

Customer Access Review – Full Assessment

Before completing this Full Assessment, please read the [Guidance Note](#) on Customer Access Reviews.
Initial Screening is required before completion of a Full Assessment.

Assessment details	
Assessment area	White Ribbon Action Plan
Date of assessment	22 June 2023
Directorate and Service	Growth and Community
Manager	Caroline Hicks
Officer conducting assessment	Caroline Hicks
Step 1: Scoping the assessment	
1. What are the aims and objectives of the activity or proposal?	<p>White Ribbon is the UK’s leading charity engaging men and boys to end violence against women and girls.</p> <p>Their mission is to prevent violence against women and girls by addressing its root causes. Their aim is to change long established, and harmful, attitudes, systems and behaviours around masculinity that perpetuate gender inequality and men’s violence against women. White Ribbon UK’s work is preventative, we want to end violence before it starts.</p> <p>In 2022 Dartford Borough Council became a White Ribbon Accredited organisation. Part of that accreditation includes adopting an Action Plan to assert how we will raise awareness of, and speak out against, violence against women and girls; how we will encourage others to sign up to the White Ribbon pledge; and to ensure the ethos of White Ribbon is reflected through staff training and our day to day working processes.</p>
2. Who will be affected by the activity or proposal?	Service users, staff, partners and the wider community.
3. How does the activity or proposal contribute to: a) any key performance indicators? b) policies, values or objectives of Dartford Borough Council?	This activity contributes to the equality objectives in our Equality and Diversity Document Framework as well as our Corporate Plan ambition to support Safe and cohesive communities and create a safer borough in which to live, work and socialise.

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Step 1: Scoping the assessment	
4. Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?	None
Step 2: Information collection	
5. What do you know about the groups of people who will be affected? (i.e. demographic information in relation to the protected characteristic groups of age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment, marriage and civil partnership)	51% of the population of Dartford Borough are women and girls. White Ribbon calls for an end to violence against women and girls.
6. What consultation has taken place with affected groups? Please describe who was consulted and the key findings	None
7. Are there any gaps in information? If so, what additional research and/or consultation is needed to ensure that affected groups needs and views are taken into account?	Understand needs for anyone undergoing Gender Reassignment to see if they are a protected characteristic group who could be impacted.
Step 3: Assessing the equality impact	
<p>8. Consider whether the activity or proposal has or will have any positive or negative equality impacts on the protected characteristic groups in relation to the following aims of the Public Sector Equality Duty:</p> <p>a) tackling unlawful discrimination b) promoting equality of opportunity c) promoting good relations</p> <p><u>NOTES:</u></p> <ul style="list-style-type: none"> • The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration • For existing activities, consider how they are working in practice for each relevant protected group • For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group • If there is no identified equality impact, please tick the 'No Impact' box and explain why in question 9 • If the equality impact is unclear, please tick the 'Unknown' box and explain why in question 9 	

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Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
Age			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	Disabled people experience disproportionately higher rates of domestic abuse so could be positively impacted if violence against them is reduced.		<input type="checkbox"/>	<input type="checkbox"/>
Sex	51% of the Dartford population is made up of women and girls who could be positively impacted if violence against them is reduced.		<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment			<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion/Belief			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy/Maternity			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage and Civil Partnership*			<input checked="" type="checkbox"/>	<input type="checkbox"/>

* Regarding the protected characteristic of Marriage and Civil Partnership – public bodies need to comply with the first aim of the Public Sector Equality Duty and only in the context of employment.

Step 3: Assessing the equality impact	
9. If 'no impact' or 'unknown' was selected, please explain	The potential impact on Gender Reassignment is unknown due to a lack of information. The White Ribbon plan has no particular relevance to other protected characteristics.
10. If Dartford Borough Council works with partners to deliver the activity or proposal, please describe any circumstances that could give rise to positive or negative equality impacts between different groups	Partners include KCC and Kent Police who are equally committed to White Ribbon.

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Step 3: Assessing the equality impact	
11. Any other comments	

Step 4: Action plan
12. Based on the information in Steps 1 to 3, please list the actions that will be taken to address: a) any gaps in information and consultation b) how any negative impacts on equality will be mitigated or eradicated

a) If additional information and/or consultation is required or the impact is still unclear, what actions will you put in place to gather the information you need?

Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
Understand needs for anyone undergoing Gender Reassignment	Research	Make any necessary amendments to the action plan to mitigate any impacts	June 2024	Annual monitoring through White Ribbon Steering Group	Caroline Hicks

b) If any negative impacts on equality were found, what actions will you put in place to mitigate or eradicate these impacts?

Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer

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Step 5: Decision making and future monitoring	
13. Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?	Leadership Team
14. Is the subject of the Customer Access Review going to committee? If yes, include your findings in the committee report and attach this assessment to the report	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
15. How will you continue to monitor the activity or proposal on protected characteristic groups?	Annual review of the White Ribbon Action Plan and its effectiveness
16. When will you review this Customer Access Review?	Annually
Step 6: Final steps	
17. Once this Customer Access Review has been approved, send this assessment to the Policy & Projects Officer	
18. Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded	

Reviewed by Head of Legal – 22 June 2023

Reviewed by Chief Officer and Director of Resources – 22 June 2023