

EQIA - Full Equality Impact Assessment

Policy or Service to be assessed: Dorchester Tourist Information Centre – Relocation of Service to Dorchester Library

Service and lead officer:

Economy, Leisure & Tourism
Matt Ryan (Tourism & Events Manager)

Officers involved in the EqIA:

Matt Ryan (Tourism & Events Manager)
Trevor Hedger (Senior Economic Regeneration Officer)
Judith Chauvet (Visitor Services Manager)
Heather Williamson, HR Project Manager

What are you impact assessing?

Existing:

New/proposed:



Changing/Update/ revision

Other, please list

What is the title of your service / strategy / policy / project?

WDDC Tourist Information Centre Service Review:

Proposed relocation of Dorchester Tourist Information service to Dorchester Library and a staff re-structure.

Q2. What is the aim of your service / strategy / policy / project?

To relocate Dorchester Tourist Information Centre and implement a revised staffing structure as part of the review of the West Dorset Tourist Information Service in order to make financial savings.

To consider and evaluate the impact on staff and customers if the service is relocated to Dorchester Library.

To provide a future sustainable method and option for delivering a modernised tourist information service whilst achieving financial savings.

Q3. Who does/will it have an impact on? e.g. public, visitors, staff, members, partners?

Staff:

- Reduced staffing structure would be implemented which is likely to change working hours
- Annualised hours contracts likely to be implemented to cater for high demand during main summer months and reduced demand out of season

The general public through relocation and some reduction in services.

Q4. Are there any potential barriers to implementing changes to your service/strategy/policy/project? eg. capacity or financial issues

There are no perceived barriers identified at this time.

Q5. Who else will be involved in implementing this project?

Dorset County Council, Trade Unions (consultees), internal Council services (HR, legal and property services)

Q6. What data do you already have about your service users, or the people your policy or strategy will have an impact on, that is broken down by equality strand?

a) Workforce (Dorset Councils Partnership as a whole)

Based on known equality data for the entire workforce as per advice from Partnership's equality adviser. Based on information from the September 2016 workforce report and where not covered within report, any recorded data:

Protected Characteristic	Data														
Sex	WD/WP – 38.4% of employees are male and 61.6% are female														
Disability	WD/WP – 4% of employees have identified themselves as having a disability														
Age	<table border="1"> <thead> <tr> <th>Age</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Over 65</td> <td>2.4%</td> </tr> <tr> <td>60-64</td> <td>7.3%</td> </tr> <tr> <td>50-59</td> <td>33.9%</td> </tr> <tr> <td>40-49</td> <td>28.5%</td> </tr> <tr> <td>26-39</td> <td>24.0%</td> </tr> <tr> <td>Under 25</td> <td>3.9%</td> </tr> </tbody> </table>	Age	%	Over 65	2.4%	60-64	7.3%	50-59	33.9%	40-49	28.5%	26-39	24.0%	Under 25	3.9%
Age	%														
Over 65	2.4%														
60-64	7.3%														
50-59	33.9%														
40-49	28.5%														
26-39	24.0%														
Under 25	3.9%														

Marriage and Civil Partnership	No data																
Pregnancy and Maternity (including Parental and Adoption)	5 employees are currently on maternity leave. There are 4 employees who are currently pregnant awaiting commencement of maternity leave																
Race	The current workforce composition is as follows: <ul style="list-style-type: none"> • 94.9% white UK • 2.2% BME (of which 1.1% is white non UK) • 2.9% have not declared 																
Religion & Belief	<table border="1"> <thead> <tr> <th>Religion</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Buddhist</td> <td><1</td> </tr> <tr> <td>Christian</td> <td>37.5</td> </tr> <tr> <td>Jewish</td> <td><1</td> </tr> <tr> <td>No religion</td> <td>12.5</td> </tr> <tr> <td>Not declared</td> <td>38</td> </tr> <tr> <td>Preferred not to say</td> <td>3.5</td> </tr> <tr> <td>Other</td> <td>1.5</td> </tr> </tbody> </table>	Religion	%	Buddhist	<1	Christian	37.5	Jewish	<1	No religion	12.5	Not declared	38	Preferred not to say	3.5	Other	1.5
Religion	%																
Buddhist	<1																
Christian	37.5																
Jewish	<1																
No religion	12.5																
Not declared	38																
Preferred not to say	3.5																
Other	1.5																
Sexual Orientation	<table border="1"> <thead> <tr> <th>Category</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Bisexual</td> <td><1</td> </tr> <tr> <td>Gay</td> <td><1</td> </tr> <tr> <td>Heterosexual</td> <td>57</td> </tr> <tr> <td>Lesbian</td> <td><1</td> </tr> <tr> <td>Not declared</td> <td>39</td> </tr> <tr> <td>Prefer not to say</td> <td>2.5</td> </tr> </tbody> </table>	Category	%	Bisexual	<1	Gay	<1	Heterosexual	57	Lesbian	<1	Not declared	39	Prefer not to say	2.5		
Category	%																
Bisexual	<1																
Gay	<1																
Heterosexual	57																
Lesbian	<1																
Not declared	39																
Prefer not to say	2.5																
Gender Reassignment	No data																

b) Stakeholder engagement

Throughput to Dorchester TIC, counted by an electronic door counter, is approximately 170,000 per annum, of which approximately 25% seek staff assistance. A stakeholder engagement survey undertaken in July 2015 indicated that 61% of respondents were female, 31% were male and that 80% of respondents were aged 45 and over. 8% of respondents considered themselves to have a disability.

c) Public consultation

Public consultation, undertaken for 8 weeks (August to October 2016), indicated that 9% (114) of respondents considered themselves disabled as set out in the Equality Act 2010.

