b>Stamford</b> A response to the Stamford survey highlights the need for accessibility and freedom of movement inside new location, details are available at <a href="https://www.stamfordartscentre.com/information/access/">https://www.stamfordartscentre.com/information/access/</a></p> <p><b><u>Market Deeping</u></b> <b><i>Impact of Option 1</i></b> This option could make accessing services more challenging for those who in this group, particularly as a result of the need to travel to other locations if there is a need to access in a face-to-face setting, or if they are unable to access services via the telephone or online.</p> <p><b><i>Impact of Option 2</i></b> This option goes some way to removing the challenges presented in option one. It provides services in an accessible building and enables access through the telephone and a kiosk in the arts centre, or through PC access.</p> <p><b><i>Impact of Option 3</i></b> This option provides further support. It enables some face-to-face support on a part-time basis. Whilst this might not be required for this group, it would be of benefit if individuals have other protected characteristics.</p>
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		<p><b><i>Impact of Option 4</i></b>  This sees the continuation of the current provision. This option does not have any negative impacts as a result pregnancy and maternity.</p> <p><b><u>Stamford</u></b>  <b><i>Impact of Option 1</i></b>  This option could make accessing services more challenging for those who in this group, particularly as a result of the need to travel to other locations if there is a need to access in a face-to-face setting, or if they are unable to access services via the telephone or online.</p> <p><b><i>Impact of Option 2</i></b>  This option goes some way to removing the challenges presented in option one. It provides services in an accessible building and enables access through the telephone and a kiosk in the arts centre, or through PC access in the Library.</p> <p><b><i>Impact of Option 3</i></b>  This option provides further support. It enables some face-to-face support, particularly at key points within the year when contact is more likely. Whilst this might not be required for this group, it would be of benefit if individuals have other protected characteristics.</p> <p><b><i>Impact of Option 4</i></b>  This sees the continuation of the current provision.</p>
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		<p>This option does not have any negative impacts as a result pregnancy and maternity.</p>
<p><b>Marriage and Civil Partnership</b></p>	<p><b><u>Stage 1 Summary</u></b>  The initial assessment showed a neutral impact based on marriage and civil partnership for the proposals to close two area offices.</p> <p>Although not explicitly mentioned within the consultation, the open questions provided respondents an opportunity to explore this area further.</p>	<p><b><u>General Feedback</u></b></p> <p>The survey did not ask any specific questions on marriage and civil partnership, so no statistical information is available.</p> <p><b><u>Consultation Summary</u></b></p> <p><b>Market Deeping</b>  The survey did not highlight any additional considerations as a result of marriage and civil partnership.</p> <p><b>Stamford</b>  The survey did not highlight any additional considerations as a result of marriage and civil partnership.</p> <p><b><u>Market Deeping</u></b>  <b><i>Impact of Option 1</i></b>  This option does not have any negative impacts as a result of marriage or civil partnership.</p> <p><b><i>Impact of Option 2</i></b>  This option does not have any negative impacts as a result of marriage or civil partnership.</p> <p><b><i>Impact of Option 3</i></b>  This option does not have any negative impacts as a result of marriage or civil partnership.</p> <p><b><i>Impact of Option 4</i></b>  This sees the continuation</p>



		<p>of the current provision. This option does not have any negative impacts as a result of marriage or civil partnership.</p> <p><b><u>Stamford</u></b>  <b><i>Impact of Option 1</i></b>  This option does not have any negative impacts as a result of marriage or civil partnership.</p> <p><b><i>Impact of Option 2</i></b>  This option does not have any negative impacts as a result of marriage or civil partnership.</p> <p><b><i>Impact of Option 3</i></b>  This option does not have any negative impacts as a result of marriage or civil partnership.</p> <p><b><i>Impact of Option 4</i></b>  This sees the continuation of the current provision. This option does not have any negative impacts as a result of marriage or civil partnership.</p>
<p><b>Carers</b></p>	<p><b><u>Stage 1 Summary</u></b>  The initial assessment showed a positive impact for carers as the overall strategy makes accessing services easier and more convenient.</p> <p>The consultation exercise also provided further opportunity for carers to respond to the proposed changes and highlight any areas of negative impact that had not been</p>	<p><b><u>General Feedback</u></b></p> <p>The survey did not ask any specific questions on carers, so no statistical information is available.</p> <p><b><u>Consultation Summary</u></b>  <b>Market Deeping</b>  The feedback showed a small number of responses from those caring for others. This highlighted that it is possible that those individuals will incur higher</p>

