

March 2016

**KENT COUNTY COUNCIL
EQUALITY ANALYSIS / IMPACT ASSESSMENT (EqIA)**

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Directorate: Strategic and Corporate Services

Name of policy, procedure, project or service

Implementation of Gateway service review outcomes (for Dover Gateway)

What is being assessed?

Re-locating the KCC services from Dover Gateway

Responsible Owner/ Senior Officer

Rebecca Spore

Date of Initial Screening

October 2015

Date of Full EqIA:

March 2016

March 2016
Screening Grid

Characteristic	Could this policy, procedure, project or service, or any proposed changes to it, affect this group less favourably than others in Kent? YES/NO If yes how?	Assessment of potential impact HIGH/ MEDIUM LOW/ NONE UNKNOWN		Provide details: a) Is internal action required? If yes what? b) Is further assessment required? If yes, why?	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO - Explain how good practice can promote equal opportunities
		Positive	Negative	Internal action must be included in Action Plan	If yes you must provide detail
Age	<p>YES</p> <p>1) The following KCC services (including commissioned services) are delivered from Dover Gateway and directly apply to the Age characteristic:</p> <p>Younger users</p> <ul style="list-style-type: none"> - Kent Supported Employment (2 * ½ days per week) <p>2) In addition Dover Gateway represents an outlet for face-to-face general enquiries, where the staff can help users to fill out forms, such as the Blue Badge application form, if needed. It is possible that, if KCC relocates its services elsewhere, some older customers may be affected by needing to make a further journey to another site to access other KCC services.</p>	Unknown	Low – with correct action in place	<p>a) YES</p> <p>Ensure that face to face services directly applicable to the Age characteristic can be re-provided from other buildings within Kent.</p> <p>Work with service leads to understand the requirements of these user groups, and ensure that suitable arrangements are in place to reflect the needs of the locality.</p> <p>Confirm that staff in the Dover Discovery Centre are able to help service users to complete forms if needed.</p> <p>b) YES</p> <p>Consult with service users on property options for services, and any wider impacts which have not been picked up, such as the suitability of locations for service users within the Age Characteristic. Proposed site is within the town centre, amenities and on local bus routes.</p>	<p>YES</p> <p>The proposed relocation is to the Dover Discovery Centre – from which a number of KCC services are already delivered. It is possible that older/ younger customers who utilise these services such as adult education will benefit from a reduced number of journeys by having KCC services located nearby/ together.</p> <p>Providing an option for the re-location of KCC services will allow service users to offer feedback on the proposed future location. It is possible by operating all services from one central and convenient location; it will avoid the need for multiple visits to different sites. The Dover Discovery Centre is within walking distance of the Gateway and therefore also near to local amenities such as supermarkets and banks, and easily accessed by bus and train.</p>

