

# Equality, Diversity, Cohesion and Integration Screening



As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration.

A **screening** process can help judge relevance and provides a record of both the **process** and **decision**. Screening should be a short, sharp exercise that determines relevance for all new and revised strategies, policies, services and functions.

Completed at the earliest opportunity it will help to determine:

- the relevance of proposals and decisions to equality, diversity, cohesion and integration.
- whether or not equality, diversity, cohesion and integration is being/has already been considered, and
- whether or not it is necessary to carry out an impact assessment.

<b>Directorate: City Development</b>	<b>Service area: Economic Development</b>
<b>Lead person: Paul Maney</b>	<b>Contact number: 77870</b>

## 1. Title: Head of Strategic Planning, Resources and Strategy, City Development

Is this a:

Strategy / Policy

Service / Function

Other

**If other, please specify**

## 2. Please provide a brief description of what you are screening

A decision relating to the future location and provision of a tourist information centre in Leeds.

The first stage of this review considered what is the role of the LVC in terms of its core business; how can this be delivered and where is the service best delivered from. 3 broad options were identified with the detail now worked through specifically regarding financial implications. The options now being considered are:-

- Option 1 - To remain at the station but in a smaller occupation;
- Option 2 - To move to a unit in Trinity; and
- Option 3 - To co-locate in a Council owned building.

A final recommendation is scheduled to go to Executive Board to agree the preferred option in June 2014. All the options will allow the service to be maintained, but with some degree of enhancement particularly through greater use of technology in response to changing customer demands.

### 3. Relevance to equality, diversity, cohesion and integration

All the council's strategies/policies, services/functions affect service users, employees or the wider community – city wide or more local. These will also have a greater/lesser relevance to equality, diversity, cohesion and integration.

The following questions will help you to identify how relevant your proposals are.

When considering these questions think about age, carers, disability, gender reassignment, race, religion or belief, sex, sexual orientation. Also those areas that impact on or relate to equality: tackling poverty and improving health and well-being.

Questions	Yes	No
Is there an existing or likely differential impact for the different equality characteristics?		X
Have there been or likely to be any public concerns about the policy or proposal?		X
Could the proposal affect how our services, commissioning or procurement activities are organised, provided, located and by whom?	X	
Could the proposal affect our workforce or employment practices?	X	
Does the proposal involve or will it have an impact on <ul style="list-style-type: none"><li>• Eliminating unlawful discrimination, victimisation and harassment</li><li>• Advancing equality of opportunity</li><li>• Fostering good relations</li></ul>		X

If you have answered **no** to the questions above please complete **sections 6 and 7**

If you have answered **yes** to any of the above and;

- Believe you have already considered the impact on equality, diversity, cohesion and integration within your proposal please go to **section 4**.
- Are not already considering the impact on equality, diversity, cohesion and integration within your proposal please go to **section 5**.

#### 4. Considering the impact on equality, diversity, cohesion and integration

If you can demonstrate you have considered how your proposals impact on equality, diversity, cohesion and integration you have carried out an impact assessment.

Please provide specific details for all three areas below (use the prompts for guidance).

- **How have you considered equality, diversity, cohesion and integration?**

The decision is predominantly about the future direction of the service in relation to a changing customer demand and although this will clearly have some impact on staff, it is likely to be minimal. The LVC will be maintained and still deliver its core services – a welcoming and orientation service for the council. The main change will be in terms of its precise location and the potential enhancement opportunities this brings.

LVC Staff are seconded to Leeds & Partners although financed from City Development; option 3 would also have an impact on staff in the Art Gallery Shop/Café.

Current LVC arrangements are based on a rota system which is likely to continue and this can be used to mitigate any particular working patterns e.g. child care or carer arrangements. It is not envisaged that the opening hours will be extended but should this change, the potential effect on staff will need to be managed accordingly.

