

Equality Impact Assessment Form



Customer Connect Five Years On

Brief details of the subject: Customer Connect Programme, progress report on the outcomes and benefits achieved in the last five years and what still needs to be delivered.

List main stakeholders: Members, customers, staff, partners

Consultation/ engagement undertaken: Throughout the life of the programme with Members, Staff and Customers

Evidence, research and other sources of information used: Briefings, presentations, one to one testing of products, questionnaire staff feedback, other councils, site visits & consultancy.

Impacts on people

What impacts/issues have been identified about how the proposal impacts on people?

Each category is rated either: Positive, Neutral or Negative

Age: Type rating (e.g. Positive) for categories below

Positive

Disability:

Positive

Gender reassignment:

Neutral

Marriage and civil partnership:

Neutral

Pregnancy and maternity:

Neutral

Race/ethnicity:

Neutral

Religion or belief:

Neutral

Sex/gender:

Neutral

Sexual orientation:

Neutral

Armed forces families:

Neutral

Rurality:

Positive

Socio-economic disadvantage:

Neutral

Equality action plan

What actions will be taken to eliminate or minimise the negative impacts identified above?

Actions	Who's responsible	Completed (Date)

What actions will be taken to advance equality?

Actions	Who's responsible	Completed (Date)
Continue to improve access to online services via the web	Customer & Locality Services	31/03/23

What actions will be taken to foster positive relations between people who share a protected characteristic and those who do not?

Actions	Who's responsible	Completed (Date)
Continue to work with 3 rd sector partners to support all protected groups as part of the testing of products. Use feedback to improve access to services	Scrum Team	31/03/23

Report details

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Glossary

Age: This refers to a person having a particular age (for example, 32 year-olds) or being within an age group (for example, 18-30 year-olds).

Armed Forces Families: Those who have served or who are serving in the Armed Forces and their families.

Civil partnership: Legal recognition of a same-sex couple's relationship. Civil partners must be treated the same as married couples on a range of legal matters.

Disability: A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. Includes: Physical/sensory disability, mental health or learning disability.

Gender reassignment: A person has the protected characteristic of gender reassignment if the person is proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex.

Maternity: The period after giving birth. It is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, including as a result of breastfeeding.

Race: It refers to a group of people defined by their colour, nationality (including citizenship), ethnic or national origins. Includes, Asian, Black and White minority ethnic groups including, Eastern Europeans, Irish people and Gypsy Travellers.

Religion or belief: "Religion" means any religion, including a reference to a lack of religion. "Belief" includes religious and philosophical beliefs including lack of belief (for example, Atheism). The category includes Christianity, Islam, Judaism, Hinduism, Buddhism, and non religious beliefs such as Humanism.

Rurality: South Lakeland is defined as 'Rural-80' – this means we have at least 80 percent of our population in rural settlements and larger market towns. Issues affecting the health and wellbeing of rural communities include: low-paid work, unemployment of young people, high costs of housing and fuel poverty, poor access to health services, lack of public transport and poorer broadband and mobile phone network availability. Social isolation is also an issue especially among older people – in South Lakeland 27.7% of the population are aged over 65. The ageing rural population brings a number of challenges. These include the fact that older people often have poorer health and greater

care needs, issues compounded by the greater distances to healthcare services and poor public transport. South Lakeland (2015) features most poorly in deprivation indices in “Barriers to Housing and Services Domain” (which relate to the physical proximity of local services, and issues relating to access to housing, such as affordability) and the “Living Environment Deprivation Domain” (The 'indoors' living environment measures the quality of housing; while the 'outdoors' living environment contains measures of air quality and road traffic accidents).

Sexual orientation: This is whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.

Socio-economic disadvantage: This includes people on low incomes, as well as issues around rural and urban deprivation, such as access to services and transport. SLDC must adopt effective measures to address the inequalities that result from differences in occupation, education, place of residence or social class. Socio-economic disadvantage includes: Income, employment, health, education, housing, discrimination and local concentrations of deprivation.