

Working together to create a borough of opportunity
Predictive Equality Impact Assessment (PEIA)
FOR ALL COUNCIL DECISIONS ONLY



Title of report or proposal:

Blue Badge and Freedom Pass Team – re-location of service

Describe in full the aims, objectives and purpose of the proposal, including desired outcomes:

The Blue Badge and Freedom Pass service were moved from 145 King Street to Room 31, Hammersmith Town Hall in October 2007. This was an interim move to allow the building work to be carried out on 145 King Street for the new Community Support Centre.

The Blue Badge and Freedom Pass Service transferred to Residents Services, as part of the Resident's Direct division in April 2007. The division was created to bring together key transactional services within the Council, with the aim of locating them together to offer a single point of contact for residents of the borough.

The new H&F direct centre was created in April 2008, bringing together Local Taxation, Benefits, Parking Permits and the Cashiers service. The Blue Badge and Freedom Pass service move was delayed due to the 2008 Freedom Pass renewal, allowing time to process the additional workload generated during the process.

The Freedom Pass renewal process is now complete and the Blue Badge and Freedom Pass service are able to move into the H&F direct centre, this will allow the realisation of the strategic objective of improving services for residents and reducing costs.

Department:

Finance and Corporate Services

Form and report MUST be checked and countersigned by the Principal Corporate Projects Officer (Organisational Development)

Officer Responsible: ***(to be completed by the report author)***

Natalie Luck

(Signature, Print Name, Contact Number and Email Address)

Principal Policy Officer: ***(to be completed by the Principal Corporate Projects Officer (OD))***

Signed off by Ammara Khan at on **10:19** Email ammara.khan@lbhf.gov.uk Tel 020 8753 3430

PLEASE ANSWER THE FOLLOWING QUESTIONS:

1. Who are the main people that this decision will affect?

Residents of the borough accessing the Blue Badge and Freedom Pass service

2. Identify the risks that could prevent the planned outcomes

3. Could the proposal have a positive impact on **a) race b) disability c) gender d) sexual orientation e) age f) belief system groups**? (Please provide evidence e.g. user feedback, complaints, monitoring?)

a) b) c) d) e) f) The move will positively impact all groups as the service will be offered in a bright, modern, comfortable environment. Customers will be able to access the Council Tax, Benefits, Cashiers, Parking Permits, Blue Badge and Freedom Pass service all in one location, preventing unnecessary travel and reducing the number of repeat visits to the Council. The current location while on the ground floor is difficult to access due to 3 sets of heavy doors between the main Town Hall reception and the Blue Badge/Freedom Pass office. It is also a long

walk from the front of the building, the new 1st floor accommodation is accessed via automatic doors and a lift, or alternatively an escalator, it is located significantly nearer to the street with a shorter distance for customers to travel to the reception. There are no heavy doors to pass through and the reception area is large and spacious, with accessible reception desks and an accessible toilet.

4. Could the proposal have a negative impact on a) race b) disability c) gender d) sexual orientation e) age f) belief system groups? (Please provide evidence e.g. user feedback, complaints, monitoring,?)

b) There are some customers of the Blue Badge and Freedom Pass service who may be negatively impacted by the location of the service on the first floor of the building. Customers who use large motorbility scooters will not be able to get into the lift. There are also some customers who experience difficulty with enclosed spaces, or suffer from vertigo. These customers will have difficulty using the escalator or the lift.

The H&F direct security and reception staff are aware of the issues that may present themselves and will direct anyone who is unable to use the lift or escalators to the main town hall reception. When at the reception they will be asked to telephone the Blue Badge/Freedom Pass team and discuss the reason for their visit. One of the team will then go down to the main town hall reception and see the customer there, equipped with the necessary information to deal with their visit.

New signs have been ordered to ensure that the lift is clearly visible to visitors and an additional facility to allow access at the ground floor via the lift has been commissioned. This will mean that both reception points on the 1st floor will be able to hear the door buzzer and view the person wanting access. They will be able to speak to the person and let them in. This is to address the issue of the buzzer for lift access occasionally not being answered.

5. Can any negative impact of the decision be justified?

The current location of the Blue Badge and Freedom Pass service is temporary and not suitable given that the waiting area is narrow and uncomfortable, and the distance from the street with heavy doors is also very difficult for those with severe mobility problems.

The move of the Blue Badge and Freedom Pass team is essential for the Councils Corporate accommodation strategy to be implemented, allowing cost savings to be realised.

6. If you have undertaken any internal/ external research or consultation(s) please list these below:

The Customer Access strategy based on research of 2005/6 helped to direct the H&F direct Programme in terms of what services our customer base accessed and how they want to access these services.

The H&F Direct Programme, inc. the creation of a new centre was signed off in the Cabinet paper of Feb 2007.

The designs for the new centre were shared with interest groups for comment along with those of the new Community Support Centre.

7. Do you need to undertake any further consultation? If so, what and with whom?

None

PLEASE EMAIL COMPLETED FORM TO PEIA@lbhf.gov.uk

Contact: Ammara Khan, 020 8753 3430
Finance & Coporate Services
London Borough of Hammersmith & Fulham