



Equality Impact Assessment Record Form

Council Offices

Equality Impact Assessments

PS3 Council Offices, Cromer, Fakenham and North Walsham

Directorate	Service	Person responsible for the assessment	Date assessment completed
Resources	Property Services	Jill Fisher Ricky Wright	October 2009
Title of the facility being assessed	Council Offices		
The status of the facility	North Norfolk District Council has a head office at Holt Rd, Cromer and runs two other council offices, in North Walsham and Fakenham where the main tenants are the town councils. Fakenham Connect is a single point of access office with the County council Registrar's office, as well as Victory Housing Trust and a shared reception is funded by all parties.		
1. What are the aims, objectives and purposes of the policy?	<p>Council offices are required in order to provide Council services, and are therefore central in terms of customers who wish to access our services and staff and members. Policy covering this area is therefore covered by the draft Customer Services Strategy (due to be reviewed in Spring 2010) and by the various legislation covering public buildings, places of work under employment law as well as the Council's Equal Opportunities Policy (2001) and the Combined Equalities Strategy. The Equal Opportunities Policy states that one of our aims regarding service provision is 'to work towards making all our buildings, communications and services safe and accessible to everyone'.</p> <p>Although these policies cover wider aspects of customer service and employment, this assessment relates solely to access to the physical buildings maintained by Property Services.</p>		
2. Does the policy support other objectives of the council?	The Cromer Offices are the main way in which face to face customer services are provided and the functions of the Council are carried out from this building.		
3. Who is intended to benefit from the facility, and in what way?	Visiting members of the public, council staff, partners accessing meetings and elected members as well as contractors and other suppliers.		

4. What outcomes are anticipated from the facility	Provision of public services, support the democratic process, provision of a workplace, location for face-to-face customer enquires.				
5. Identify and select your assessment team.	Name		Role	Responsibilities	
	Jill Fisher Ricky Wright Estelle Bawden Sally Morgan		Corporate Asset Manager Facilities Manager Customer Services Manager Human Resources	Overallresponsibilityforproperties Facilities Management Customer Services	
6. What data have you gathered for this assessment? How have you analysed this data?	Source and Age of Data		Owner	Findings	Data Gaps
	Staff Survey Staff/Union/Manager health and Safety Walkabout results Comments from Staff Is there an access/DDA audit? Health and Safety Audits Letters of complaint		HR PS		Limited information from public visitors
7. Who are the main stakeholders of this policy?	Community		Staff/Members	Partners	
	Yes, all residents who visit the offices and who receive services provided from these offices.		Yes, as a workplace	As visitors to building	
8. Are there any concerns that the policy could	No	What evidence (actual data or assumptions) do you have to support this?			

<p>have a negative impact with regard to race and ethnicity?</p>		<p>There is no evidence to suggest that there are issues regarding race and ethnicity, particularly given the relatively small BME resident, staff and visitor population. Signage is only in English, but given the BME profile other languages are not considered necessary at this time. Intran is available on request. This issue is not currently monitored.</p>
<p>9. Are there any concerns that the policy could have a negative impact with regard to gender?</p>	<p>No</p>	<p>What evidence (actual data or assumptions) do you have to support this?</p> <p>Access is equally provided for both genders. At Cromer there is a child play area in reception, but no baby changing facilities in the public toilets. There is no evidence of concerns regarding gender impact, but this area is not monitored.</p>
<p>10. Are there any concerns that the policy could have a negative impact with regard to disability?</p>	<p>Yes</p>	<p>What evidence (actual data or assumptions) do you have to support this?</p> <p>Cromer Council offices Access for the Disabled has been considered and there is a lift to the first floor/council chamber. However the lift from the front entrance and to lower office areas, require assistance by an additional person and so the wheelchair user is not independent. However, in relation to the street-facing door, most wheelchair users are likely to access the building are likely to arrive by car, given the location of the offices. In relation to staff, there are currently no wheel-chair users employed and if required, reasonable adjustments would be made. There is reduced access around the building with doors, steps and limited width corridors. The Housing Reception has low desks for wheelchair users, but the main reception desk is higher, although this is being addressed by the remodelling managed by Customer Services. There is a hearing loop in the Council Chamber, but there have been criticisms of this system and it is not able to be used when Council is in private business. A replacement system is being investigated. There is a portable mobile hearing loops at reception which can be used as</p>

