

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

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|---|---|---|
| <b>Part One:</b> 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.                                       | Switchboard   |
| 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 answering the County Hall switchboard efficiently and routing those calls in a timely and accurate fashion. |
| 1.8   | What are the specific outcome measures?   | Calls presented, Calls handled, AHT, Answer time, Service level   |
| 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  |
| 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 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 |    | <p>There is no provision for our customers to access the county in other languages.<br/>           No text phone service or any other way for people with hearing difficulty to access the authority.<br/>           Staff – an applicant with sight/hearing impediment would not be able to be accommodated with the current technology utilised by the switchboard.<br/>           Mobility would be a problem because of room layout &amp; other clutter in the room leaving it un-navigable by a wheelchair, and the lock on the door would also prevent someone in a wheelchair from accessing the room. There is in general too much equipment in the room.<br/>           No PC provision means that the team don't have the same opportunity to training and development as other employees.</p> <p><b>All these issues are being addressed as the change programme is implemented</b></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? | Yes |    | <p>All of the issues in section 2.1 are currently unresolved and therefore form barriers to minority groups in accessing the authority.</p> <p><b>All these issues are being addressed as the change programme is implemented</b></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?   | Yes |    | <p>Although I am sure there would be no intention by the team, they have not recently had any Equality and Diversity Training which may lead to them not recognising the needs of diverse groups of customers and therefore deliver poorer outcomes for those individuals.</p> <p><b>All team members have now received equality and diversity training.</b></p>   |
| 2.4 | Could people from minority groups reasonably believe that they would be likely to get poorer benefits from the policy/function?                                     | yes |    | <p>All the issues listed in prior questions would lead these individuals to get poorer benefits from the Switchboard at present.</p> <p><b>Issues are have either been dealt with, or will be managed as part of the change programme</b></p>  |



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.