

**Worcestershire County Council
Corporate Services Equality Impact Assessment Screening**

Part One: basic information needed to identify the policy/function and to prepare for the screening.		
1.1	Directorate and Section/Unit.	<i>Corporate Services</i>
1.2	Title or brief description of the policy/function being screened.	Reception
1.3	To which section of the Directorate or Corporate "business/service plan" does this relate?	Development of Customer Service aligned to Worcestershire County Council Organisational Standards
1.4	Are there any related policies/functions? If so what are they?	Customer Service Strategy (under development)
1.5	Screening carried out by	Jane Bowen
1.6	Date of screening	September 2007
1.7	What is the policy or function trying to achieve?	To provide excellent customer service to the staff and customers of the County Council by receiving visitors to the County Hall Campus, directing those visitors as appropriate. To answer any customers enquiries who visit the campus to access our services and information.
1.8	What are the specific outcome measures?	Visitor numbers Split between business visitors and customers Customers – resolution at first point of contact
1.9	Who is formally responsible for ensuring the delivery of this policy/function?	Jane Bowen
1.10	Who is responsible for leading the delivery if different from 1.9?	Sharon Ryder
1.11	Are there any priorities within this policy/function? If so what are they?	Customer Service – both internal and external customers
1.12	Has any consultation, explicitly on the policy/function, taken place? If so who was consulted and when?	None
1.13	Is equality monitoring in place for this policy/function?	No

Part two: the test to see if there is differential impact and if 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?	Yes		Customers - Not DDA compliant – height of the desk, accessibility of desk. Staffing – If we were to employ anyone with hearing/sight or mobility issues we would not be able to accommodate with current counter. Health and Safety issues – not ergonomically designed to sit for long periods – no leg room, artex ceiling under the stairs. Too much rubbish – fire hazard Minicom not working and not understood Planned changes to be implemented as part of the reception refurbishment project
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?	Yes		Language barrier – no language provision. Literature provision – have not got the facility for large print production of leaflets at the time of enquiry. To be addressed under the Translation and Interpretation project implementation
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	Staff training – have not been recently Equality and Diversity trained. Reception staff now trained in equality and diversity
2.4	Could people from minority groups reasonably believe that they would be likely to get poorer benefits from the policy/function?	Yes		Yes – due to all issues in previous questions. Issues are being addressed as changes implemented



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.