		<p>required.</p> <p>There are tactile signs for the blind/whose with visual impairment. Car parking – there are 3 disabled spaces adjacent to the main entrance and the car park area has recently been resigned and lined. There are dropped curbs at pedestrian refuge points and yellow lines for changes in levels.</p> <p>North Walsham Council Offices This building no longer provides District Council services, but is occupied by the Town Council and other tenants, who have members of the public visist. There is limited/reduced access around the building in relation to narrow corridors, and no lift to the first floor. There is no level access from the road/main entrance for wheelchair or buggy/pram users. A door release buzzer has been provided to improve security and enable assistance if required. There is no tactile signing for the visually impaired. or hearing loops. However the use of this building has changed since the Housing Trust has relocated. A review is required of the building given it 's revised tenancy arrangements.</p> <p>Fakenham Connect There is limited/reduced access around the building in relation to narrow corridors. There is no tactile signing for the visually impaired. There are no automatic doors. An access survey of the building is required, and will be undertaken as part of the action plan.</p>
<p>11.Are there any concerns that the policy could</p>	<p>Yes</p>	<p>What evidence (actual data or assumptions) do you have to support this?</p>

<p>have a negative impact with regard to age?</p>		<p>Issues relating to reduced mobility by the elderly Children – as identified under gender issues. Access from the front (pedestrian/road facing) door is difficult with a buggy/pram as there are 3 steps and doors to the entrance, but the lift could be used.</p>
<p>12.Are there any concerns that the policy could have a negative impact with regard to religion/belief?</p>	<p>No</p>	<p>What evidence (actual data or assumptions) do you have to support this? Although there are meeting rooms available for hire, there is no designated room for use for prayer or meditation. If there were staff with such a requirement, this would be provided.</p>
<p>13.Are there any concerns that the policy could have a negative impact with regard to sexual orientation?</p>	<p>No</p>	<p>What evidence (actual data or assumptions) do you have to support this? There is no evidence to suggest that there are issues regarding sexual orientation. This issue is not currently monitored.</p>
<p>14.Could the negative impact you have identified in questions 8 - 13 lead to the potential for adverse impact if the policy is implemented?</p> <p>Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group?</p> <p>Or any other reason?</p> <p>Can the impact be</p>	<p>No</p>	<p>A number of issues have been raised as part of this and previous assessments. A capital growth bid was identified to address some of the issues identified at the Cromer office in 2008, but this was put on hold, subject to the outcome of Local government Review, which may have meant redundancy or alternative uses for the building.</p> <p>Action Plan –</p> <ol style="list-style-type: none"> 1. Access Survey is required for North Walsham and Fakenham Offices 2. Review of access arrangements to be undertaken in conjunction with Customer Services.

<p>mitigated by existing means?</p> <p>If yes, what actions will you undertake to mitigate these impacts and revise the policy?</p>				
<p>15. Describe the arrangements for reporting and publishing this assessment.</p>				
<p>Has this assessment been undertaken by a minimum of two staff?</p>	<p>Yes</p>	<p>Has this assessment been scrutinised by your Directorate Steering Group?</p>	<p>Yes/No</p>	
<p>If the policy is new, or requires a decision by Councillors to revise, has this Equality Impact Assessment been included with the report?</p>			<p>Yes/No</p>	
<p>Have any actions identified in this assessment been included in your service equality and diversity plan?</p>			<p>Yes/No</p>	
<p>Completed by:</p>	<p>Jill Fisher</p>		<p>Signed off by:</p>	

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Produced by
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In partnership with
North Norfolk District Council
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