<p>Disability</p>	<p>YES</p> <p>1) The following KCC services (including commissioned services) are delivered from Dover Gateway and apply to the disability characteristic:</p> <p>Services for adults with learning disabilities:</p> <ul style="list-style-type: none"> - Life Choice Independent Living (3 * ½ days per week) <p>Services for other user groups, but frequently used by disabled customers:</p> <ul style="list-style-type: none"> - Kent Supported Employment (2 * ½ days per week) - Blue Badge Assessments (1 day per month) - Occupational Therapy Service (2 days per week) <p>Services for the deaf or hard of hearing;</p> <ul style="list-style-type: none"> - Hi Kent (1 day per month) <p>2) In addition Dover Gateway represents an outlet for face-to-face general enquiries, where the staff can help users to fill out forms, such as the Blue Badge application form, if needed. It is possible that, if KCC relocates its services elsewhere, some disabled customers may be affected by needing to make a further journey to another site to access other KCC services.</p> <p>There is currently an Occupational Therapy Suite in the Dover Gateway and the building is wheelchair accessible. There is a hearing loop at the main reception desk in the Gateway and also in the large training/meeting room at the back of the</p>	<p>Unknown</p>	<p>Low – with correct action in place</p>	<p>a) YES</p> <p>Ensure that face to face services directly applicable to the Disability characteristic can be re-provided from other buildings within Kent.</p> <p>Work with service leads to understand the requirements of these user groups, and ensure that suitable arrangements are in place to reflect the needs of the locality. Ensure that wheelchair accessible property options are included in consultation. Look at scope to increase nearby disabled parking of proposed site and potential to include hearing loops for deaf service users if they do not already exist.</p> <p>Confirm that staff in the Dover Discovery Centre are able to help service users to complete forms if needed.</p> <p>Continue to work internally with KCC to understand the possibility/ feasibility of an Occupational Therapy Suite being reprovided in the Discovery Centre.</p> <p>b) YES</p> <p>Consult with service users on property options for services, and any wider impacts which have not been picked up, such as the suitability of locations for service users within the disability characteristic. Proposed site is within the town centre, amenities</p>	<p>YES</p> <p>The proposed relocation is to the Dover Discovery Centre – where a number of KCC services are already delivered from. It is possible that disabled customers who utilise these services (such as adult education) will benefit from a reduced number of journeys by having KCC services located nearby/ together.</p> <p>Providing an option for the re-location of KCC services will allow service users to offer feedback on the proposed future location. It is possible by operating all services from one central and convenient location; it will avoid the need for multiple visits to different sites. The Dover Discovery Centre is within walking distance of the Gateway and therefore also near to local amenities such as supermarkets and banks, and easily accessed by bus and train.</p> <p>When looking at the options for re-locating the services currently provided from the Gateway, we are considering the possibility of installing hearing loops where this is not already provided in buildings. We are also considering quieter and private spaces/ rooms in the Discovery Centre for re-locating specific services too.</p>
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	<p>building.</p> <p>There are accessible parking spaces within the immediate vicinity of the Gateway for Blue Badge holders.</p>			and on local bus routes.	
Gender	None identified.	Unknown	Low	a) Needs to be picked up as part of consultation	<p>Yes</p> <p>Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users.</p>
Gender identity	None identified.	Unknown	Low	a) Needs to be picked up as part of the consultation	<p>Yes</p> <p>Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users.</p>
Race	None identified	Unknown	Low	a) Needs to be picked up as part of the consultation	<p>Yes</p> <p>Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users.</p>
Religion or belief	None identified.	Unknown	Low	a) Needs to be picked up as part of the consultation	<p>Yes</p> <p>Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users.</p>
Sexual orientation	None identified.	Unknown	Low	a) Needs to be picked up as part of the consultation	<p>Yes</p> <p>Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users.</p>

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<p>Pregnancy and maternity</p>	<p>YES There are baby changing facilities located in the Gateway.</p>	<p>Unknown</p>	<p>Low with correct action in place</p>	<p>YES a) Use consultation questionnaire to identify and capture the pregnancy and maternity characteristic. Consider the demand for and feasibility to equip additional locations with baby changing facilities.</p>	<p>Yes Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users. Look at scope to equip proposed location with baby changing facilities. We are not looking at re-locating any services which are directly applicable to pregnancy/ maternity, however the consultation questionnaire will look to capture this characteristic and identify any needs which haven't been identified.</p>
<p>Marriage and Civil Partnerships</p>	<p>None identified</p>	<p>Unknown</p>	<p>Low</p>	<p>a) Needs to be picked up as part of the consultation.</p>	<p>Yes Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users.</p>
<p>Carer's responsibilities</p>	<p>None identified</p>	<p>Unknown</p>	<p>Low</p>	<p>a) Needs to be picked up as part of the consultation</p>	<p>Yes Invite customers to offer feedback on the suitability of proposed location. It is possible that the proposals might be more suitable or convenient for service users.</p>

Part 1: INITIAL SCREENING

Proportionality - Based on the answers in the above screening grid what weighting would you ascribe to this function – see Risk Matrix

Low	Medium	High
Low relevance or Insufficient information/evidence to make a judgement.	Medium relevance or Insufficient information/evidence to make a Judgement.	High relevance to equality, /likely to have adverse impact on protected groups

Medium

Dover Gateway provides a face to face outlet for 9 KCC service or commissioned service drop in clinics: Health Trainer Service, Life Choice Independent Living, Occupational Therapy Service, Kent Supported Employment, Blue Badge Assessments, Community Wardens, Smoking Cessation, and Hi Kent (along with a number of Dover District Council services).

Whilst considerable effort has been taken to understand the needs and requirements of the user groups listed above and KCC has endeavoured to suggest a proposed site which meets these needs, this exercise alone does not provide sufficient information to make a decision. As there is no data recorded on the breakdown of these service users by protected characteristics, it is possible that re-locating the services listed above will have impacts on the protected characteristics which have not been identified.

In addition, customers can access general information about KCC services from Dover Gateway by speaking to the meet and greet staff. Again there is no data recorded on the breakdown of general enquiry transactions by protected characteristics. We could have used mosaic modelling to estimate the likely composition of KCC customers who access our services face to face, and cross reference this against the demographics of Dover; however this would be subject to some degree of generalisation and inaccuracy. In addition, there may be some specific attractions of Dover Gateway to people with protected characteristics, which cannot be captured by generalised modelling. Whilst the Dover Discovery Centre site is located near to the Dover Gateway, KCC will consult with the public to understand if there is any impact of this change or any accommodations which need be put in place.

To ensure customers are not negatively affected the following internal action is required;

- KCC service leads to distribute consultation documentation to service users
- Hold a 12 week public consultation on options to re-locate KCC services
- Provide customers, potential customers and stakeholders the opportunity to feedback on the proposals
- Engage directly with KCC services; commissioned and part commissioned partners in the Gateway to understand any unidentified impacts on their service users.

Context

In June 2009 Dover Gateway opened in Castle Street, Dover. The purpose of the Gateway is to offer public sector services in a town centre location. Some of these services can be accessed by customers through face to face clinics. The Gateway staff can also signpost customers to the most appropriate services that could help them with their enquiry regardless of where they are based.

The purpose of the Gateway is to create a more efficient approach to responding to the complex needs of customers. By bringing district and county services together physically, the Gateway aims to offer customers a range of services under one roof, enabling customers to see a number of different but related services at the same time.

Now, seven years on, it is time to consider whether this is the right location from which to provide KCC services. While the services that KCC provides will not change, it is possible that they could be accessed from the Dover Discovery Centre. In the future this would cut costs and help towards offsetting the unprecedented financial challenge that the Council faces.

Aims and Objectives

Our mission is to improve lives by ensuring every pound spent in Kent is delivering better outcomes for Kent's residents, communities and businesses. This has meant reviewing the services we provide, and where we provide them from to achieve the best value for KCC's customers.

We believe that keeping KCC services at Dover Gateway doesn't represent best value for money for KCC and our customers (please see 'Information and Data' section).

Should we decide to re-locate our services from the Gateway following this consultation, we would deliver our face to face services from the Dover Discovery Centre. This would ensure that anyone who uses the Gateway to meet with our staff for specific services and clinics will still be able to access these services face to face in the future. We will look at the best ways of communicating any changes to customers.

The public consultation will consider our proposals for re-locating the KCC services and commissioned services currently delivered from Dover Gateway. This will run for 12 weeks from the 21st March 2016.

Beneficiaries

The main beneficiaries are:

- Kent County Council customers

We will consult with customers to understand, whether the alternative location is suitable for them, in addition to any negative impacts from our proposals.

Information and Data

Service (KCC or commissioned by KCC)

KCC has used the transactional data from Dover Gateway which dictates the number of enquiries by service each year. This data shows a breakdown of each partner's services which are provided from Dover Gateway, and the number of enquiries that were logged for each service each year.

The data showed that:

- Out of 37,859 recorded visits to the Gateway between January and December 2015, 84% of these were for DDC services and 5% was for other partner services.
- However, during this period only 11% of transactions – 3,929 visits - were to access KCC services or those services which we commission or partly fund. The reason for the low number of transactions is currently unknown, but it is anticipated that this will be identified during the consultation process.

The Gateway services are as follows:

Service (KCC or commissioned by KCC)	Dover District Council Services	Voluntary and Community Sector Services
KCC General Enquiry	General enquiries	Victim Support
Health Trainer Service	Parking	Citizens Advice
Life Choice Independent Living	Council tax and Business Rates	Probation Service
Occupational Therapy Service	Benefits	
Kent Supported Employment	Housing	
Blue Badge Assessments	Waste	
Community Wardens	Planning	
Smoking Cessation	Environmental Health & Crime	
Hi Kent	East Kent Housing	
	Kent Home Choice	
	Licensing	

The number of enquiries for each service provided from KCC is not recorded, and this data does not include statistics against protected characteristics as statistics for this are also not recorded.

We will look to capture the demographics for the population of the service users of Dover Gateway during the public consultation. We will achieve this through issuing a questionnaire with the consultation document. This will include known service users and those participating in the consultation. This will be taken into consideration when making the decision on whether to re-locate KCC services from Dover Gateway.

Involvement and Engagement

- Public consultation on Dover Gateway is due to start on 21 March 2016. This is scheduled to run for 12 weeks until 12 June 2016.
- Public consultation information to include proposals for re-locating KCC services and commissioned services currently delivered from Dover Gateway, and any potential implications arising from this.
- Questionnaire to be issued with consultation material
- Public consultation material to be displayed in Dover Gateway, along with exhibition banner
- Service leads to be issued consultation material to distribute to service users
- Public consultation will include 5 drop in sessions where KCC staff will be in the Gateway to answer questions on the following dates:

Date	Time
Friday 1 April	10.30am to 12.30pm
Monday 18 April	2pm to 4pm
Tuesday 3 May	10.30am to 12.30pm
Wednesday 18 May	10.30am to 12.30pm
Thursday 2 June	2pm to 4pm

- All information to be included on the Consultation Directory
- The Equality Impact Assessment to be shared as part of the consultation documentation
- The Equality Impact Assessment to be amended and reviewed following the consultation, to show actions arising from feedback
- Easy Read version of consultation document and questionnaire available
- Consultation documentation available in other formats or languages on request
- Microsoft Word versions of consultation material available to ensure that documentation is accessible to consultees using audio transcription software
- Engagement sessions with DDC and partly commissioned partners in the Gateway in advance of the public consultation.

Potential Impact

The results of the initial screening/ full impact analysis indicate that there are potential positive and adverse impacts from the proposals. Therefore a 12 week consultation will be undertaken to fully understand the potential impact and help to understand how to mitigate any adverse impact.

Adverse Impact:

Without mitigating action, it is possible that there could be adverse impacts with specific regards to age and disability as there are a number of services delivered from Dover Gateway which may be directly applicable to, or utilised by these groups. These services include Kent Supported Employment, Life Choice Independent Living, Occupational Therapy Service, Blue Badge Assessments and Hi Kent. The proposals for re-location will be outlined in the consultation document and we welcome feedback from customers on the suitability of this.

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In addition it is possible that, if KCC relocates its services elsewhere, customers may be affected by needing to make separate journey – one to access KCC services, and the other to access DDC services. Although the proposed relocation is within close proximity to the Gateway this could still adversely impact older or disabled customers.

Any additional potential adverse impacts on other protected characteristics should be picked up during the consultation process.

Positive Impact:

The proposed relocation is to the Dover Discovery Centre – which a number of KCC services are already delivered from. It is possible that customers who utilise these services (such as libraries or adult education) will benefit from a reduced number of journeys by having KCC services located nearby/ together. As with the Gateway, Dover Discovery Centre is located conveniently within the town centre, which is local to amenities such as supermarkets and banks, and is easily accessible by bus train.

JUDGEMENT

Option 1 – Screening Sufficient **NO**

Justification: Further work needs to be undertaken to consult with customers who will be affected by these changes.

Option 2 – Internal Action Required **YES**

We will be consulting with customers, partners and staff to understand which particular customer groups may be adversely impacted by the changes. This will inform the final decision.

Option 3 – Full Impact Assessment **YES**

A full impact assessment will need to be undertaken as the policy has a potential to affect residents with particular protected characteristics.

This will be done after the consultation and prior to a Key Decision being made.

We want to ensure that the re-locating of our services from Dover Gateway, would not adversely impact any groups which have protected characteristics.

We have begun to populate the Action Plan below; this document will remain a live and will be added to as it is shared with partners, staff and members of the public.

The full impact assessment will be completed once more is known about the possible impact to protected characteristics.

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Action Plan

Please see the action plan on the following page for details of how the issues raised in the judgement above will be dealt with.

Monitoring and Review

The action plan demonstrates how the issues identified will be undertaken. This document will be monitored and reviewed throughout the public consultation and afterwards. This assessment will be updated to reflect unidentified issues arising from the proposals.

Sign Off

I have noted the content of the equality impact assessment and agree the actions to mitigate the adverse impact(s) that have been identified.

Senior Officer

Signed: _____ Name: _____

Job Title: _____ Date: _____

DMT Member

Signed: _____ Name: _____

Job Title: _____ Date _____

Equality Impact Assessment Action Plan

**What to happen to find out the impact on people identified (e.g. protected characteristics. Find out impact on third sector partners.)
not many transactions online**

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications
Age	<p>1) No Gateway data available on the number of customers accessing services with protected characteristic</p> <p>2) A number of services in the Gateway are directly applicable to older or younger users.</p> <p>3) Users with the Age Characteristic may be more likely to need or ask for help in completing Blue Badge application forms.</p> <p>4) Some customers who utilise DDC Gateway services and KCC services may be affected by needing to make separate journeys to different sites if KCC relocates.</p>	<p>1) Consultation questionnaire used to capture the number of customers accessing services with protected characteristics</p> <p>2) Worked with service leads to understand re-location requirements of service users. Worked with property colleagues to identify re-location options to meet specified requirements (inc. close to public transport routes and local amenities)</p> <p>3) Confirmed that staff in another location can assist service users in completing Blue Badge Application forms if needed, but unconfirmed that there is the facility to assist in the completion of blue badge applications within the service users home</p> <p>4) Held a public consultation with proposals for future service re-location - KCC staff held 5 drop in sessions in the Gateway to answer any questions and note any concerns.</p>	<p>1) Statistical data to ascertain the volume of customers that are accessing services with protected characteristics</p> <p>2) Property re-location option proposed, which meets the identified needs of service users as advised by service leads and are close to local amenities/ public transport routes. Consultation feedback on property options and engagement with non-KCC partner organisations in Gateway to capture any unidentified issues.</p> <p>3) Confirmation that reception staff in the Dover Discovery Centre can and do currently assist customers to complete Blue Badge Applications forms (in addition to assisting with general enquiries /</p>	Jodie Rose	March 2016 – July 2016	<p>1) Included in consultation costs circa. £2,000</p> <p>2) Staff time in identifying property options. Possible cost of necessary adaptations if identified as part of consultation (currently unknown)</p> <p>3) Possible cost to Discovery Centre staff time in assisting with completing Blue Badge Applications if needed.</p>

		- Engaged with KCC part commissioned voluntary partner organisations in Gateway Hi Kent, to identify any potential issues on their service users within the Age characteristic.	signposting) and that there is the facility to assist with completion of blue badge applications at service users homes			
Disability	<p>1) No Gateway data available on the number of customers accessing services with protected characteristics</p> <p>2) A number of services in the Gateway are directly applicable to users with disability characteristic.</p> <p>3) Requirement of property re-location options being accessible</p> <p>4) Possible requirement for additional disabled parking spaces needed</p> <p>5) Users with disability characteristic may be more likely to need or</p>	<p>1) Made use of the consultation questionnaire to capture number of customers accessing services with protected characteristics.</p> <p>2) Worked with service leads to understand the re-location requirements of service users. Worked with property colleagues to identify re-location options to meet specified requirements and ensure services continue.</p> <p>3) Reviewed the accessibility of the proposed site prior to public consultation - Held public consultation with proposal for future service re-location - Included EQIA question as part of consultation to pick up any additional accessibility concerns / feedback. - KCC staff held 5 drop in sessions in the Gateway to answer any questions and note any concerns.</p>	<p>1) Statistical data to ascertain the volume of customers that are accessing services with protected characteristics</p> <p>2) Property re-location options proposed which meet identified needs of service users as advised by service leads. Consultation feedback on property options to capture any unidentified issues.</p> <p>3) Accessible buildings proposed in service re-location options as part of consultation.</p> <p>4) Confirmation that reception staff at the Dover Discovery Centre Library can and do currently assist customers to complete Blue Badge Applications forms (in addition to assisting</p>	Jodie Rose	March 2016 – July 2016	<p>1) Included in consultation costs circa. £2,000</p> <p>2) Staff time in identifying property options.</p> <p>3) Possible cost of necessary adaptations if identified as part of consultation (currently unknown)</p> <p>4) Possible cost to Library Reception Staff Time in assisting with completing Blue Badge Applications if needed, however only small number of enquiries in 2014. Likely that this will be absorbed by normal capacity.</p> <p>5) Possible cost of parking additional Blue Badge spaces if</p>

