

Agenda Item 5: Customer Service Operating Model Equality Impact Assessment (Clarissa Norman, Customer Services Operations Manager, and Sally Hodgson, Transformation Consultant)

Background paper:

- *Customer Service Operating Model Equality Impact Assessment*

The Council has developed an Equality Impact Assessment (EqIA) on its new Customer Service Operating model that was implemented in April 2021, and the EqIA was most recently updated in December 2021. The EqIA is being presented to the Equalities Panel to consider whether there are any further equality impacts (positive and negative) and to advise on how n any potential negative impacts could be mitigated. (Note that the EqIA, included as a background paper, sets out details of what the changes to the Customer Services Operating Model were from April 2021.)