


EQUALITY IMPACT ASSESSMENT – CHANGES TO CONTACT CENTRE

SECTION ONE: INFORMATION ABOUT THE PROPOSAL

| | | | | | |
|---|---|--------------------------------|---|----------------------------|------------|
| Author(s): This is the person completing the EIA template. | Anna Constantinou, Service Manager, | Department and service: | Business Support Service, Customer and Digital Services | Date of assessment: | 12/09/2022 |
| Lead Officer: Please note that a Head of Service, Service Director, or Strategic Director must approve the EIA. | Anna Constantinou, Service Manager | Signature: |  | Approval date: | 12/09/2022 |
| Overview: | This Equality Impact Assessment considers the recommendation to focusing limited resources within the Contact Centre to support and prioritise the city's most vulnerable to access Council Services who are digitally excluded | | | | |
| Decision required: | To agree to the proposed changes to the Council's Contact Centre through reducing the service offer and staffing resources to only meet the needs of priority/statutory services or customers who are vulnerable and digitally excluded, supporting those wishing to make payments and promoting online services for all other services. Directing customers who are not digitally excluded to self-service option. No adverse equality impacts are anticipated from the decision to approve and action the changes. | | | | |

SECTION TWO: EQUALITY IMPACT ASSESSMENT SCREENING TOOL

| | | | | |
|---|------------|---|-----------|---|
| Potential external impacts: Does the proposal have the potential to negatively impact service users, communities or residents with protected characteristics? | Yes | X | No | |
| Potential internal impacts: Does the proposal have the potential to negatively impact Plymouth City Council employees? | Yes | | No | X |

| | | | | |
|--|------------|---|-----------|--|
| Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required and you must complete section three) | Yes | X | No | |
| If you do not agree that a full equality impact assessment is required, please set out your justification for why not. | | | | |

SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT

| Protected characteristics (Equality Act, 2010) | Evidence and information (e.g. data and consultation feedback) | Adverse impact | Mitigation activities | Timescale and responsible department |
|--|---|--|--|--|
| Age | <p>Plymouth</p> <ul style="list-style-type: none"> 16.4 per cent of people in Plymouth are children aged under 15. 65.1 per cent are adults aged 15 to 64. 18.5 percent are adults aged 65 and over. 2.4 percent of the resident population are 85 and over. <p>South West</p> <ul style="list-style-type: none"> 15.9 per cent of people are aged 0 to 14, 61.8 per cent are aged 15 to 64. 22.3 per cent are aged 65 and over. <p>England</p> <ul style="list-style-type: none"> 17.4 per cent of people are aged 0 to 14. | <p>Whilst we cannot consider a blanket view that ages groups would be impacted by decision to close non-priority service lines and direct to self-service options there is acknowledgement that the older population:</p> <p>1) may have limited access to computer but this does not make this group digitally excluded but required signpost to access online services</p> | <p>1) work with partner agencies, both private, public and third sector organisations to identify locations/support available</p> <p>2) The Council will be providing a specifically</p> | <p>Both the mitigation activities will form part of the Action Plan and will have been carried out or in in place prior to changes being implemented.</p> <p>Responsible:</p> <p>Business Support Service/Customer Hub Service team</p> <p>Anna Constantinou/Pete Spreadborough/Tracey Clarkson/Lydia Cook</p> |

| | | | | |
|----------------------------|--|--|---|---|
| | <ul style="list-style-type: none"> 64.2 per cent of people are aged 15 to 64. 18.4 per cent of people are aged 65 and over. <p>(Data sourced from the 2021 Census)</p> | 2) may be digitally excluded through lack of ability/capacity to do so | Digitally Assisted telephone option to support customers who have lack of ability/capacity to request services or report | |
| Disability | 10 per cent of our population have their day-to-day activities limited a lot by a long-term health problem or disability (2011 Census). | Closing non priority service lines and directing customers to self-serve offers may impact some customers who are digitally excluded | <p>1) work with partner agencies, both private, public and third sector organisations to identify locations/support available</p> <p>2) The Council will be providing a specifically Digitally Assisted telephone option to support customers who have lack of ability/capacity to request services or report</p> | <p>Both the mitigation activities will form part of the Action Plan and will have been carried out or in place prior to changes being implemented.</p> <p>Responsible:</p> <p>Business Support Service/Customer Hub Service team</p> <p>Anna Constantinou/Pete Spreadborough/Tracey Clarkson/Lydia Cook</p> |
| Gender reassignment | <p>There are no official estimates for gender reassignment at either national or local level (awaiting 2021 Census data).</p> <p>However, in a study funded by the Home Office, the Gender Identity Research and Education Society (GIREs) estimate that between 300,000 and 500,000 people aged 16 or over in the UK are experiencing some degree of gender variance.</p> | No adverse impacts are anticipated. | Not applicable | Not applicable |

| | | | | |
|---------------------------------------|---|-------------------------------------|----------------|----------------|
| Marriage and civil partnership | <p>There were 234,795 marriages in England and Wales in 2018.</p> <p>In 2020, there were 7,566 opposite-sex civil partnerships formed in England and Wales, of which 7,208 were registered in England and 358 were registered in Wales.</p> <p>There were 785 civil partnerships formed between same-sex couples in England and Wales in 2020, of which 745 were registered in England and 40 were registered in Wales.</p> | No adverse impacts are anticipated. | Not applicable | Not applicable |
| Pregnancy and maternity | <p>There were 640,370 live births in England and Wales in 2019, a decrease of 2.5 per cent since 2018. The mid-year 2019 population estimates show that there were 2,590 births in Plymouth.</p> <p>The total fertility rate (TFR) for England and Wales decreased from 1.70 children per woman in 2018 to 1.65 children per woman in 2019.</p> | No adverse impacts are anticipated. | Not applicable | Not applicable |
| Race | <p>92.9 per cent of Plymouth's population identify themselves as White British. 7.1 per cent identify themselves as Black, Asian or Minority Ethnic.</p> <p>Census data suggests at least 43 main languages are spoken in the city, showing Polish, Chinese and Kurdish as the top three (2011 Census).</p> | No adverse impacts are anticipated. | Not applicable | Not applicable |
| Religion or belief | <p>Christianity is the biggest faith in the city with more than 58 per cent of the population (148,917). 32.9 per cent (84,326) of the</p> | No adverse impacts are anticipated. | Not applicable | Not applicable |

| | | | | |
|---------------------------|---|-------------------------------------|----------------|----------------|
| | Plymouth population stated they had no religion (2011 Census). Those who identified as Muslim were just under 1 per cent while Hindu, Buddhist, Jewish or Sikh combined totalled less than 1 per cent (2011 Census). | | | |
| Sex | 51 per cent of our population are women and 49 per cent are men (2021 Census). | No adverse impacts are anticipated. | Not applicable | Not applicable |
| Sexual orientation | There is no precise local data on sexual orientation in Plymouth (awaiting 2021 Census data). | No adverse impacts are anticipated. | Not applicable | Not applicable |

SECTION FOUR: HUMAN RIGHTS IMPLICATIONS

| Human Rights | Implications | Mitigation Actions | Timescale and responsible department |
|--------------|----------------|--------------------|--------------------------------------|
| | Not applicable | Not applicable | Not applicable |

SECTION FIVE: OUR EQUALITY OBJECTIVES

| Equality objectives | Implications | Mitigation Actions | Timescale and responsible department |
|---|----------------|--------------------|--------------------------------------|
| Celebrate diversity and ensure that Plymouth is a welcoming city. | Not applicable | Not applicable | Not applicable |
| Pay equality for women, and staff with disabilities in our workforce. | Not applicable | Not applicable | Not applicable |
| Supporting our workforce through the implementation of Our People Strategy 2020 – 2024 | Not applicable | Not applicable | Not applicable |

| | | | |
|---|----------------|----------------|----------------|
| | | | |
| Supporting victims of hate crime so they feel confident to report incidents, and working with, and through our partner organisations to achieve positive outcomes. | Not applicable | Not applicable | Not applicable |
| Plymouth is a city where people from different backgrounds get along well. | Not applicable | Not applicable | Not applicable |