	<p>considered or mitigated.</p>	<p>costs to accessing services and may not be in a position to leave the person in their care for the time required to travel to an alternative site as they may need to travel to Bourne if they want to access a service in a face- to-face setting.</p> <p>There is also a general preference from those not in support of the changes to want to access services in a face-to-face setting, although some respondents highlight that the changes won't directly impact on them.</p> <p><b>Stamford</b></p> <p>Accessibility and privacy is highlighted within the survey for carers who feel they need to access a service in a face-to-face setting, particularly where it is not possible to travel to an alternative site.</p> <p><b><u>Market Deeping</u></b>  <b><i>Impact of Option 1</i></b>  A complete removal of facilities in Market Deeping could have a detrimental effect on carers. This is particularly due to challenges around travel to other venues.</p> <p><b><i>Impact of Option 2</i></b>  Option two goes some way to solving this problem by providing a telephony-based system as well as a kiosk and PC access.</p>
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		<p>This would enable many carers to still transact with the Council within their locality and remove the need to travel to other locations. However, it is recognised that carers could have other protected characteristics themselves, such as disability and the kiosk and telephony-based solution may not be suitable for everyone.</p> <p><b><i>Impact of Option 3</i></b> This option effectively blends the provision of technology and telephony with some part-time face-to-face provision. This would enable carers to access things electronically and receive some help and support during their interaction. It would also enable those in most need to be identified and supported to access services through alternative means.</p> <p>This option would also seek to place a Customer Service Advisor at the Library on a part time basis to support customers to transact with us and to shift onto digital channels.</p> <p>Additional support could also be provided by officers completing home-visits or through pre-booked appointments. It is therefore possible to mitigate the impact of the change to some degree for this group.</p> <p><b><i>Impact of Option 4</i></b></p>
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		<p>This sees the continuation of the current provision. This option does not have any negative impacts as a result of being a carer.</p> <p><b><u>Stamford</u></b> <b><i>Impact of Option 1</i></b> A complete removal of facilities in Stamford could have a detrimental effect on carers. This is particularly due to challenges around travel to other venues.</p> <p><b><i>Impact of Option 2</i></b> Option two goes some way to supporting carers to access services in a face-to-face setting. There would be a kiosk and telephone at Stamford Arts Centre, with existing access to PCs via Stamford Library.</p> <p>Those in greatest need could be assisted by staff within the arts centre. However, the level of knowledge for wider council services within this team is currently low.</p> <p>The kiosk solution is designed to be user-friendly and make interactions as simple as possible. The telephony solution would route directly to our customer service team.</p> <p><b><i>Impact of Option 3</i></b> Option three provides replicates the previous solution but puts a part-time customer service officer within the Arts Centre working in a floorwalking capacity. This would</p>
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		<p>provide support to use supported self-service, as well as enable the best handling of more complicated enquiries to be triaged, greater support to use the telephony solution and kiosk, as well as potentially the upskilling of arts centre staff to be able to manage some of the most common interactions when the officer is not there.</p> <p>This solution could enable a greater presence during peaks in demand – for example during resident parking renewal periods, or garden waste renewal periods, with a lighter face-to-face offer at other points. This would go some way towards mitigating the challenges highlighted within the consultation document.</p> <p><b><i>Impact of Option 4</i></b> This sees the continuation of the current provision. This option does not have any negative impacts as a result of being a carer.</p>
<p><b>Other Groups (e.g. those from deprived (IMD*) communities; those from rural communities, those with an offending past)</b></p>	<p><b><u>Stage 1 Summary</u></b> The initial assessment highlighted a number of positive impacts for other groups, primarily due to the planned increase in accessibility online.</p> <p>However, it was recognised that there is a risk of a negative impact on some groups who</p>	<p><b><u>General Feedback</u></b> The survey did not ask any specific questions to determine if respondents could be categorised into other groups, so no statistical information is available.</p> <p><b><u>Market Deeping</u></b></p>

	<p>currently use the area offices or have difficulty in accessing services through electronic means. The consultation exercise provided an opportunity for those in this group to provide further information.</p>	<p><b><i>Impact of Option 1</i></b>  This option does not have any negative impacts for other groups that have not already been considered within other sections of the assessment.</p> <p><b><i>Impact of Option 2</i></b>  This option does not have any negative impacts for other groups that have not already been considered within other sections of the assessment.</p> <p><b><i>Impact of Option 3</i></b>  This option does not have any negative impacts for other groups that have not already been considered within other sections of the assessment.</p> <p><b><i>Impact of Option 4</i></b>  This sees the continuation of the current provision. This option does not have any negative impacts for other groups that have not already been considered within other sections of the assessment.</p> <p><b><u>Stamford</u></b>  <b><i>Impact of Option 1</i></b>  This option does not have any negative impacts for other groups that have not already been considered within other sections of the assessment.</p> <p><b><i>Impact of Option 2</i></b>  This option does not have any negative impacts for other groups that have not already been considered within other sections of the assessment.</p>
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		<p><b>Impact of Option 3</b> This option does not have any negative impacts for other groups that have not already been considered within other sections of the assessment.</p> <p><b>Impact of Option 4</b> This sees the continuation of the current provision. This option does not have any negative impacts for other groups that have not already been considered within other sections of the assessment.</p>
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\*(IMD = Indices of multiple deprivation)

**3. What data/information did you use to inform the outcomes of the policy/service/function/strategy? (Note any relevant consultation who took part and key findings)**

A four-week consultation exercise was completed for the proposed changes to both Market Deeping area office and Stamford area office. This included contacting over 100 other key stakeholder groups and individuals and promoting the consultation on a market stall at Stamford. The data obtained through this exercise has been used to complete the stage two assessment.

**4. Outcomes of analysis and recommendations (please note you will be required to provide evidence to support the recommendations made): Please tick one of the options.**

a. **No changes required: evidence confirms that the possibility of negative impact has been mitigated and all opportunities to promote equality have been taken**

b. **All necessary changes made: Stage 2 equality analysis proves that any potential for discrimination or for negative impact have been mitigated and all opportunities to promote equality have been taken.**

c. **Adverse impact remains but can be justified. Please provide an explanation in the box below that clearly sets out your justification for continuing with the policy/function/service/**

**strategy. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact.**

The assessment considers a number of options for each location. This has been fed into the report to Cabinet, which recommends option three in both cases. This provides a greater level of face-to-face service than was originally set out within the proposals.

**Signed (Lead Officer):** Lee Sirdifield  
Strategic Director

**Date completed:** 24.02.2020

**Signed (Neutral Assessor):** Carol Drury  
Community Engagement and Policy  
Development Officer

**Date signed off:** 25.02.2020