

# 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	Dartford Town Centre Regeneration Project	
Date of assessment	22-06-23	
Directorate and Service	Growth and Community, Planning Services	
Manager	Sonia Collins	
Officer conducting assessment	Sonia Collins	
Step 1: Scoping the assessment		
1	What are the aims and objectives of the activity or proposal?	The project seeks to transform Dartford Town Centre and improve its economic performance through the delivery of high quality public realm and environmental improvements, mixed with improved accessibility and movement. The project also supports the broader regeneration and redevelopment in the context of the current high levels of housing development around the town centre and significant future opportunities for large scale growth.
2	Who will be affected?	Residents, businesses, the general public using the area and road and public transport users
3	How does the activity or proposal contribute to: a) any key performance indicators? 1. policies, values or objectives of Dartford Borough Council?	The project will contribute to the Council's Performance Indicators by ensuring the Delivery of Dartford Town Centre Improvements (PPI-31). By creating a much-improved public realm and overall environment, it should also improve town centre footfall (BI3).  Similarly, the project will meet the Council's strategic objectives by ensuring a high quality street scene (ET4). It should also help to increase public perception of the borough as a safe place (SC3) and provides infrastructure to meet local housing need and promote sustainable growth (HS1).
4	Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?	The proposals will meet regular highways design standards, subject to technical approval by the highway authority (Kent County Council)

# Customer Access Review – Full Assessment

<b>Step 2: Information collection</b>			
Note: Equality and Diversity information for Dartford can be found at <a href="http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data">http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data</a>			
5	<b>What do you know about the groups of people who will be affected?</b> i.e. demographic information in relation to the protected characteristic groups (age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment)	Whilst groups with all the different characteristics use Dartford Town Centre, older and disabled people are most likely to be affected by the changes.	
6	<b>What consultation has taken place with affected groups? Please describe who was consulted and the key findings</b>	<ul style="list-style-type: none"> <li>• Disability groups (particularly regarding tactile paving)</li> <li>• Informative test area set up in October 2018 in Market Street and new test area to be set up in Spital Street.</li> <li>• Comprehensive door to door engagement exercise with businesses and premises with street level frontages</li> </ul>	
7	<b>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?</b>	no	
<b>Step 3: Assessing the equality impact</b>			
8	<b>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 General Equality Duty:</b> <b>a) tackling unlawful discrimination</b> <b>b) promoting equality of opportunity</b> <b>c) promoting good relations</b>  <u>NOTES:</u> <ul style="list-style-type: none"> <li>• The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration</li> <li>• For existing activities, consider how they are working in practice for each relevant protected group</li> <li>• For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group</li> <li>• If there is no identified equality impact, please tick the 'No Impact' box and explain why in question 9</li> <li>• If the equality impact is unclear, please tick the 'Unknown' box and explain why in question 9</li> </ul>		
	<b>POSITIVE IMPACTS</b>	<b>NEGATIVE IMPACTS</b>	<b>NO IMPACT</b> <b>UNKNOWN</b>

## Customer Access Review – Full Assessment

<b>a</b>	<b>Age</b>	Simplifying the public realm and public transport connections (linking different transport modes and nodes) will benefit all age groups but older people in particular	Older people in particular will be affected by the need to adapt to the changes in the short term	<input type="checkbox"/>	<input type="checkbox"/>
<b>b</b>	<b>Disability</b>	Simplifying the public realm and public transport connections (linking different transport modes and nodes) Tactile paving and crossing areas Net gain in disabled parking spaces in the town centre Signalised crossing in Lowfield Street Improved signalised crossing at Westgate Road/Hythe Street junctions Spital Street design: Improved footways, segregated cycleways and improved crossing at Kent Road	Adapting to the changes in the short term Short term reduction in disabled parking capacity and increased disruption during the construction phases only	<input type="checkbox"/>	<input type="checkbox"/>
<b>c</b>	<b>Gender (including reassignment)</b>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>d</b>	<b>Race</b>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>e</b>	<b>Religion/Belief</b>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>f</b>	<b>Sexual Orientation</b>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>g</b>	<b>Pregnancy/Maternity</b>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>h</b>	<b>Marriage and Civil Partnership</b>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>9</b>	<b>If 'no impact' or 'unknown' was selected, please explain</b>	No impacts on these groups as not relevant to the works taking place			
<b>10</b>	<b>If Dartford Borough Council works with partners to deliver the activity or proposal,</b>	No impacts			

## Customer Access Review – Full Assessment

	please describe any circumstances that could give rise to positive or negative equality impacts between different groups	
11	Any other comments	N/A

<b>Step 4: Action plan</b>					
<b>12. Based on the information in Steps 1 to 3, please list the actions that will be taken to address:</b>					
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? N/A					
Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
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
Adapting to the changes in the short term - Age and Disability	None as it is only a short term impact	Medium to long term, the impacts will be zero	Ph1 completion December 2020 Ph1A completion 2023 Phase 2A completion November 2023	No need to monitor	Paul Bell

## Customer Access Review – Full Assessment

			Ph2B and Phase 3A completion 2024 Phase 4 completion 2025		
Short term reduction in disabled parking capacity and increased disruption during the construction phase only - Disability	None as it is only a short term impact	Medium to long term, the impacts will be zero	Ph3A Spital Street works may result in some short term reduction of disabled space. Subject to detailed design. Start February 2024 - Completion winter 2024.		

Step 5: Decision making and future monitoring		
<b>13</b>	<b>Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?</b>	Head of Legal and Director Growth and Community
<b>14</b>	<b>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</b>	Yes, Cabinet 20-07-23

## Customer Access Review – Full Assessment

15	<b>How will you continue to monitor the impact of the activity or proposal on the equality groups?</b>	In the medium to long term, there will be no negative impacts on protected characteristic groups so there is no need to monitor the project in this regard
16	<b>When will you review this Customer Access Review?</b>	It is not considered necessary to review the Customer Access Review.