

Impact Assessment - First Stage

1. Details of the initiative

Initiative description and summary: Review of Customer Services and Cash Desk provision in Civics
Service Area: Digital Services / Finance
Directorate: Chief Execs

2. Does the initiative affect:

	Yes	No
Service users	X	
Staff	X	
Wider community		X
Internal administrative process only		X

3. Does the initiative impact on people because of their:

	Yes	No	None/ Negligible	Don't Know	Impact H/M/L	Reasons for your decision (including evidence)/How might it impact?
Age	X				L	<p>Although citizens have adopted alternative means of engaging with the Council during the pandemic, re-opening of customer services in Civic buildings will provide citizens with a face-to-face option.</p> <p>At the time of completing this first stage assessment, the potential impact of re-opening customer services is unknown. However, this will be kept under review and opportunities will be taken to collect evidence to assess any impact (positive / negative / neutral) and to assess if any changes to service delivery / options are required.</p>
Disability	X				L	
Gender Reassignment	X				L	
Marriage/Civil Partnership	X				L	
Pregnancy/Maternity	X				L	
Race	X				L	
Religion/Belief	X				L	
Sex	X				L	
Sexual orientation	X				L	

4. Does the initiative impact on:

	Yes	No	None/ Negligible	Don't know	Impact H/M/L	Reasons for your decision (including evidence used) / How might it impact?
People's opportunities to use the Welsh language		X				No impact
Treating the Welsh language no less favourably than English		X				No impact

5. Does the initiative impact on biodiversity:

	Yes	No	None/ Negligible	Don't know	Impact H/M/L	Reasons for your decision (including evidence) / How might it impact?
To maintain and enhance biodiversity		X				No impact
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.		X				No impact

6. Does the initiative embrace the sustainable development principle (5 ways of working):

	Yes	No	Details
Long term - how the initiative supports the long term well-being of people	X		Customer Services provides a vital 'front door' to the council services, ensuring customers who need support are appropriately signposted to the services they need.
Integration - how the initiative impacts upon our wellbeing objectives	X		Customer Services provides a vital 'front door' to the council services, ensuring customers who need support are appropriately signposted to the services they need.
Involvement - how people have been involved in developing the initiative	X		Full engagement with Customer Services and Cash Desk staff, ongoing review of service to ensure is meeting customer needs.
Collaboration - how we have worked with other services/organisations to find shared sustainable solutions	X		Alternative options for payments has been arranged with other agencies
Prevention - how the initiative will prevent problems occurring or getting worse	X		Continuing to provide Customer Service support to those who require it.

7. Declaration - based on above assessment (tick as appropriate):

A full impact assessment (second stage) is not required	X
Reasons for this conclusion	
<p>The Customer Service function will continue to operate in a similar manner to pre-pandemic, providing direct support to any customers who require it. In terms of the cash desk function, during the pandemic customers have used the alternative payment channels that have been made available. The service provision will be kept under review and adjusted as required.</p>	
A full impact assessment (second stage) is required	
Reasons for this conclusion	

	Name	Position	Signature	Date
Completed by				
Signed off by	Chris Owen / Huw Jones	Head of Service/Director		28/01/22