Respondents were given the opportunity to identify any positive or negative impact the council should take into account in the decision making process in relation to protected characteristics under the Equality Act 2010 (eg disability, age etc).

440 comments were received, however just under one third of these related to protected characteristics. Age and disability were most frequently mentioned.

Of the comments that related to protected characteristics, 29% reflected concerns about the library location or commented on the positive aspects of the current location; 22% considered the library location would have a positive impact.

The main concern relating to the library location was the distance from the town centre/shopping area.

Those that considered the library to be advantageous cited the disabled car parking adjacent, the proximity of car parks/train station, level access and the availability of full disabled facilities, including on site accessible WC facilities, in a building already adapted to meet the needs of those with protected characteristics.

Q7. Do you need any further information broken down by equality strand to inform this EqIA?

No

4. Making a judgement about impacts

Age

Restructure of staff

All staff will be treated equally regardless of age. Selection for new roles is to be on knowledge, skills, and competencies for the job. Length of service criteria (potentially linked to age) will not be a factor.

Relocation of Service

There is no current evidence to suggest that a change of venue will disproportionately affect customers or the community of any age, but is likely to have a positive impact on older people and families, due to the additional facilities available including parking, on site toilets and play facilities in the library.

Disability

Restructure of staff

Across the entire DCP workforce, the number of employees who have declared themselves to be disabled is 4%. Any affected employees will be invited to make HR aware of any factor that may affect the process, which could include a disability, and consultation will check the specific requirements for reasonable adjustments for individuals at any stage of the process.

The nature of the process and proposed changes may have a negative impact on members of staff with depression or other mental health issues provisions. All staff will have access to support through discussions with management and HR as well as through other services

such as life coaching, counselling and occupational health. This will be publicised through briefings etc.

Relocation of Service

Relocation of the service should have a positive impact on persons with a disability, both customers and employees, as the building is fully accessible. There is level access to the building, full internal access, disabled toilets (including a 'changing places' facility for persons with restricted mobility), an accessible lift and allocated disabled parking provision.

Transgender

Restructure of staff

All employees will be treated equally regardless of transgender or gender reassignment.

Affected employees will be invited to make HR aware of any factor that may affect the process which could include a gender reassignment and consultation will check the specific requirements for reasonable adjustments for individuals at any stage of the process.

Relocation of Service

There is no current evidence to suggest that the relocation of the service will have a disproportionate effect or have an impact.

Race

Restructure of staff

All employees will be treated equally regardless of race.

Relocation of Service

There is no current evidence to suggest that the relocation of the service will have a disproportionate effect or have an impact.

Religion or belief

Restructure of staff

All employees will be treated equally regardless of their faith, religion or beliefs.

Affected employees, staff and trade unions will be asked to come forward with any suggestions on adjustments that may need to be applied to ensure protected groups are not put at a disadvantage at any stage in the process.

Relocation of Service

There is no current evidence to suggest that the relocation of the service will disproportionately affect persons of a specific religion or belief.

Sex

Restructure of staff

38.4% of the overall workforce is male whilst 61.6% is female.

Staff and trade unions will be asked to come forward with any suggestions on adjustments that may need to be applied to ensure protected groups are not put at a disadvantage at any stage in the process.

DWP will be passed any information relating to issues of location etc. to allow them to consider this when assigning staff to new bases.

Relocation of Service

There is no current evidence to suggest that a relocation of this service will disproportionately affect either men or women.

Sexual orientation

Restructure of staff

All employees will be treated equally regardless of sexual orientation.

Affected employees will be invited to make HR aware of any factor that may affect the process which could include a gender reassignment and consultation will check the specific requirements for reasonable adjustments for individuals at any stage of the process.

Relocation of Service

There is no current evidence to suggest that a relocation of this service will disproportionately affect persons.

Pregnancy and Maternity

Restructure of staff

To be kept under review

Any employees becoming pregnant during the process will undertake the statutory risk assessment which will take into account the impact of restructure process.

The partnership will comply with its statutory duty to offer any individual on maternity/adoption leave suitable alternative employment in line with the Maternity and Parental Leave Regulations 1999.

Home visits, correspondence sent home etc. would be offered if required to ensure staff engage with process.

Relocation of Service

There is no current evidence to suggest that a relocation of the service will have a disproportionate effect or have an impact.

Marriage and Civil Partnerships

Restructure of staff

Staff and trade unions will be asked to come forward with any suggestions on adjustments that may need to be applied to ensure protected groups are not put at a disadvantage at any stage in the process.

Relocation of Service

There is no evidence to suggest that a relocation of the service will disproportionately affect married people or those in civil partnerships.

Conclusion:

Restructure of staff

The Partnership recognises that some employees may find the relocation difficult and that it is important to continue to support them and to identify/monitor any equality issues throughout the process.

Relocation of Service

There is currently no evidence to suggest that customers or the community will be disproportionately affected as a result of a change of service location.

The emphasis would be on information provision and the promotion of Dorchester. Services for local residents, such as travel and ticketing services, and support for local businesses would continue. Additional facilities in the form of self-service terminals would be available and the feasibility of offering 'out of hours' information using touch screens will be investigated. The only envisaged change would be no, or very limited, retail sales (souvenirs, locally produced goods, books etc.) initially. There is the potential to develop and adapt services as the Library & Learning Centre evolves.

A summary evaluation of benefits and dis-benefits is included within the Dorchester TIC Business case.

Public consultation revealed that the positive aspects of the library included the availability of disabled car parking, the proximity of car parks/train stations, level access to the building and the availability of full disabled facilities, including on site accessible WC facilities, in a building already adapted to meet the needs of those with protected characteristics.

5. Action planning

None required at this stage

Q8. Is there any potential for direct or indirect discrimination?

Yes

No

Don't Know

If yes, please explain how you are going to change this?

Version 3: 31/10/2016