East Staffordshire Borough Council
Equality and Health Impact Assessment (EHIA)

This EHIA documents how you have taken into account health impacts and the requirements of the Public Sector Equality Duty in the decision making process for this function, policy or service.

1	**Title of function, policy or service to be assessed:** Proposed closure of Burton upon Trent and Uttoxeter Customer Service Centre's.	
2	**Date:** 08.02.2022	
3	**Name of EHIA author: Catherine Grimley**	
4	**EHIA team: Catherine Grimley, Brett Atkinson**	
5	**Head of Service: Sal Khan**	
6	**Is the policy, function or service existing, new or being reviewed?** Service being reviewed.	
7	**State the aims, objectives and purpose of the function, policy or service and provide a summary of the service provided:** To cease the face to face customer access at the CSC's in Burton and Uttoxeter.	
8	**Are there any other functions, policies or services which might be linked with this one for the purpose of this EHIA?** No	
9	**Who is it intended to affect or benefit (the target population)?** A reducing number of visitors to the Customer Service Centre.	

10	**Equality impacts**

The Public Sector Equality Duty requires public bodies, in the exercise of their functions, to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

<table>
<tr><td colspan="4">Within this table, state whether the policy, function or service will have a positive or negative impact across the following protected characteristics and provide any comments.</td></tr>
<tr><td></td><td>Positive Impact</td><td>Negative Impact</td><td>Comments</td></tr>
<tr><td>Age</td><td>X</td><td>X</td><td>Impact neutral.
Some elderly residents may not be confident with accessing digital services or require additional assistance. This can be provided over the telephone or home visits if required.</td></tr>
<tr><td>Disability</td><td>X</td><td>X</td><td>Impact neutral.
Residents with disabilities may have barriers to accessing digital services or require additional assistance. This can be provided over the telephone or home visits if required.</td></tr>
<tr><td>Sex / gender reassignment / pregnancy or maternity</td><td></td><td></td><td>Impact neutral</td></tr>
<tr><td>Race</td><td></td><td></td><td>Impact neutral</td></tr>
<tr><td>Religion or belief</td><td></td><td></td><td>Impact neutral</td></tr>
<tr><td>Sexual orientation</td><td></td><td></td><td>Impact neutral</td></tr>
<tr><td>Other</td><td>X</td><td>X</td><td>Impact neutral.
Individuals with complex needs may have barriers to accessing digital services or require additional assistance. This can be provided over the telephone or home visits if required.</td></tr>
</table>

11	**What evidence do you have for the statements made in Question 10?**
	Throughout the periods of closure elderly and vulnerable groups have been able to access services either digitally or by telephone without issue. No complaints were made about the lack of face to face services, even during periods when fewer restrictions have been in place. During periods where the CSC has been open in the past 2 years the service has been significantly underutilised pointing to a longer term change in customer behaviour.
12	**Consultation:** Describe what consultation has been undertaken on this function, policy or service, who was involved and the outcomes. **Consultation regarding the proposed plans with the Deputy Leader (Environment and Housing)** **Informally through staff teams historically based at the CSC (RBCC Teams and Housing Options)**
13	**Briefly explain how the policy, function or service contributes to community cohesion by answering the following questions:** • How will it provide equality of access to services, information and employment? • Does it or could it promote good relationships within and between communities? • How will it help to prevent social exclusion? • Will it help to reintegrate those who have become excluded? • Will this assist with communities feeling that they are connected to decision making that affects them? • How will it provide good quality, inclusive services? We will continue to provide services through telephone and digital services utilising the option of home visits where necessary. Payments will continue to be available to be paid at local payzones within the community.
14	**Health impacts – screening question** Will the subject of this EHIA:

	No (Provide a brief explanation of your response.)	**Yes** (Is this impact positive or negative? Provide a brief explanation of your response.)
Have a direct impact on health, mental health and wellbeing?	No	
Have an impact on social, economic and environmental living conditions that would indirectly affect health?	No	
Have an effect on an individual's ability to improve their own health and wellbeing?	No	

	Affect access to, and the quality of, health, mental health or wellbeing services?	No	
	Please refer to the EHIA guidance document. If you answer yes to any of these questions a health impact assessment is required, please complete section 16.		
15	**Head of Service signature:** I am satisfied with the results of this EHIA.		

16. HEALTH IMPACT ASSESSMENT[1]

Please complete this, if you have answered yes to any of the health impact screening questions.

A. Describe the health impact(s). Please refer to the screening questions in Q14 above.	B. Answering 'YES' to the above questions (Q14) indicates an important health impact. Be explicit and include the evidence that has been considered.			C. Are the health impacts significant?
Identify the health impact(s)	Will the health impacts affect the whole population? Will they affect particular groups of people differently?	Will the health impacts be difficult to remedy or have an irreversible effect? Are they likely to cause public concern?	Will the health impacts be medium or long-term? Are they likely to create cumulative effects?	Does this health impact have a significant positive or negative effect (based on your responses to Section B)?
To be completed				

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[1] Adapted from 'Health Impact Assessment of Government Policy, a guide to carrying out a Health Impact Assessment of new policy as part of the Impact Assessment process.' Department of Health, July 2010 p.13

17. EQUALITY AND HEALTH IMPACT ASSESSMENT RECOMMENDATIONS AND ACTION PLAN

Please describe the actions, if any, you will take to mitigate against negative health or equality impacts identified in this assessment, or to maximise the benefits of the policy or service.
If significant action is required, it should be included in Service Plans.

Is it a Health or Equality action?	Issue / impact identified	Recommendation / action required	Lead officer and timescale	Resource allocation