

Budget Savings Proposals Full Equality Impact Assessment (EQIA)

Section 1: General Information (MOI/1)

1a) Name of the savings proposal

Managing our Information

1b) Service area

All Services

1c) Service manager

Chris Naylor
Claire Symonds

1d) Name and role of the officer/s completing the EQIA

Sayed Miah

Customer Access Development Officer

Section 2: Information about changes to services

2a) In brief please explain the savings proposals and the reasons for this change

This programme builds on our current arrangements to meet customer expectations and reduce costs by exploiting further opportunities to enhance customer services including improving processes and migrating access to cheaper channels. It focuses on a number of strands:-

- Reduction in avoidable calls / development of the Council's corporate contact centre including removal of switchboard;
- BackOffice/Front Office re-engineering or mergers to enhance business processes;
- Channel Migration efficiencies, moving transactions to the Council's website and so reducing the number of face to face visits and telephone calls; and
- Integrating Benefits and Revenues services.

The majority of savings will come from staffing reductions in the services above and the closure of one OSS

2b) What are the equality implications of your proposal?

All savings proposals have been screened for equalities relevance using the test of relevance questionnaire attached at Appendix A. Please go back to each of the test of relevance questions and **using evidence** please provide a more detailed analysis of the equality impact of your proposal.

The proposal to migrate services to cheaper channels will:

- **Alter or change access to the service**
- **Involve reduction in staff**

Access to the service will change due to the development of online services. Parking Services should be available on-line from April 2011 and evidence from similar services (e.g. DVLA Road Tax on-line) suggests 50% of current face to face transactions can be migrated to web transactions. Customer can already access their Council Tax account on line and a number of other services. The closure of Jack Dash House will have an impact on the local population who access services through the One Stop Shop for services such as Housing Benefit, Parking Services, and Lettings etc. but the aim of developing on line service is to reduce the need to visit any OSS

Enquiry Type	Total	%
Benefits	684	47.7
Council Tax	114	8.0
Lettings (Choice Based)	126	8.8
Parking Services	393	27.4

(Enquires type summary JDH Dec 2010)

Data shows that 48% of enquires in December 2010 were for Housing Benefit, 27% for Parking followed by Lettings and Council tax at 8%. The Face to face Housing Benefit services are most important to the deprived segments of the community and to minimise this impact, residents will be offered access to home visits where necessary. There is also a free Hoppa bus service available to the residents of the Isle of Dogs to access Chrisp Street One Stop Shop, as well as normal bus service i.e. D6 which runs from Asda past Jack Dash House to Chrisp Street (the free bus service will run for an initial period of two years from Sept 2009).

Enquiries	Total	%
Jack Dash House	1433	11
Gladstone Place	1977	15
Cheviot House	3961	29
Rushmead	4101	30
Chrisp Street	2078	15
	13550	

(Enquires summary OSS Dec 2010)

Enquiries summary data also indicates that Jack Dash House is the least busy office of the five One Stop Shops.

The reduction in staff associated with this proposal will not disproportionately impact on a particular staff group as all the front counter staff will be relocated to other One Stop Shops and the deletion of one team leader post will be managed through the Councils Managing Organisational Change Procedure. The relocation of staff to fill vacant posts in the four remaining One Stop Shops will mitigate against increased waiting times due to extra customers at these locations.

Section 3: Equality Impact Assessment

With reference to the analysis above, for each of the equality strands in the table below please record and evidence your conclusions around equality impact in relation to the savings proposal.

Race

Identify the effect of the policy on different racial groups.

Will the change in your policy/service have an adverse impact on specific ethnic groups? No
Please describe the analysis and interpretation of evidence to support your conclusion.

Data from three OSS (Cheviot House, Rushmead and Gladstone Place) usage satisfaction surveys indicates a trend that Asian (most significantly Bangladeshi), Black and residents of mixed ethnicity are more likely to use One Stop Shops than telephone or web to access services. Whereas white residents are more likely to use the web and telephone. We know that Bangladeshi, Somali and other minority communities are more likely to experience language barriers or find it difficult to access the web and bilingual face-to-face staff have played an important role in improving access to services for these groups.

Therefore, moves away from face to face access towards telephone or web may have a disproportionate impact on Bangladeshi, Somali and other minority ethnic communities. There are no specific data available for Jack Dash House to carry out an accurate analysis, however to minimise this impact residents will have access to bilingual pages on the website i.e. Council hotlines numbers are available in four different languages. The telephone service provides an interpreting service via Newham Language Shop and the workforce reflects the community.

	One Stop Shop	Telephone	Web
White	32%	59%	72%
Asian	35%	23%	16%
Black	15%	10%	9%
Mixed	11%	4%	0%

Disability

Identify the effect of the policy on different disability groups

Will the change in your policy/service have an adverse impact on disabled people? Yes
Please describe the analysis and interpretation of evidence to support your conclusion.

(Customer Satisfaction Survey July – Aug 2010)

Disability	Housing	Benefits	Council Tax	Social Services	Parking	Other Council Services	Total
No	83	81	75	100	90	100	85
Yes	17	19	25	0	10	0	15

Data on OSS usage from the satisfaction survey shows that disabled customers from various categories use the OSS to access services and due to the closure it will have an impact on those living near Jack Dash House who will have increased journey times. To minimise the impact residents with hearing impairment can use the Type Talk service to contact the council. People with literacy concerns or visual impairment issues have the option of using “Browse aloud” on the Tower Hamlets website, which reads web pages aloud to the users. They also have the option of increasing font size, as well as options for setting colour contrast for ease of read. Visual map, text version search and video transcript is also available on the web. Data from the web survey indicates that 8% of the users are disabled

Web Users	%
Disabled	8
Not disabled	92

(Web Survey July – Sept 2010)

The local D6 bus route serves Chrisp Street Market from the Isle of Dogs and there is also a free Hoppa Bus service available to the residents of Isle of Dogs to access Chrisp Street Market and One Stop Shop which also has wheelchair access. All the other One Stop Shops are DDA complaint including lows reception points for wheelchair users as well as induction loops facilities. Home visits will also be available for Housing Benefit service users.

<p>Gender</p> <p><i>Identify the effect of the policy on different gender groups (inc Trans) groups</i></p>	<p>Will the change in your policy/service have an adverse impact on men or women? No Please describe the analysis and interpretation of evidence to support your conclusion.</p> <p>There is no data available for this strand however there appears to be no adverse impact identified for this group</p>
<p>Sexual Orientation</p> <p><i>Identify the effect of the policy on members of the LGB community</i></p>	<p>Will the change in your policy/service have an adverse impact on lesbian, gay or bisexual people? No Please describe the analysis and interpretation of evidence to support your conclusion.</p> <p>There is no data available for this strand however there appears to be no adverse impact identified for this group</p>

**Religion
and Belief**

*Identify the
effect of the
policy on
different
**religious
and faith
groups***

Will the change in your policy/service have an adverse impact on people who practice a religion or belief? No
Please describe the analysis and interpretation of evidence to support your conclusion.

There is no specific data available to carry out an accurate analysis. However there does not appear to be any adverse impact from this strand

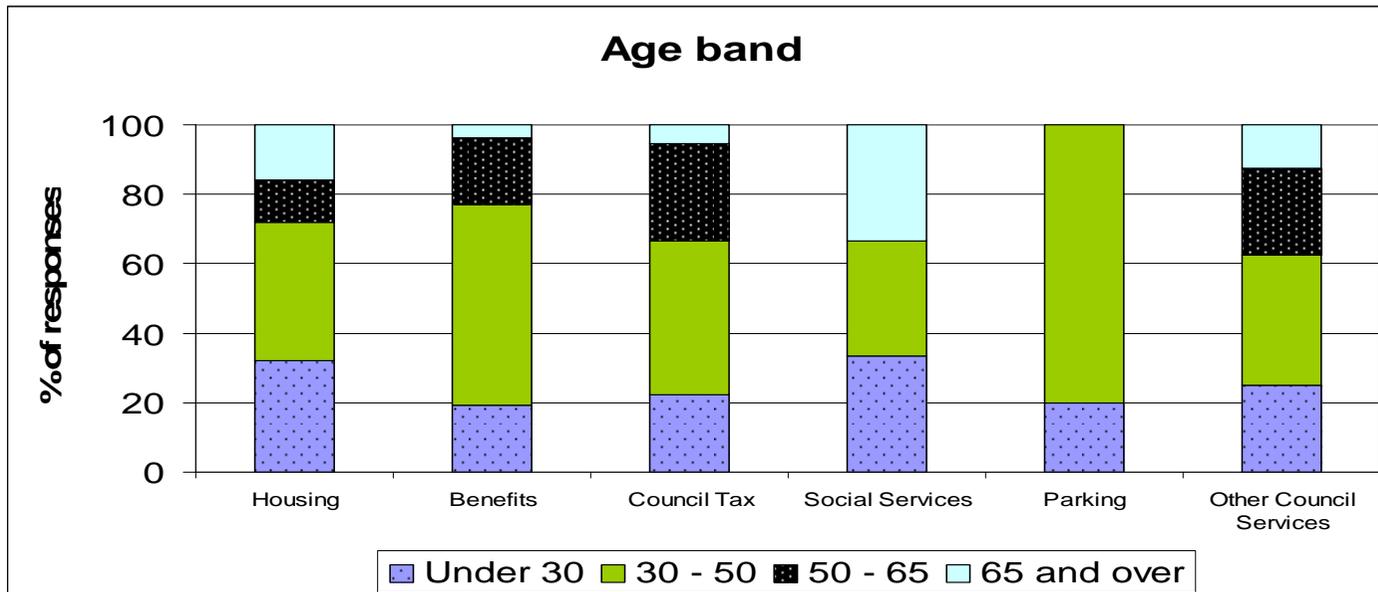
Age

Identify the effect of the policy on different age groups using the prompts above

Will the change in your policy/service have an adverse impact on specific age groups? Yes
Please describe the analysis and interpretation of evidence to support your conclusion.

