



EQUALITY IMPACT ASSESSMENT (EIA)

Pump Rooms Customer Service Relocation

Service/policy/strategy/practice/plan being assessed: Relocation of Customer Services to facilities at the Pump Rooms.

Business Unit/Service Area: Customer and Digital Services, Customer Services.

Is this a new or existing service/policy/strategy/practice/plan?

This is a new plan.

EIA Review team – list of members:

Candy Outridge (Equalities, Diversity and Inclusion Business Partner)

Do any other Business Units/Service Areas need to be included?

The Arts Service

The Housing Service

Date of assessment: 16/06/2023

Are any of the outcomes from this assessment likely to result in complaints from existing services users, members of the public and/or employees?

No

DETAILS OF SERVICE/POLICY/STRATEGY/PRACTICE/PLAN

Scoping and Defining

1. What are the aims, objectives and outcomes of the service/policy/practice/plan?

To create a new, dedicated Customer Service facility providing in-person services for residents, businesses and visitors to Warwick. The facilities will replace the existing Customer Service centre at Riverside House when it is closed.

2. Who are the customers?

Anyone who requires access to the Council's services, in person.

3. How has equality been considered in the development or review so far?

Every aspect of the plan so far has considered the equality impacts, and every effort has been made to minimise or remove any negative impacts.

4. What is the reason for the change/development?

The Council is relocating from Riverside House and the existing facilities will no longer be viable.

5. How does it fit with Warwick District Council wider objectives?

The plan fits with the Council's objectives within the business strategy. Notably:

- Health Homes and Communities;
- Effective Staff; and
- Maintain or Improve Services.

The plan also directly reflects the Council's values of:

- Fairness and Equality;
- Community Focused;
- Value for Money; and
- Environmentally Sensitive.

6. Why might it be important to consider equality and the protected characteristics?

Customer Services provides a gateway to Council services. A diverse range of people may choose to access our services or require our help at any time. As such, it is important that we are ready and the potential effects of any choices we make are fully understood.

Information Gathering

7. What sources of data have you used?

Customer Services routinely record the number of people visiting our facilities, but they do not record any information about potentially protected characteristics.

8. What does the data you have tell you about your customers and about protected equality groups?

The data tells us that around 50 people per day access the Council's services on a face-to-face basis. Unfortunately the data does not tell us anything about potentially protected characteristics, but it is not unreasonable to assume that some of our customers will have protected characteristics.

9. What do you need to know more about?

To know more would require an in-depth data collection exercise that could potentially be intrusive and unwelcomed by our customers. Alternatively, we could record "observed" characteristics, but this would likely offer no valuable data, as significant assumptions would have to be made.

10. How could you find this out and who could help you?

We could work with the Council's Communications team to design a survey that asks about protected characteristics, amongst other aspects of customer satisfaction.

Engagement and Consultation

11. Who have you consulted with from protected equality groups?

No one at this stage.

12. Who else could you consult with?

We could locate appropriate groups within the community and seek their support and input regarding our proposals.

13. Who can help you to do this?

Enter response here.

Monitor and Evaluate

14. Who have you consulted with from protected equality groups?

No one at this stage.

15. Analysis of impact and potential actions:

Protected characteristics from the Equality Act 2010	What do you know? Summary of data about/feedback from your service-users and/or staff	What does this mean?		What can you do? All potential actions to: <ul style="list-style-type: none"> • Eliminate discrimination/mitigate negative impact • Advance equality of opportunity • Foster good relations
		Positive impacts identified (<i>actual and potential</i>)	Negative impacts identified (<i>actual and potential</i>)	
Age	No data.	None	None	The creation of the facilities will have neither a positive or negative impact as they are not influenced by the age of the person using them.
Disability	One of our staff members who may have to work at the site is currently a wheelchair user.	The site will be fully compliant with the latest accessibility standards and will be equipped to assist users with disabilities.	The site does not have many accessible parking spaces nearby. However, parking is available at nearby car-parks (within 500m)	Unfortunately, nearby parking spaces that are suitable for disabled users with mobility issues are subject to public demand. There is no space to create a dedicated car park to improve the situation. Multiple parking options are available nearby and the land surrounding the site is largely flat. Anyone with mobility issues will also benefit as there are no stairs on the site to access the facilities, and all services are on a single level.
Sex	No	None	None	The creation of the facilities will have neither a positive or negative impact as they are not influenced by the sex of the person using them.
Race	No	None	None	The creation of the facilities will have neither a positive or negative impact as they are not influenced by the race of the person using them.

Protected characteristics from the Equality Act 2010	What do you know? Summary of data about/feedback from your service-users and/or staff	What does this mean?		What can you do? All potential actions to: <ul style="list-style-type: none"> • Eliminate discrimination/mitigate negative impact • Advance equality of opportunity • Foster good relations
		Positive impacts identified (<i>actual and potential</i>)	Negative impacts identified (<i>actual and potential</i>)	
Religion or belief	No	None	None	The creation of the facilities will have neither a positive or negative impact as they are not influenced by the religion of the person using them.
Gender Re-assignment	No	None	Toilets on site are gender specific and the impact will depend upon the individual's choice to use facilities designed for the gender at birth, or their reassigned gender.	<p>The customer service facilities will have neither a positive or negative impact as whether or not an individual has undertaken gender re-assignment is not relevant.</p> <p>The council does not have a policy relating to the creation of gender-neutral facilities or the use of dedicated facilities by those who have undertaken gender reassignment. This could be looked into further but would have impacts beyond the scope of the current project.</p>
Pregnancy and Maternity	No	None	None	The creation of the facilities will have neither a positive or negative impact as they are not influenced by the pregnancy or maternity status of the person using them.
Sexual orientation	No	None	None	The creation of the facilities will have neither a positive or negative impact as they are not influenced by the sexual orientation of the person using them.

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Marriage and Civil Partnership <i>(Note: only in relation to due regard to eliminating unlawful discrimination)</i>	No	None	None	The creation of the facilities will have neither a positive or negative impact as they are not influenced by the marital status of the person using them.

16. Outcomes of Equality Impact Assessment

Action	Timescale	Responsibility
Investigate working with the Council’s Equalities Officer, Arts Team, Workforce Steering Group and other interested parties to investigate the identified issue around gender neutral toilets and whether any changes to current policy / arrangements are required.	12 months	Head of Customer and Digital Services – to initiate
The availability of Parking Spaces for disabled patrons and staff may become an issue. Whilst there is no specific action that can be undertaken, we should keep this under review, particularly if negative feedback is received from future customers regarding the parking situation.	12 months	Benefits and Customer Services Manager.

Date of next review: 15/06/2024

Name and signature of Officer completing the EIA:

David Elkington – Head of Customer and Digital Services

D. Elkington

21/06/2023

Name and signature of Head of Service:

Andrew Jones – Deputy Chief Executive

Andrew Jones

21/06/2023