Staff and TU representatives at the LVC, together with colleagues at L&P have all been consulted on the initial stages and are aware of the 3 broad options. Following briefings with Executive Members, formal consultation will be undertaken on the preferred choice.

All options remain in the city centre and to premises which are DDA compliant so this is not likely to be an issue for staff or the customers either in terms of building accessibility or an adverse impact on travel arrangements. The current proposal will actually seek to strengthen accessibility through enhancing the availability of self-service access channels in response to identified customer demands and predicted future trends.

It is intended to review the position further following the Executive Board decision but it is not anticipated that there will be any significant additional issues in this context. However, should the detail proposals identify that any element of resource reduction is likely, then a full Organisational Development EIA will be carried out including staff profiling for any services involved. Furthermore, in this situation, the normal council process will be followed which will include options for ELI, Talent Pool and Managing Workforce Change, effectively the same arrangements currently available for all staff.

- **Key findings**

It is fundamental to the review, that the service continues to provide its core services and consequently the decision to relocate is unlikely to have a positive or negative effect in these terms.

The service is currently accessible to all protected characteristics in equal measure and whichever option is decided by Executive Board, the position will not change.

Initial consultation with TU and staff together with Leeds and Partners has been carried out. Wider information has also been obtained from core cities and Visit England specifically relating to provision of information.

In this context the key trends identified strongly suggest that there is a need to enhance the way we currently provide information to address changes in customer's preferred method of contact. Briefly:-

- TIC audit 2012; trends over last 5 years – visitor numbers decreased 27%, face to face decreased 23%, telephone enquiries decreased 36%, accommodation bookings decreased 84% nationally
- LVC google analytics from Visit Leeds site - huge increase in hits 2012 – 2013 with 85% increase on new visitors, 135% increase on pages viewed and total visits increasing from c200k to over 1m.
- LCC web hits – currently 40-50% emanating from smart phones;

The proposed technological improvements are identified to address this current and future trend whilst also providing a further opportunity to enhance the perception of the service by visitors or citizens considering visiting, the city.

• **Actions**

The proposal includes a degree of service enhancement as a direct consequence of changing customer demands – effectively a movement towards more self-service than the more traditional 'desk based' reception. These proposals identify an opportunity to provide a more consistent approach to welcoming visitors at other council facilities and it is proposed that specific staff training and support will be provided in this context.

As part of the web redevelopment and provision of interactive services, the full range of accessibility requirements will also be considered to see where improvements can be made. Similarly, the provision of translation services will be considered.

**5. If you are *not* already considering the impact on equality, diversity, cohesion and integration you *will need to carry out an impact assessment*.**

Date to scope and plan your impact assessment:	
Date to complete your impact assessment	
Lead person for your impact assessment (Include name and job title)	

**6. Governance, ownership and approval**

Please state here who has approved the actions and outcomes of the screening

Name	Job title	Date
Tom Bridges	Chief Economic Development Officer	
<b>Date screening completed</b>		2 <sup>nd</sup> May 2014

**7. Publishing**

Though **all** key decisions are required to give due regard to equality the council **only** publishes those related to **Executive Board, Full Council, Key Delegated Decisions or a Significant Operational Decision.**

A copy of this equality screening should be attached as an appendix to the decision making report:

- Governance Services will publish those relating to Executive Board and Full Council.
- The appropriate directorate will publish those relating to Delegated Decisions and Significant Operational Decisions.
- A copy of all other equality screenings that are not to be published should be sent to [equalityteam@leeds.gov.uk](mailto:equalityteam@leeds.gov.uk) for record.

Complete the appropriate section below with the date the report and attached screening was sent:

For Executive Board or Full Council – sent to <b>Governance Services</b>	Date sent:
For Delegated Decisions or Significant Operational Decisions – sent to appropriate <b>Directorate</b>	Date sent:
All other decisions – sent to <a href="mailto:equalityteam@leeds.gov.uk">equalityteam@leeds.gov.uk</a>	Date sent: