

Dacorum BC Equality Impact Assessment (EIA) Template

Policy / Service / Decision

Hemel Hempstead Shopmobility Service

Description of what is being impact assessed

What are the aims of the service, proposal, project? What outcomes do you want to achieve? What are the reasons for the proposal or change? Do you need to reference/consider any related projects?

Stakeholders: Who will be affected? Which protected characteristics is it most relevant to? Consider the public, service users, partners, staff, Members, etc

It is advisable to involve at least one colleague in the preparation of the assessment, dependent on likely level of impact

Background Information

The Hemel Hempstead Shopmobility scheme has been operating from Level A of the Blue Car Park in the Marlowes Shopping Centre since 1992. Originally managed and operated by Dacorum Borough Council, Community Action Dacorum (CAD) has been delivering the service since May 2006.

Hours of Operation

Shopmobility service hours of operation are Monday, Wednesday, Thursday & Friday - 10.00 - 16.00.

Equipment

The service provides a range of vehicles for use by its members/users, these comprise:

- 32 Scooters of various sizes and capacity, 2 Electric wheelchairs, 20 Manual wheelchairs

The Service Core Objectives

- 1 – To enable those (residents and visitors) with long and short-term mobility issues to maintain/regain their independence.
- 2 – To give everyone equal access to town centre services and activities.
- 3 – To reduce social isolation and improve health and wellbeing of residents.
- 4 – To promote accessibility for all.

The intention is to award a new Service Level Agreement (SLA) to CAD to operate and manage the Service on behalf of Dacorum Borough Council from 1 April 2025 and therefore a new EIA has been undertaken.

Evidence

What data/information have you used to assess how this policy/service/decision might impact on protected groups?

(include relevant national/local data, research, monitoring information, service user feedback, complaints, audits, consultations, EIAs from other projects or other local authorities, etc.). You should include such information in a proportionate manner to reflect the level of impact of the policy/service/decision.

- Review of the Dacorum Shopmobility Service: March - October 2024 e.g. Other charities and organisations who deliver a similar service in Hertfordshire and our near neighbouring local authorities in Harrow LBC and Buckinghamshire Councils.

Review Headline Findings

- Post covid 19 recovery - The decrease in demand for the service had a financial impact and CAD experienced a decline in revenue, at a time when some of their costs increased due to those associated with the need to implement additional safety measures.
- CAD undertook a review of how the service was being used and the demand on different days and agreed to change their service delivery model moving from opening on 6 days per week to 4 days per week with the service being delivered the service has remained at 4 days per week with one member of staff reducing their working hours.
- CAD's aim is to gradually expand to normal operations as their numbers increase so that they can transition back to full capacity
- The review has identified that there is not a national organisation such as Everyone Active in the leisure or Biffa in the waste sectors, or a franchise structure regarding the shopmobility sector.

Partnership Meeting Arrangements

- Usage statistics and membership questionnaire and survey (via regular partnership meeting notes and 2023 - AGM report), Key Performance Indicators (KPI's) and case studies supplied by Community Action Dacorum (CAD) who manage and operate the service on behalf of Dacorum Borough Council.

Current Levels of Usage

- At present an average 49 uses of the service on a weekly basis (2,518 users in 2023/24 /51 weeks). The usage in 2019 – 2020, at its height the Hemel scheme 146 people were using the service on a weekly basis.

Next Steps

- CAD are in the process of designing new signage plus creating a new marketing and communication plan which will help raise the awareness and to promote the shopmobility service in the shopping centre, Hemel Hempstead high street and wider town centre to try and encourage greater take up of the service to pre-covid usage numbers.

Who have you consulted with to assess possible impact on protected groups? *If you have not consulted other people, please explain why? You should include such information in a proportionate manner to reflect the level of impact of the policy/service/decision.*

No formal consultation process has taken place with the identified protected groups; however, CAD undertake regular feedback and user satisfaction (informal and formal) with shopmobility users and members. The majority of the agreed performance indicators for the shopmobility service focus on outcomes for the users, what they think of the service, how the service supports them to have improved access to town centre facilities and how it contributes to their overall health and wellbeing.

