



This exercise is not an Equality Impact Assessment. It is a simplified desktop exercise designed to establish if there is a need to carry out a full assessment.

<b>Part One:</b> basic information needed to identify the policy/function and to prepare for the screening.		
1.1	Directorate and Section/Unit.	Corporate Services, Customer Services
1.2	Title or brief description of the policy/function being screened.	Registration Services & Worcestershire Hub Project <ul style="list-style-type: none"> <li>Relocation of Registration Services within the Worcestershire Hub Customer Service Centre in the Malvern Library building</li> <li>Implementation of alternative payment provision i.e. reducing the number of cash payments</li> <li>Joint counter/reception facilities for Library Services and Worcestershire Hub within the Library</li> </ul>
1.3	To which section of the Directorate or Corporate "business/service plan" does this relate?	Corporate Plan - Strengthening Worcestershire's Economy  Corporate Serviced Directorate Plan- <ul style="list-style-type: none"> <li>Puts the needs of citizens and the users of our services first</li> <li>Works in partnership with front-line directorates to enable the Council to deliver continuous service improvement.</li> </ul>
1.4	Are there any related policies/functions? If so what are they?	Supports the Customer Services Team Plan
1.5	Screening carried out by	Wendy Sullivan
1.6	Date of screening	15 <sup>th</sup> November 07
1.7	What is the policy or function trying to achieve?	Co-location of Registration Services with the Worcestershire Hub Customer Service Centre within the Malvern Library building. <a href="#">16/04/08 - The project also includes a refurbishment of the front of house Worcestershire Hub Customer Service Centre and Library welcome desk function.</a>
1.8	What are the specific outcome measures?	Re-location of Registration Services within 2 dedicated Registration offices (currently 2 Hub interview rooms) Joint/shared reception point Creation of new private interview facilities for the Hub
1.9	Who is formally responsible for ensuring the delivery of this policy/function?	Property Services Registration Services Customer Services (including Malvern Hills Customer Service Team) Library Services

1.10	Who is responsible for leading the delivery if different from 1.9?	County Council Customer Services
1.11	Are there any priorities within this policy/function? If so what are they?	Release Hatherton Lodge for sale Reduce revenue expenditure Provide joint location for Registration Services with the Worcestershire Hub
1.12	Has any consultation, explicitly on the policy/function, taken place? If so who was consulted and when?	No
1.13	Is equality monitoring in place for this policy/function?	No

**Part two:** the test to see if further action is required. For the purpose of this exercise concentrate on the impact on people of differing race, sex, disability, age, religion or belief and sexual orientation.

		Yes	No	Details
2.1	Is there any way in which the policy/function is directly discriminatory or in breach of the Council's Equality and Diversity Policy?		no	<p>Ensure all Plans are DDA compliant.</p> <ul style="list-style-type: none"> <li>16/04/08 – Property Services working to develop DDA compliant plans for the counter &amp; Hub refurbishment</li> <li>16/04/08 – review of counter plan to ensure DDA compliance</li> <li>16/04/08 – Hub refurbishment design to be agreed in line with DDA requirements</li> </ul> <p><a href="#">New plan for Hub layout and Counter ensure benefits for equalities groups</a></p>
2.2	Are there any barriers to people from minority groups getting the full benefit of this policy/function which have not been resolved as part of the policy/function?		No	<p>Library and Worcestershire Hub building is DDA compliant</p> <p>Both are accessible to diverse groups</p> <p>Translation and Interpretation services are available</p> <p>Customer Service staff are specialist in delivering appropriate services to all users</p> <p>16/04/08 – To ensure that training across all service areas is of a comparable high standard, communication to all relevant service providers is required. To be documented in the Project Plan to enable hand over of actions</p>

2.3	Are there any other ways the policy/function could unintentionally deliver poorer quality outcomes for individuals because they were members of a minority group?		no	<p>Lack of communication with all groups about the re-location of Registration Services could potentially be an issue.</p> <ul style="list-style-type: none"> <li>16/04/08 – Communication Plan adhered to. No adverse reaction received to date within the County Council Customer Services team.</li> <li>16/04/08 – Ensure that we target groups as part of regular Customer Satisfaction Surveys within normal operation of Reg Services, Library &amp; Hub. To hand over at the end of the project (Sept 08) – this action is recorded in the overall Project Plan</li> </ul> <p>Plans in place to communicate the change of location to all groups in the Malvern Registration district.</p> <ul style="list-style-type: none"> <li>16/04/08 - Plans complete. Will also include update on new location in future communication regarding the Hub refurbishment.</li> </ul>
2.4	Could people from minority groups reasonably believe that they would be likely to get poorer benefits from the policy/function?		No	

↓  
→ If the answer to any of these questions is yes or “could be yes” then you **must** take action. If the issue is straightforward remedy it **now** so the answer changes to no. If it cannot be remedied now or there are outstanding issues you should go on to a full EIA.

15<sup>th</sup> October 08

Actions identified following the screening have now been implemented and the project has now been closed.

Wendy Sullivan  
Programme Support Officer