

# 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	<a href="#">Data Protection Policies &amp; Procedures</a>	
Date of assessment	26 November 2019: <b>Reviewed 13.12.2022</b>	
Directorate and Service	Corporate Services – Legal Services	
Manager	Data Protection Officer	
Officer conducting assessment	Data Protection Officer	
Step 1: Scoping the assessment		
1	What are the aims and objectives of the activity or proposal?	The Council's Promise to Commit and its Corporate Data Quality Policy set out the standards of service that data subjects can expect from the Council in the way it handles their personal information.
2	Who will be affected?	Users and recipients of Council services.
3	How does the activity or proposal contribute to: a) any key performance indicators? b) policies, values or objectives of Dartford Borough Council?	<p>Contributes to the Corporate Plan objectives:</p> <ul style="list-style-type: none"> <li>• “To deliver high quality services, offering value for money and demonstrating customer satisfaction and a culture of continuous improvement.”</li> <li>• “To inform and consult residents and stakeholders about Council services.”</li> </ul> <p>The Council is subject to numerous legal duties relating to equalities e.g. race, disability, gender etc. The Council recognises and welcomes those duties, which are embraced in its <a href="#">Equality and Diversity Document Framework</a>.</p>
4	Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?	<p>Largely dictated by the legislation. Some discretion with the establishment of internal procedures.</p> <p>Although there is no explicit legal requirement under the general duty to collect and use equality information, in order to have due regard to the aims of the</p>

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		<p>general duty, the Council must understand how the impact of its policies and practices differs with respect to those with particular protected characteristics. Collecting and analysing equality information (including information from engagement with people sharing protected characteristics where relevant) assists the Council in developing this understanding. The Council makes sure that it always uses a proportionate approach to collecting personal information. Subject to exceptions referred to in the DPA, information which identifies individuals is not published. This includes both direct references to individuals and also information which, when used alongside other information, may allow someone to be identified.</p>
<p><b>Step 2: Information collection</b></p>		
<p>Note: Equality and Diversity information for Dartford can be found at <a href="https://www.dartford.gov.uk/data-protection/data-protection-act-2018/1">https://www.dartford.gov.uk/data-protection/data-protection-act-2018/1</a></p>		
5	<p><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)</p>	<p>The Council collects and reports on equality information for example through the Corporate Complaints Procedure annual report to the Audit Board and through its HR processes.</p>
6	<p><b>What consultation has taken place with affected groups? Please describe who was consulted and the key findings</b></p>	<p>None</p>
7	<p><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></p>	<p>No.</p>
<p><b>Step 3: Assessing the equality impact</b></p>		
8	<p><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></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"> <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> </ul>	

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<ul style="list-style-type: none"> <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>					
		POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
<b>a</b>	<b>Age</b>	Information not required		<input type="checkbox"/>	<input type="checkbox"/>
<b>b</b>	<b>Disability</b>	<p>Requests to exercise rights under the data protection legislation must be made in writing but the ICO guidance advises on ways of dealing with this where a disabled person finds it impossible or unreasonably difficult to make a written request.</p> <p>The Council may make a reasonable adjustment for data subjects under the Equality Act 2010. This may include treating a verbal request to exercise certain rights under the legislation as though it were a valid request. The Council may also have to respond in a particular format which is accessible to the disabled person, such as braille, large print, email or audio formats.</p>		<input type="checkbox"/>	<input type="checkbox"/>
<b>c</b>	<b>Gender (including reassignment)</b>	Gender neutral		<input type="checkbox"/>	<input type="checkbox"/>
<b>d</b>	<b>Race</b>	Data subjects can request information in different formats.		<input type="checkbox"/>	<input type="checkbox"/>
<b>e</b>	<b>Religion/Belief</b>	Not applicable		<input type="checkbox"/>	<input type="checkbox"/>
<b>f</b>	<b>Sexual Orientation</b>	Not applicable		<input type="checkbox"/>	<input type="checkbox"/>
<b>g</b>	<b>Pregnancy/Maternity</b>	Not applicable		<input type="checkbox"/>	<input type="checkbox"/>
<b>9</b>	<b>If 'no impact' or 'unknown' was selected, please explain</b>				

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<b>10</b>	<b>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</b>	Not applicable
<b>11</b>	<b>Any other comments</b>	Data Protection Act 2018 applying the UK GDPR and confidentiality requirements are included as terms and conditions of contract between the Council, its partners and/or contractors. Non-discrimination provisions are referred to in contracts.

<b>Step 4: Action plan</b>					
<b>11. 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?					
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

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<b>Step 5: Decision making and future monitoring</b>		
<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>	Chief Officer & Director of Corporate Services
<b>14</b>	<b>How will you continue to monitor the impact of the activity or proposal on the equality groups?</b>	Through the complaints process if and when a Stage Two review of the initial decision on a request is undertaken or a complaint is received.
<b>15</b>	<b>When will you review this Customer Access Review?</b>	Every three years
<b>Step 6: Final steps</b>		
<b>16</b>	<b>Once this Customer Access Review has been approved, send this assessment to the Community Development Manager</b>	
<b>17</b>	<b>If the subject of the Customer Access Review is going to committee, summarise your findings in the committee report</b>	
<b>18</b>	<b>Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded</b>	