

INVERCLYDE COUNCIL EQUALITY IMPACT ASSESSMENT TEMPLATE

Budget Saving Proposal

Essential Information
Name of Officer(s) completing this Template: Allan McDonald Anne Marie Locke
Designation(s): ICT and Customer Service Manager Customer Services and Registrars Team Leader
Directorate/Service: Chief Executive, Legal Democratic, Digital and Customer Services
Date of Impact Assessment: 3 rd October 2023
Name of Budget Saving Proposal (BSP) ¹ : Reduction in Customer Service Centre (CSC) Opening Hours

1. Does the BSP impact on:		
	Yes	No
a. Protected Characteristics under The Equality Act 2010: Age; Care experienced; Disability; Gender Reassignment; Marriage and Civil Partnership; Pregnancy and Maternity; Race; Religion and Belief; Sex; Sexual Orientation (see Section 3)	X	
b. Reducing inequalities of outcome caused by socio-economic disadvantage – Fairer Scotland Duty ² (see Section 6)	X	
c. Inverclyde Alliance Partnership Plan 2023/33 ³ (see Section 7)	X	

¹ Please attach the BSP to this Template

² [Fairer Scotland Duty: guidance for public bodies](#)

³ [Inverclyde Alliance Partnership Plan 2023/33](#)

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d. Council Plan 2023/28 ⁴ (see Section 8)	X	
2. If 'yes' is selected for any part of Section 1, please populate the other relevant Sections of this Template.		

3. Impact – Protected Characteristics			
Which of the Protected Characteristics will the BSP have an impact upon?			
Equality Target Group	Positive impact +	Neutral impact =	Negative impact -
Age			-
Care experienced		=	
Disability		=	
Gender Reassignment		=	
Marriage and Civil Partnership			-
Pregnancy and Maternity			-
Race		=	

⁴ [Council Plan 2023/28](#)

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Religion and Belief			=
Sex		=	
Sexual Orientation		=	
Other groups to consider <ul style="list-style-type: none"> • Carers • The Armed Forces Covenant Duty 		=	

4. Which parts of the Equality Duty will the BSP impact on?	
X	Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by The Equality Act 2010
X	Advance equality of opportunity between people of different groups
<input type="checkbox"/>	Foster good relations between from different groups

5. Impact - Groups	
From the information you have highlighted above, describe the positive and negative impacts and the groups affected under The Equality Act 2010.	
Positive impact + N/a	Negative impact - <u>Age and Disability:</u> we are aware that the demographic of clients who visit the CSC in person tend to be older. A reduction in opening hours may therefore have a negative impact on their ability to interact with the Council or access some services, especially if they also have a disability. Customers with disabilities are more likely to need to contact

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	<p>the CSC. Some of those customers, particularly people who previously used face-to-face contact at the CSC, may not be able to move to self-service.</p> <p>Working age citizens and customers may experience difficulties making contact due to the restriction in hours.</p> <p><u>Marriage and Civil Partnership</u>: if opening hours are reduced in line with the proposal the Registrars will not be able to offer the same level of availability for the statutory duties surrounding Marriage Ceremonies.</p> <p><u>Pregnancy and Maternity</u>: if opening hours are reduced in line with the proposal the Registrars will not be able to offer the same level of availability for the statutory duties surrounding birth registrations.</p> <p><u>Religion and Belief</u>: delays in registering a death may be more problematic for people of certain religions, and staff may need to prioritise work accordingly.</p>
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6. Impact – Fairer Scotland Duty

What impact will this BSP have on reducing inequalities of outcome caused by socio-economic disadvantage? *Please tick.*

Positive impact +	Neutral impact =	Negative impact -
		-

Briefly describe how the BSP will impact on reducing inequalities of outcome.

As noted above, a reduction in opening hours may have more impact on certain groups, including the elderly and those with disabilities. It is assessed likely that such an impact will be minor. However, the proposal could have a negative impact on reducing inequalities of outcome caused by socio-economic disadvantage. This is because those who are most deprived are more likely to have challenges is using

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technology and self-service. The impact on the most deprived customers may be in terms of their wellbeing and financial circumstances.

7. Impact – Inverclyde Alliance Partnership Plan 2023/33

Which Themes from the Inverclyde Alliance Partnership Plan 2023/33 will this BSP impact on?

<input type="checkbox"/>	<p>Theme 1: Empowered people</p> <ul style="list-style-type: none"> • Communities can have their voices heard, and influence the places and services that affect them • Gaps in outcomes linked to poverty are reduced
<input checked="" type="checkbox"/>	<p>Theme 2: Working people</p> <ul style="list-style-type: none"> • More people will be in sustained employment, with fair pay and conditions • Poverty related gaps are addressed, so young people can have the skills for learning, life and work • Businesses are supported and encouraged to reduce their carbon footprint and develop green jobs
<input type="checkbox"/>	<p>Theme 3: Healthy people and places</p> <ul style="list-style-type: none"> • People live longer and healthier lives • Supportive systems are in place to prevent alcohol and drug misuse • Our natural capital is looked after, and we are effectively adapting and mitigating the effects of climate change
<input checked="" type="checkbox"/>	<p>Theme 4: A supportive place</p> <ul style="list-style-type: none"> • Vulnerable adults and children are protected and supported, ensuring they can live safely and independently • We recognise where people are affected by trauma, and respond in ways that prevent further harm and support recovery • Public protection and community safety are improved through targeting our resources to reduce the risk of offending and harm
<input type="checkbox"/>	<p>Theme 5: A thriving place</p> <ul style="list-style-type: none"> • Growth in our working age population by encouraging people to stay here, and attracting new people to settle here • Development of strong community-based services that respond to local need • Homes are energy efficient and fuel poverty is reduced • Increased use of active travel and sustainable transport options