Service usage data from the satisfaction survey suggests that the largest proportion of One Stop Shop service users is the age group between 30 -50. However as there is a similar trend in accessing services via telephone and web impact should be minimal.

There could be a potential impact on the older age group due to a digital divide but this is minimal as choice is available in the way this group contacts the council, either by telephone or face-to-face at the four remaining One Stop Shops.



(Customer Satisfaction Survey July – Aug 2010)

<p>Socio-economic</p> <p><i>Identify the effect of the policy in relation to socio-economic inequalities</i></p>	<p>Will the change in your policy/service have an adverse impact on people with low incomes? Yes Please describe the analysis and interpretation of evidence to support your conclusion.</p> <p>There is no firm data available for this strand however as take-up of Housing Benefit will be higher among those with low incomes there will be some adverse impact.</p> <p>Those on low income will be able to use the free Hoppa Bus service available to the residents of Isle of Dogs to access Chrisp Street One Stop Shop and Housing Benefit will offer home visits as part of the service where necessary. Residents will have access to free computers to access the web from local libraries, Idea Stores and other One Stop Shops.</p>
<p>Other</p> <p><i>Identify if there are groups, other than those already considered, that may be adversely affected by the policy?</i></p>	<p>Will the change in your policy/service have an adverse impact on any other people (e.g. carers)? No Please describe the analysis and interpretation of evidence to support your conclusion.</p> <p>There is no data available for this strand however there appears to be no adverse impact identified for this group</p>

Staff

Identify if there are any staff groups, , that may be adversely affected by the policy?

Will the change in your policy/service have an adverse impact on staff? No
Please describe the analysis and interpretation of evidence to support your conclusion.

The reduction in staff associated with this proposal will not disproportionately impact on a particular staff group as all the front counter staff will be relocated to other One Stop Shops and the deletion of one team leader post will be managed through the Councils Managing Organisational Change Procedure.

Section 4: Equality Impact Assessment Action Plan

Please list in the table below any adverse impact identified and, where appropriate, steps that could be taken to mitigate this impact.

If you consider it likely that your proposal will have an adverse impact on a particular group (s) and you cannot identify steps which would mitigate or reduce this impact, you will need to demonstrate that you have considered at least one alternative way of delivering the change which has less of an adverse impact.

Adverse impact	Please describe the actions that will be taken to mitigate this impact
<p>Chrip Street One Stop Shop has increased journey times from Isle of Dogs</p>	<p>Home visits where necessary Migration of services onto web for home access Local bus route D6 and the free Hoppa Bus service (funding for this uncertain after September 2011)</p>
<p>Increased waiting times at remaining One Stop Shops</p>	<p>Relocation of staff from Jack Dash House to fill vacant posts at the four remaining One Stop Shops will mitigate against increased waiting times due to increased customers numbers.</p>

If an adverse impact cannot be mitigated please describe an alternative option, its costs and the equality impact.

Section 5: Future Review and Monitoring

Please explain how and when the actual equality impact of these changes will be reviewed and monitored.

Migration of service users from Jack Dash House to other access channels and OSS locations will be monitored on a monthly basis

APPENDIX A: Equality Impact Assessment Test of Relevance

TRIGGER QUESTIONS	YES / NO	IF YES PLEASE BRIEFLY EXPLAIN.....
<p>Does the change reduce resources available to address inequality?</p>		<ul style="list-style-type: none"> • What outcome did the previous intervention seek to achieve? • What evidence do you have about how effective the previous intervention was?
<p>CHANGES TO A SERVICE</p>		
<p>Does the change alter access to the service?</p>		<ul style="list-style-type: none"> • Is there evidence that access will be more difficult or costly for some people?
<p>Does the change involve revenue raising?</p>		<ul style="list-style-type: none"> • What evidence do we have about who will pay? • What impact will this have on the income available for these people?
<p>Does the change alter who is eligible for the service?</p>		<ul style="list-style-type: none"> • What evidence do we have about who will no longer be eligible for the service? • Is this likely to lead to poorer outcomes for those who cannot access the service?

<p>Does the change involve a reduction or removal of income transfers to service users?</p>		<ul style="list-style-type: none"> • What evidence do we have on who has benefits from these transfers? • What is the likely impact of the removal of the income to current beneficiaries?
<p>Does the change involve a contracting out of a service currently provided in house?</p>		<ul style="list-style-type: none"> • Is there a need to include promotion of equality in the new contract arrangements?
<p>CHANGES TO STAFFING</p>		
<p>Does the change involve a reduction in staff?</p>		<ul style="list-style-type: none"> • What evidence do we have about the composition of the current workforce? • Are there some groups who are likely to be disproportionately affected by the proposed reduction?
<p>Does the change involve a redesign of the roles of staff?</p>		<ul style="list-style-type: none"> • What evidence is there that this could have an impact on equal pay? • Does the change reduce the ability of staff to work flexibly?