

Bristol City Council Equality Impact Relevance Check



This tool will identify the equalities relevance of a proposal, and establish whether a full Equality Impact Assessment will be required. Please read the guidance prior to completing this relevance check.

| What is the proposal? | |
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| Name of proposal | Citizen Service Points – Service Offer |
| Please outline the proposal. | To change the current Citizen Service Point service offering. The proposal is to operate 1 Citizen Service Points team across the city to release savings and to enable optimum utilisation of staff resources. |
| What savings will this proposal achieve? | £231k |
| Name of Lead Officer | Rizwan Tariq |

| Could your proposal impact citizens with protected characteristics? (This includes service users and the wider community) |
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| Please outline where there may be significant opportunities or positive impacts, and for whom. |
| Based on citizen insight and citizens at its heart, the Temple Street CSP offers a significantly improved service offer for citizens. In addition to 'Assisted Digital' support to use online services and access to advisor from Citizen Service Advisors, the service offer includes access as needed to specialist officers from 'back office' services that have relocated to 100 Temple Street as part of the Bristol Workplace Programme. This has resulted in significantly improved citizen experience and ability to fully resolve queries. |
| Please outline where there may be significant negative impacts, and for whom. |
| CSPs are currently available in differing part of the city. For customers who need a face to face service, they will be required to travel. At present there is very poor parking for disabled drivers who are customers at Temple Street – this would need to improve. Many people will prefer not to travel because of the time or cost, this could be justified by the enhanced offer However some disabled people may be unable to come into the temple street office and reasonable adjustments will need to be made (phone call, face to face service at another office in a closer location or a home visit). |

| Could your proposal impact staff with protected characteristics? (i.e. reduction in posts, changes to working hours or locations, changes in pay) |
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| Please outline where there may be significant opportunities or positive impacts, and for whom. |
| Reduction to posts will be managed through natural attrition. Citizen Advisors are |

currently required to be available to work from any location in the City.

Please outline where there may be negative impacts, and for whom.

Citizen Advisors that currently work in a location near to their homes may be impacted.

Is a full Equality Impact Assessment required?

Does the proposal have the potential to impact on people with protected characteristics in the following ways:

- access to or participation in a service,
- levels of representation in our workforce, or
- reducing quality of life (i.e. health, education, standard of living) ?

Please indicate yes or no. If the answer is yes then a full impact assessment must be carried out. If the answer is no, please provide a justification.

Yes. some service users have high needs and consideration needs to be given to whether they can be expected to travel – refugees, disabled people. Any staffing restructure will need a full EqIA

Service Director sign-off and date:

Equalities Officer sign-off and date: 4/10/2016
Anne James Equality and Community Cohesion
Team Leader