Survey Results - June 2023

- 82% of people stated they ‘Strongly Agree’ – that using Shopmobility helps me get out and about and feel more connected with the local community
- 87% of people stated they ‘Strongly Agree’ – that Shopmobility helps me access town centre facilities easily
- 87% of people stated they ‘Strongly Agree’ – that Using Shopmobility improves my quality of life

The Council and CAD are responsible for ensuring they do not discriminate against protected characteristics within a community or any other setting.

The Council’s appointed partner (CAD) has an Open Access policy to ensure that all sections of the community are able to access the Dacorum shopmobility service.

By agreeing to a new Service Level Agreement (SLA) with CAD to operate and deliver the shopmobility service, this will enable access to all sections of the local community alongside those people who are non-residents of Dacorum Borough Council.

Analysis of impact on protected groups (and others)

The Public Sector Equality Duty requires Dacorum BC to eliminate discrimination, advance equality of opportunity and foster good relations with protected groups. Consider how this policy/service/decision will achieve these aims. Using the table below, detail what considerations and potential impacts against each of these using the evidence that you have collated and your own understanding. Based on this information, make an assessment of the likely outcome, **before** you have implemented any mitigation.

- The PCs of *Marriage and Civil Partnership* and *Pregnancy and Maternity* should be added if their inclusion is relevant for impact assessment.
- Use “insert below” menu layout option to insert extra rows where relevant (e.g. extra rows for different impairments within Disability).

Protected group	Summary of impact <i>What do you know? What do people tell you? Summary of data and feedback about service users and the wider community/ public. Who uses / will use the service? Who doesn't / can't and why? Feedback/complaints?</i>	Negative impact / outcome	Neutral impact / outcome	Positive impact / outcome
Age	<p>The user evidence of the shopmobility service identifies that many members/users are predominantly older adults.</p> <p>That the members/users have a variety of mobility issues or are registered disabled or have a long-term illness.</p> <p>Therefore, the provision of the shopmobility service will have a positive impact on their ability to access the town centre, high street and continue to live an independent lifestyle.</p> <p>CAD and DBC operate an open access policy therefore all sections of the community can use the shopmobility service regarding of their protected characteristic.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Disability (physical, intellectual, mental) <i>Refer to CIA Guidance Notes and Mental Illness & Learning Disability Guide</i>	As above	□	□	☒
Gender reassignment	There is no negative impact on the protected group – the open access policy from CAD and DBC policies.	□	□	☒
Race and ethnicity	There is no negative impact on the protected group – the open access policy from CAD and DBC policies.	□	□	☒
Religion or belief	There is no negative impact on the protected group – the open access policy from CAD and DBC policies.	□	□	☒
Sex	There is no negative impact on the protected group – the open access policy from CAD and DBC policies.	□	□	☒
Sexual orientation	There is no negative impact on the protected group – the open access policy from CAD and DBC policies.	□	□	☒

<p>Not protected characteristics but consider other factors, e.g. carers, care leavers, veterans, homeless, low income, loneliness, rurality etc.</p>	<p>There is no negative impact on the not protected groups – the open access policy from CAD and DBC policies.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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Negative impacts / outcomes action plan

Where you have ascertained that there will potentially be negative impacts / outcomes, you are required to mitigate the impact of these. Please detail below the actions that you intend to take.

<p>Action to be taken <i>(copy & paste the negative impact / outcome then detail action)</i></p>	<p>Date</p>	<p>Person responsible</p>	<p>Action complete</p>
<p>Once the new SLA has been approved in 2025, DBC and CAD will continue to promote the Shopmobility service to people who live, work and study in the borough.</p> <p>CAD will also capture the user statistics and demographic information.</p> <p>CAD has been awarded a grant via the Dacorum Shared Prosperity Fund to produce and design new signage promoting the shopmobility in the shopping centre, Hemel Hempstead high street and wider town centre.</p>	<p>Select date</p>	<p>Christopher Fennell</p>	<p style="text-align: center;"><input type="checkbox"/></p>

	Select date		<input type="checkbox"/>
If negative impacts / outcomes remain, please provide an explanation below.			
N/A			
Completed by (all involved in EIA)	Chris Fennell - Head of Communities and Leisure		
Date	25/11/2024		
Signed off by <i>(AD from different Directorate if being presented to SLT / Cabinet)</i>	Matt Rawdon (AD – People)		
Date	26/11/2024		
Entered onto EIA database - date	TBC'd		
To be reviewed by (officer name)	Chris Fennell - Head of Communities and Leisure		
Review date	25/01/2025		