



# Equality Impact Assessment Toolkit (January 2021)

## **Section 1: Your details**

**EIA lead Officer:** Vicki Lungley

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**Head of Section:** Vicki Lungley

**Chief Officer:** Tim Games

**Directorate:** Neighbourhoods

**Date:** May 2022

## **Section 2: What Council proposal is being assessed?**

### **The provision of information, advice, Guidance and support**

In person and video link appointment service and supporting triage phonenumber. First stage information and advice can be accessed through the library network with staff able to signpost to the triage phonenumber for more specialist advice and support.

## **Section 2a: Will this EIA be submitted to a Committee meeting?**

**No**

**If 'yes' please state which meeting and what date**

.....

**Hyperlink to where your EIA is/will be published on the Council's website**

<https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments>

**Section 3:** Does the proposal have the potential to affect..... (please tick relevant boxes)

- Services**
- Y **The workforce**
- Y **Communities**
- Y **Other** ( Partners, Private Sector, Voluntary & Community Sector)

If you have ticked one or more of above, please go to section 4.

- None** (please stop here and email this form to your Chief Officer who needs to email it to [engage@wirral.gov.uk](mailto:engage@wirral.gov.uk) for publishing)

**Section 4:**

**Could the proposal have a positive or negative impact on any protected groups (age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation)?**

**You may also want to consider socio-economic status of individuals.**

**Please list in the table below and include actions required to mitigate any potential negative impact.**

<b>Which group(s) of people could be affected</b>	<b>Potential positive or negative impact</b>	<b>Action required to mitigate any potential negative impact</b>	<b>Lead person</b>	<b>Timescale</b>	<b>Resource implications</b>
All population groups	Positive impact - Residents have their appointments booked in advance and are guaranteed to be seen at the arranged time with minimal waiting in covid-19 safe buildings. Any required reasonable adjustments are arranged and in place at the time of the appointment.		Vicki Lungley		
All population groups Workforce	Positive impact – With the ongoing impact of Covid-19, Video link appointments provide resilient service delivery options. Staff testing positive with mild, or no symptoms can continue to deliver the service remotely without the need to cancel appointments.		Vicki Lungley		
All population groups	Positive Impact - Staffing resource will be maximised to better respond to customer enquires either by phone, in person or video link appointments providing a consistent and		Vicki Lungley		

	efficient service.				
Certain Groups of residents	Negative Impact - Customers without phone / internet access unable to access information and advice.	Mitigation - first stage information and advice provided across the library network with signposting to specialist support.  Free IT access within libraries.	Vicki Lungley		
Certain Groups of residents	Negative Impact – some residents may find it difficult to travel.	Good transport links to current sites.  First stage information and advice provided across the library network on a drop in basis.  Free IT access within libraries.  Expansion of the appointment service to include additional locations both in person and by video link.	Vicki Lungley	End 2022	Possible resource implications – Covid measures / IT requirements
All population groups	Positive Impact – The introduction of a specialist triage phonenumber supports first stage resolution without the need for an appointment.		Vicki Lungley		
Partners, voluntary and community	Negative Impact – Potential increased demand on these sectors	Publicise and update with details of the triage phonenumber and in person/	Vicki Lungley		

sector		video link appointment service for signposting. We will ensure that any engagement process will be as accessible as possible across any platforms we use			
All	Negative Impact – We recognise that some people may need information in alternative languages or formats	We will make all information available in different languages and formats upon request and within a reasonable timeframe	Alex Chadwick/ Karen Lindop	Ongoing	Translation and interpretation services through Procurement

**Section 4a: Where and how will the above actions be monitored?**

Customer Feedback/surveys/Regular Performance monitoring/ Regular meetings with Partners and Stakeholders

**Section 4b: If you think there is no negative impact, what is your reasoning behind this?**

**Section 5: What research / data / information have you used in support of this process?**

Customer in person exit surveys have been conducted throughout January 2022 - April 2022  
341 Surveys completed. Customers were asked to rate the service:

**How did you find the overall experience of your visit today?**

Excellent 84%  
Good 16%  
Fair 0%  
Poor 0%

Customer video link electronic exit surveys have been conducted since its introduction in February 2022

**How did you find the overall experience of your appointment today? From a star rating between 1-5**

Five-star rating 88%  
Four-star rating 7%

Customer phone exit surveys have been conducted throughout January 2022-April 2022  
1,412 surveys completed. Customers were asked to rate the service:

**How did you find the overall experience of your call today?**

Excellent 75%  
Good 23%  
Fair 2%  
Poor 0%

**Section 6: Are you intending to carry out any consultation with regard to this Council proposal?**

**Yes – Conducted customer surveys for both in person/video link appointments and triage phone line as above.**

**If ‘yes’ please continue to section 7.**

**If ‘no’ please state your reason(s) why:**

(please stop here and email this form to your Chief Officer who needs to email it to [engage@wirral.gov.uk](mailto:engage@wirral.gov.uk) for publishing)

**Section 7: How will consultation take place and by when?**

Before you complete your consultation, please email your preliminary EIA to [engage@wirral.gov.uk](mailto:engage@wirral.gov.uk) via your Chief Officer in order for the Council to ensure it is meeting it's legal publishing requirements. The EIA will need to be published with a note saying we are awaiting outcomes from a consultation exercise.

Once you have completed your consultation, please review your actions in section 4. Then email this form to your Chief Officer who needs to email it to [engage@wirral.gov.uk](mailto:engage@wirral.gov.uk) for publishing.

**Section 8: Have you remembered to:**

- a) **Select appropriate directorate hyperlink to where your EIA is/will be published** (section 2a)
- b) **Include any potential positive impacts as well as negative impacts?** (section 4)
- c) **Send this EIA to [engage@wirral.gov.uk](mailto:engage@wirral.gov.uk) via your Chief Officer?**
- d) **Review section 4 once consultation has taken place and sent your updated EIA to [engage@wirral.gov.uk](mailto:engage@wirral.gov.uk) via your Chief Officer for re-publishing?**