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	<ul style="list-style-type: none"> • Easy access to attractive and safe public spaces, and high-quality arts and cultural opportunities
<p>Briefly describe how the BSP will impact on the Inverclyde Alliance Partnership Plan 2023/33 Themes.</p> <p><u>Theme 2:</u> working age citizens and customers may experience difficulties making contact due to the restriction in hours. However, contact can still be made with the Council by the website or 'phone.</p> <p><u>Theme 4:</u> we are aware that the demographic of clients who visit the CSC in person tend to be older. A reduction in opening hours may have a negative impact on their ability to interact with the Council or access some services, especially if they also have a disability. In addition, citizens and customers who are vulnerable and require the Council's support are more likely to have challenges is using technology and self-service, meaning the reduction in hours means they might not receive the same level of support as they do currently.</p>	

<p>8. Impact – Council Plan 2023/28</p> <p>Which Themes from the Council Plan 2023/28 will the BSP impact on?</p>	
X	<p>Theme 1: People</p> <ul style="list-style-type: none"> • Our young people have the best start in life through high quality support and education • Gaps in outcomes linked to poverty are reduced • People are supported to improve their health and wellbeing • More people will be in employment, with fair pay and conditions • Our most vulnerable families and residents are safeguarded and supported
<input type="checkbox"/>	<p>Theme 2: Place</p> <ul style="list-style-type: none"> • Communities are thriving, growing and sustainable • Our strategic housing function is robust • Our economy and skills base are developed • We have a sufficient supply of business premises • Our natural environment is protected
X	<p>Theme 3: Performance</p> <ul style="list-style-type: none"> • High quality and innovative services are provided, giving value for money • Our employees are supported and developed
<p>Briefly describe how the BSP will impact on the Council Plan 2023/28 Themes.</p>	

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Themes 1 and 3: reduced opening times will impact on the availability of CSC staff to engage with citizens and customers, however the Council will endeavour to create additional routes to services by increasing the number of channels and services available online.

9. Evidence

What evidence do you have to help identify any potential impacts of the BSP?

Note: Evidence could include consultations, surveys, focus groups, interviews, projects, user feedback, complaints, Officers’ knowledge and experience, equalities monitoring data, publications, research, reports, local, national groups.

Evidence	Details
Consultation/engagement	<p>Budget Consultation 2024/26 Phase 1: This BSP was one of 5 included in the <i>People</i> section of the survey⁵. It was ranked number 2 by respondents.</p> <p>Budget Consultation 2024/26 Phase 2: This BSP was one of 16 included in the Budget Consultation 2024/26 Phase 2⁶. It was ranked number 1 by respondents.</p> <p>According to Clyde Conversations respondents, 99% supported reducing the opening hours of Council Customer Services by 20 minutes per day.</p> <p>CSC customers were asked how the proposed change in the Centre’s opening hours would affect them⁷; 83% of respondents said the BSP would not affect them at all.</p>
Research	<p>Statistical evidence confirms the volume of calls at certain times of the day are low and supports the decision to reduce hours in the manner proposed.</p>

⁵ Respondents were asked to rank the BSPs in order of importance: 1 = Most important and 5 = Least important

⁶ Respondents were asked to rank the BSPs in the order they most agreed with. 1 = BSP respondents supported most. 16 = BSP respondents supported the least

⁷ 1 = A lot and 5 = Not at all



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<p>Officers’ knowledge and experience (including feedback from frontline staff)</p>	<p>The officers are experienced and are aware of the potential impact of this BSP.</p> <p>Delays in registering deaths have previously resulted in adverse comments about the Council and complaints to Elected Members.</p>
<p>Equalities monitoring data</p>	<p>-</p>
<p>User feedback (including complaints)</p>	<p>-</p>
<p>Stakeholders</p> <p>Other</p>	<p>-</p>
<p>Are there information gaps and, if so, what are these?</p>	<p>-</p>

10. Please use the space below to detail any other matters arising from the Equality Impact Assessment process, including what action could be taken to mitigate the impact of the BSP.

Reduction in opening hours can be mitigated by allowing access via other routes or channels to service. An updated Customer Relationship Management System will provide more access and services available online, once implemented, which will hopefully be by the end of March 2024. Contact can still be made with the Council by the website or ‘phone, and any such impact of this BSP is expected to be minor.

<p>Details of the Person(s) who completed the Assessment:</p>	<p>Name: Allan McDonald Anne Marie Locke</p>
	<p>Position: ICT and Customer Service Manager Customer Services and Registrars team Leader</p>



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	Date: 21/02/24
Authorised by:	Name: Iain Strachan
	Position: Head of Legal, Democratic, Digital and Customer Services
	Date: 21/02/24

Thank you for your assistance with the completion of this task.

Please send a copy of the completed Template to Karen Barclay, Corporate Policy and Performance Officer: karen.barclay@inverclyde.gov.uk.