

## Summary

### EIA stage 1 – Screening assessment

#### PROJECT DETAILS

**Name of project or policy:** Access to Services Strategy

<b>Directorate</b>	<b>Senior Officer responsible for policy/service:</b>
Adults and Health	Dave Thompson
<b>Service:</b>	<b>Lead Officer responsible for EIA:</b>
Customers and Communities	Clare O'Regan
<b>Specific Service Area/Policy</b>	<b>Date of EIA (Stage 1</b>
Access to Services	7 <sup>th</sup> September 2021

#### **Brief outline of proposal and the overall aims/purpose of making this change:**

The current access to services strategy was agreed by Cabinet and published in 2017. In early 2021 the Council's Modern Organisation Board requested a complete refresh of the strategy. Although successful, the strategy needed a refresh and redesign as our citizens and communities' requirements have changed. This gave an opportunity to place a renewed focus on inequality, isolation and vulnerabilities and to offer an whole council systems approach, and to provide place based and holistic services for communities. This work has been undertaken and Cabinet endorsement is being sought for the new strategy. The 4 principles contained within the new strategy are designed to have a positive impact on inequalities, on isolation as well as health and care needs in our communities and the role Access plays in addressing these barriers. While the strategy has been developed during the covid 19 pandemic which has limited some options for engagement, it has been developed from an in-depth exploration of existing citizen and staff feedback, and considerable discussion of and advice on the draft principles that emerged from this work. The principles are:

- o Getting the basics right – Develop the design of service access, the language we use and understand what it means to people. Identify what people want to achieve and how they want us to help them get there.
- o Tackling access inequalities – using access to services to address inequalities, vulnerabilities and loneliness including cultural, digital, financial, and other barriers
- o Offering multiple contact points – We recognise that people want choice in how they connect with us and our communication will extend beyond the traditional channels to include our Community coordinators, social media, community buildings and more.
- o Working with people – Ensure regular reflection and improvements to our processes and arrangements by co-producing our services and how we deliver them with the people that access them, so that we are adaptable to meet needs and access to services is the best it can be.

## Assessment Summary

Theme	Proposal	impact	P+I	Mitigation	Evidence	M+E	2 <sup>nd</sup> stage required
Equalities	6	3.4	9.4	5	4	9	No
Environment		4.6	4.6	0	6	6	No

## Nature of Change

What is your proposal	Yes or No
To introduce a service, activity or policy (i.e. start doing something)	no
To remove a service, activity or policy (i.e. stop doing something)	no
To reduce a service or activity (i.e. do less of something)	no
To increase a service or activity (i.e. do more of something)	no
To change a service, activity or policy (i.e. redesign it)	yes
To start charging for (or increase the charge for) a service or activity (i.e. ask people to pay for or to pay more for something)	no

WHAT LEVEL OF IMPACT DO YOU THINK YOUR PROPOSAL WILL HAVE ON...		Level of Impact Please select from drop down
Kirklees <b>employees</b> within this service/directorate? (overall)		Positive
Kirklees <b>residents</b> living in a specific ward/local area?		Positive
Please tell us which area/ward will be affected:		all
<b>Residents</b> across Kirklees? (i.e. most/all local people)		Positive
Existing <b>service users</b> ?		

Each of the following <b>groups</b> ?  <i>(Think about how your proposal might affect, either positively or negatively, any individuals/communities. Please consider the impact for both employees and residents - within these protected characteristic groups).</i>			Please select from drop down
...age	What impact is there on Kirklees <b>employees</b> /internal working practices?		Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?		Positive
...disability	What impact is there on Kirklees <b>employees</b> /internal working practices?		Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?		Positive
...gender reassignment	What impact is there on Kirklees <b>employees</b> /internal working practices?		Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?		Positive
...marriage/ civil partnership	What impact is there on Kirklees <b>employees</b> /internal working practices?		Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?		Positive
...pregnancy & maternity	What impact is there on Kirklees <b>employees</b> /internal working practices?		Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?		Positive
...race	What impact is there on Kirklees <b>employees</b> /internal working practices?		Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?		Positive
...religion & belief	What impact is there on Kirklees <b>employees</b> /internal working practices?		Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?		Positive
...sex	What impact is there on Kirklees <b>employees</b> /internal working practices?		Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?		Positive
...sexual orientation	What impact is there on Kirklees <b>employees</b> /internal working practices?		Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?		Positive
...those in poverty or low-come	What impact is there on Kirklees <b>employees</b> /internal working practices?		Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?		Positive

