

Equality Impact Assessment

Name of project/proposal

Reduced opening hours for Gosport Register Office

Contact name
Department

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Date to be published on Hantsweb

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Purpose for project/proposal

Reduce the opening hours at Gosport Registration Office from 4 days to 3 days a week (Monday, Tuesday and Friday) with effect from 1 April 2017. Gosport was previously open Monday, Tuesday, Wednesday & Friday. Reducing non utilisation % of appointments and improving flexibility of available resource across the South of Hampshire Registration Area

Consultation

Has engagement or consultation been carried out? No

Statutory considerations

Impact

Age	None
Disability	None
Sexual orientation	None
Race	None
Religion and belief	None
Gender reassignment	None
Sex	None
Marriage and civil partnership	None
Pregnancy and maternity	None

Other policy considerations

Poverty	None
Rurality	None
Other factors	None

If other please describe

Geographical impact

Fareham Gosport Havant

Have you identified any medium or high impact?*

Yes

No

As a result of a successful 3 month trial the utilisation figures for appointment slots has improved by approx. 30%, and a corresponding increase in the number of deaths registered from the main office at Fareham. We have also improved the facility to offer appointments for NCS/JCAP and additional Citizenship Ceremonies from Fareham which are all income generating services and have created a more flexible workforce across the South East region. The 3 month trial also identified that there were sufficient appointments available at Gosport Register Office to meet the needs of the customers requesting appointments from this location. We continue to offer domiciliary visits for particularly vulnerable customers on request. The services offered at Gosport Registration Office have not changed and will continue to meet the needs from the community as requested.

Services offered from this Register Office include, registering births and deaths and taking Notice of Marriage and Civil Partnership.

There has not been any reported negative feedback from customers, funeral directors or Hantsdirect about this change of reduced opening hours. There is a good public transport network across the area between Gosport and Fareham. The increased appointments in the Fareham Office have been covered by the resource that would have been rostered to Gosport, saving travel costs & time. Fareham being the main office for the region in the South, can utilise this resource much more flexibly offering additional appointments or by completing the statutory tasks on the schedule of accountability and ¼ copy checking. It is also more effective to run larger teams for training and support for inexperienced staff. This re-located resource will also mean that should other single manned offices within the South have a shortfall of resource due to unplanned absence then there would be flexibility within the centralised team to provide cover thus reducing the need for unplanned office closures. and the negative impact this may have on local availability for necessary appointments The Register Office in Gosport Library can also now be be utilised for other uses on 2 days a week. It is suitable for staff 1-1s, quiet working etc.

Final decision date

Final decision date due
Decision to be made by

01 Apr 2017
DMT