	<p>ask for help in completing Blue Badge application forms.</p> <p>6) Service users with disabled characteristic may face barriers in completing usual consultation documentation.</p> <p>7) There is currently a changing space in the Gateway; possible requirement for a changing space at the proposed location</p> <p>8) Possible requirement for hearing loop system at the proposed location</p>	<p>- Engaged with Hi Kent, KCC part commissioned partner organisations in Gateway to identify any potential issues on their service users within the disabled characteristic.</p> <p>4) Included a question in the consultation document asking service users how they get to Gateway – to capture whether additional Blue Badge parking spaces are needed in the proposed location.</p> <p>5) Confirmed that staff in the proposed location can assist service users in completing Blue Badge Application forms if needed, but unconfirmed that there is the facility to assist in the completion of blue badge applications within the service users home</p> <p>6). Produced an easy read version of consultation document. -Provided contact address and phone number for alternative formats of consultation material -Briefed Gateways staff (KCC and DDC) in advance of the consultation to provide support in completing consultation material</p> <p>7) Ongoing review of the feasibility</p>	<p>with general enquiries / signposting) and that there is the facility to assist with completion of blue badge applications at service users homes</p> <p>5) Idea of Blue Badge requirements at alternative site understood</p> <p>6) Reduced barriers to participating in consultation.</p>			<p>required</p> <p>6) Staff time in assessing feasibility of changing place if KCC relocates from Gateway, plus any implementation costs if approved</p>
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		<p>to introduce an Occupational Therapy Suite at the proposed site if KCC relocates from the Gateway</p> <p>8) Looked at the feasibility of introducing a hearing loop system at the proposed site if KCC relocates from the Gateway and if required</p>				
Pregnancy / Maternity	<p>1) No Gateway data available on the number of customers accessing services with protected characteristics</p> <p>2) There are baby changing facilities location in the Gateway</p>	<p>1) Used a consultation questionnaire to capture number of customers accessing services with protected characteristics</p> <p>2) Held a public consultation to capture any unidentified issues on pregnancy/ maternity characteristic</p> <p>2) Ongoing review of the feasibility to introduce/ upgrade baby changing facilities into proposed site if KCC relocates from the Gateway and if required</p>	<p>1) Statistical data to ascertain the volume of customers that are accessing services with protected characteristics</p> <p>2) Consultation feedback on proposals to capture any unidentified issues.</p>	Jodie Rose	March 2016 – July 2016	<p>1) Included in consultation costs circa. £2,000</p> <p>2) Staff time in assessing feasibility of baby changing if KCC relocates</p>
Race	<p>1) No Gateway data available on the number of customers accessing services with protected characteristics</p>	<p>1) Used a consultation questionnaire to capture number of customers accessing services with protected characteristics</p> <p>2) Provided contact address and phone number for alternative formats of consultation material</p> <p>3) Held a public consultation to capture any unidentified issues on</p>	<p>1) Statistical data to ascertain the volume of customers that are accessing services with protected characteristics</p> <p>2) Consultation feedback on proposals to capture any unidentified issues.</p>	Jodie Rose	March 2016 – July 2016	<p>1) Included in consultation costs circa. £2,000</p>

		the race characteristic				
Gender Identity	1) No Gateway data available on the number of customers accessing services with protected characteristics	1) Used a consultation questionnaire to capture number of customers accessing services with protected characteristics 2) Held a public consultation to capture any unidentified issues on the gender identity characteristic	1) Statistical data to ascertain the volume of customers that are accessing services with protected characteristics 2) Consultation feedback on proposals to capture any unidentified issues.	Jodie Rose	March 2016 – July 2016	1) Included in consultation costs circa. £2,000 2) Included in consultation costs circa. £2,000
Religion	1) No Gateway data available on the number of customers accessing services with protected characteristics	1) Used a consultation questionnaire to capture number of customers accessing services with protected characteristics 2) Held a public consultation to capture any unidentified issues on the religion characteristic	1) Statistical data to ascertain the volume of customers that are accessing services with protected characteristics 2) Consultation feedback on proposals to capture any unidentified issues.	Jodie Rose	March 2016 – July 2016	1) Included in consultation costs circa. £2,000 2) Included in consultation costs circa. £2,000
Sexual Orientation	- No Gateway data available on the number of customers accessing services with protected characteristics	1) Used a consultation questionnaire to capture number of customers accessing services with protected characteristics 2) Held a public consultation to capture any unidentified issues on the sexual orientation characteristic	1) Statistical data to ascertain the volume of customers that are accessing services with protected characteristics 2) Consultation feedback on proposals to capture any unidentified issues.	Jodie Rose	March 2016 – July 2016	1) Included in consultation costs circa. £2,000 2) Included in consultation costs circa. £2,000
Carers	1) No Gateway data available on the	1) Used a consultation questionnaire to capture number of customers	1) Statistical data to ascertain the volume of	Jodie Rose	March 2016 – July 2016	1) Included in consultation costs

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	number of customers accessing services with protected characteristic	accessing services with protected characteristics 2) Held a public consultation to capture any unidentified issues on the carers characteristic	customers that are accessing services with protected characteristics 2) Consultation feedback on proposals to capture any unidentified issues.			circa. £2,000 2) Included in consultation costs circa. £2,000
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