...unpaid carers	What impact is there on Kirklees <b>employees</b> /internal working practices?	Neutral
	What impact is there on Kirklees <b>residents</b> /external service delivery?	Positive

WHAT LEVEL OF IMPACT DO YOU THINK YOUR PROPOSAL WILL HAVE ON...		Level of Impact
		Please select from drop down
Kirklees Council's <b>internal practices</b> ?		Positive
Lifestyles of <b>those who live and work in</b> Kirklees?		Neutral
<b>Practices of suppliers</b> to Kirklees council?		Neutral
<b>Practices of other partners</b> of Kirklees council?		Neutral
Each of the following <b>environmental themes</b> ? (Please select from the drop down list)		
	People	Partners
...clean air (including Climate Changing Gases)	Neutral	Neutral
	Score: 2	Score: 2
...Clean and plentiful water	Neutral	Neutral
	Score: 2	Score: 2
... Wildlife and habitats	Neutral	Neutral
	Score: 2	Score: 2
...Resilience to harm from environmental hazards	Neutral	Neutral
	Score: 2	Score: 2
... Sustainability and efficiency of use of resources from nature	Neutral	Neutral
	Score: 2	Score: 2
...Beauty, heritage and engagement with the natural environment	Neutral	Neutral
	Score: 2	Score: 2
... Resilience to the effects of climate change	Neutral	Neutral
	Score: 2	Score: 2
...Production, recycling or disposal of waste	Neutral	Neutral
	Score: 2	Score: 2
... Exposure to chemicals	Neutral	Neutral
	Score: 2	Score: 2

## HOW ARE YOU USING ADVICE AND EVIDENCE/INTELLIGENCE TO HELP YOU?

Please select YES or NO

### Equality Themes

Have you taken any **specialist advice** linked to your proposal? (Legal, HR etc)?

	...employees?	Yes
Do you have any <b>evidence/intelligence</b> to support your assessment (in section 2) of the impact of your proposal on...	...Kirklees residents?	Yes
	...service users?	Yes
	...any protected characteristic groups?	No

Please list your **equalities** evidence/intelligence here [you can include hyperlinks to files/research/websites]:  
 The following evidence has been drawn on, much of which highlights equalities issues and/or breaks down information by characteristics such as demographics, age, ethnicity:  
 Collaborate Place Based report  
 Findings of Place Based Working workshops, winter 2019  
 Finding from existing intelligence eg budget consultations  
 Council strategies eg Inclusion, Technology, Adults Vision, VCS

	Please select from drop down
To what extent do you feel you are able to mitigate any potential negative impact of your proposal outlined on the different groups of people?	TO SOME EXTENT
To what extent do you feel you have considered your Public Sector Equality Duty?	TO SOME EXTENT

### Environmental Themes

Have you taken any **specialist advice** linked to your proposal?

		No
Do you have any <b>evidence/intelligence</b> to support your assessment (in section 2) of the impact of your proposal on...	...Kirklees Council practices?	Yes
	...resident and worker lifestyles?	Yes
	...Practices of Supplier to Kirklees Council?	No
	...Practices of other Kirklees Council partners?	No

Please list your environmental evidence/intelligence here [you can include hyperlinks to files/research/websites]:  
 A number of pilot projects associated with the new access to services strategy test out, by their nature, environmental issues such as travel eg piloting place based customer service centres and looking at public access IT in libraries.

	Please select from drop down
To what extent do you feel you are able to mitigate any potential negative impact of your proposal on the environmental issues identified?	FULLY