



Equality Impact/Fairer Scotland Duty Assessment Form

(To be completed with reference to Guidance Notes)

Step 1

Name of Proposal: BE-BE-022 Customer Services Excellence Accreditation

Step 2

Is this only a **screening** Equality Impact Assessment ~~Yes~~/No

(A) If Yes, please choose from the following options **all** reasons why a full EIA/FSD is not required:

- | | |
|---|--------------------|
| (i) It does not impact on people | Yes/ No |
| (ii) It is for information only | Yes/ No |
| (iii) It is reflective e.g. of budget spend over a financial year | Yes/ No |
| (iv) It is technical | Yes/ No |

If you have answered yes to any of points above, please go to **Step 16**, and sign off the Assessment.

(B) If you have answered No to the above, please indicate the following:

Is this a full Equality Impact Assessment	Yes/ No
Is this a Fairer Scotland Duty Assessment	Yes /No

If you have answered Yes to either or both of the above, continue with Step 3.

If your proposal is a **strategy** please ensure you complete Step 13 which is the Fairer Scotland Duty Assessment.

Step 3

- (i) Lead Directorate/Service: **HR, Digital Enablement, IT & Business Support**
- (ii) Are there any **relevant** statutory requirements affecting this proposal? If so, please describe.

To ensure that excellent customer service is provided at all times, whilst delivering services to our citizens covering many of the council's statutory services/duties.

(iii) What is the aim of the proposal? Please give full details.

The aim of this proposal is to achieve accreditation (such as the Customer Service Excellence accreditation) and ensure efficient, effective and consistently high quality customer service is at the core of everything we do.

(iv) Is it a new proposal? Yes/~~No~~

OR

Is it a review of e.g. an existing budget saving, report, strategy, policy, service review, procedure or function? ~~Yes~~/No

This proposal is a new project, albeit aligning to the existing project on the Change Programme to Develop a Customer Services Strategy. This new project will form a second phase, once the new strategy is embedded, hence the projected timeline of year 2022/23 for completion. It will progress with a full scoping exercise in the first instance.

Step 4

Which people does your proposal involve or have consequences for?

Please indicate all which apply:

Employees	Yes/ No
Job Applicants	Yes/ No
Service users	Yes/ No
Members of the public	Yes/ No

Step 5

List the evidence/data/research that has been used in this assessment (links to data sources, information etc which you may find useful are in the Guidance). This could include:

Internal data (e.g. customer satisfaction surveys; equality monitoring data; customer complaints).

A full scoping exercise will be undertaken which will include any relevant internal data. However, our Planning Service has achieved this accreditation so we will engage with them, to scope the project and learn from past experiences.

Internal consultation (e.g. with staff, trade unions and any other services affected).

A full scoping exercise will be undertaken. This will include relevant internal consultation.

External data (e.g. Census, equality reports, equality evidence finder, performance reports, research, available statistics)

A full scoping exercise will be undertaken. This will include any relevant external data.

External consultation (e.g. partner organisations, national organisations, community groups, other councils.

A full scoping exercise will be undertaken. This will include relevant external consultation.

Other (general information as appropriate).

Information from other organisations (e.g improvement service and other local authorities) has been and will continue to be used to inform potential changes, where relevant.

Step 6

Evidence Gaps

Are there any gaps in the equality information you currently hold? Yes/No

If yes, please state what they are, and what measures you will take to obtain the evidence you need.

A full scoping exercise will be undertaken which will identify any gaps in equality information. The impact of any potential changes will be checked fully prior to making final decisions.

Step 7

Are there potential differential impacts on protected characteristic groups? Please complete for each group, including details of the potential impact on those affected. Please remember to take into account any particular impact resulting from **Covid-19**.

Please state if there is a potentially positive, negative, neutral or unknown impact for each group. Please state the reason(s) why.

It is hoped there will be positive impacts across all characteristic groups as we enhance and improve our customer service. This will be clearer as the scoping exercise is undertaken. Some lessons can be learned from new ways of working introduced during COVID 19 and these may, if appropriate, be included as we plan for this project. This is particularly relevant to how we have had to adapt to delivering services in a different way to our citizens, how we ensure are staff are fully trained and skilled and how we monitor and measure performance. This will be kept under constant review.

Age	Impact:
Disability	Impact:
Gender reassignment	Impact:
Marriage and Civil Partnership	Impact:
Pregnancy/Maternity	Impact:
Race - (includes Gypsy Travellers)	Impact:

Religion or Belief	Impact:
Sex	Impact:
Sexual orientation	Impact:

Step 8

Consultation with any of the groups potentially affected

If you have consulted with any group potentially affected, please give details of how this was done and what the results were.

Not applicable at this time.

If you have not consulted with any group potentially affected, how have you ensured that you can make an informed decision about mitigating action of any negative impact (Step 9)?

This will be covered if any negative impacts are identified

Step 9

What mitigating steps will be taken to remove or reduce potentially negative impacts?

Not applicable at this stage, this will be covered if any negative impacts identified.

Step 10

If a potentially negative impact has been identified, please state below the justification.

Not applicable at this stage, this will be kept under constant review and covered if any negative impacts identified.

Step 11

In what way does this proposal contribute to any or all of the public sector equality duty to: eliminate unlawful discrimination; advance equality of opportunity; and foster good relations between people of different protected characteristics?

Not applicable at this stage, this will be fully covered if any equalities issues are identified. However, building on the good practice already in place within our Planning Service should allow for a solid basis.

Step 12

Is there any action which could be taken to advance equalities in relation to this proposal?

Not applicable at this stage but this will be kept under constant review as this proposal evolves.

Step 13: FAIRER SCOTLAND DUTY

This step is only applicable to **strategies** which are key, high level decisions. If your proposal is **not** a strategy, please leave this Step blank, and go to Step 14.

Links to data sources, information etc which you may find useful are in the Guidance.

Step 13(A) What evidence do you have about any socio-economic disadvantage/inequalities of outcome in relation to this strategic issue?

Step 13(B) Please state if there are any gaps in socio-economic evidence for this strategy and how you will take measures to gather the evidence you need.

Step 13(C) Are there any potential impacts this strategy may have specifically on the undernoted groupings? Please remember to take into account any particular impact resulting from Covid-19.

Please state if there is a potentially positive, negative, neutral or unknown impact for each grouping.

Low and/or No Wealth (e.g. those with enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future.

Impact -

Material Deprivation (i.e. those unable to access basic goods and services e.g. repair/replace broken electrical goods, warm home, leisure and hobbies).

Impact -

Area Deprivation (i.e. where people live (e.g. rural areas), or where they work (e.g. accessibility of transport).

Impact -

Socio-economic Background i.e. social class including parents' education, people's employment and income.

Impact -

Other (please indicate)

Step 13(D) Please state below if there are measures which could be taken to reduce socio-economic disadvantage/inequalities of outcome.

Step 14

What arrangements will be put in place to monitor and review the Equality Impact/Fairer Scotland Duty Assessment?

As the project commences, the development of the EIA in greater detail will be undertaken.

Step 15

Where will this Equality Impact/Fairer Scotland Duty Assessment be published?

On the council's website.

Step 16

Sign off and Authorisation. Please state name, post, and date for each:

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Reviewed by: Doreen Phillips, Snr Practitioner (Equalities) 03/02/21

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