

TOOLKIT RESPONSE SUMMARY

ORGANISATION:

Perth and Kinross Council
35 Kinnoull Street

Perth

USER: Ian Caldwell

USERS ROLE: Service Centre Manager

CONTACT TEL:

INITIATIVE: Speech Recognition Technology

RESPONSE ICON KEY

- No Response
- Don't know - it's not relevant/not applicable
- Don't know - even though it is relevant
- No - not at all true
- No - some truth, but a long way to go
- Mixed - partly true, but some way to go
- Yes - largely true, but still more to do
- Yes - completely true

MAIN SECTIONS RESPONSE SUMMARY

- Built Environment
- Climate Change
- Community
- Consumption & Production
- Culture & Recreation
- Economy
- Equality & Diversity
- Health & Well-Being
- Lifelong Learning
- Natural Environment
- Transport & Connectivity

Built Environment

1 Built Environment

The initiative will contribute towards a high quality, well-designed built environment that complements the distinctive and historic local character?

Not relevant

1.1 Historic Built Environment

The initiative will maintain or enhance the character of built heritage or a particular historical feature in the area?

Not relevant

1.2 Housing

The initiative will help to provide a sufficient range of (particularly affordable) housing that is well-designed and sustainable?

Not relevant

1.3 Identity and Character

The initiative will be well designed to support and enhance local distinctiveness whilst creating a "sense of place"?

Not relevant

1.4 Open Space

Will the initiative help to ensure that a wide range of accessible, attractive and safe open spaces are available to all?

Not relevant

Climate Change

2 Climate Change

The initiative will contribute towards tackling the causes and effects of climate change?

Not relevant

2.1 Adaptation

The initiative has taken account of potential changes brought about by climate change (for example, flooding, higher temperatures, heatwaves and more frequent storms)?

Not relevant

2.2 Greenhouse Gas Mitigation

The initiative will help to mitigate greenhouse gases?

Not relevant

Community

3 Community

The initiative will contribute towards encouraging vibrant and safe communities, where everyone has an opportunity to participate in community life and local decision-making?

Yes – completely true

Justification:

Speech recognition software is an ICT development. The system will not be implemented on the main Council line and will only be available to the public as an option when waiting to be answered at the Contact Centre. There are no changes to the existing arrangements and people can contact the Council using voice, text, email, letter or in person.

3.1 Access to services

The initiative will improve and support access to jobs, services and amenities for the local community?

Yes – completely true

Justification:

Speech recognition software is an ICT development. It will allow residents, visitors, businesses, colleagues and all stakeholders to contact officers of the Council directly, avoid call centre queues and free up time for customer service staff to handle enquiries and fault reporting. The system will not be implemented on the main Council line and will only be available to the public as an option when waiting to be answered at the Contact Centre. There are no changes to the existing arrangements and people can contact the Council using voice, text, email, letter or in person.

3.2 Community Safety

The initiative will contribute towards reducing crime, disorder and danger and support social cohesiveness?

Not relevant

Justification:

The software system will improve access to services and have a positive effect on the availability of customer facing staff to deal with emergencies and customers in a crisis.

3.3 Engagement

The initiative will seek to adequately engage with all members of the community in the decision-making process for the area through using VOiCE?

Not relevant

Justification:

Speech recognition software is an ICT development.

3.4 Identity and Citizenship

The initiative will help support and enhance the local identity whilst promoting citizenship?

Not relevant

Justification:

Speech recognition software is an ICT development.

3.5 Social Inclusion

The initiative will promote social inclusion for all?

Not relevant

Justification:

Speech recognition software is an ICT development.

Consumption & Production

4 Consumption and Production

The initiative will promote more sustainable production and consumption of goods and services?

Not relevant

4.1 Energy

The initiative will help reduce energy consumption and promote energy efficiency?

Not relevant

4.2 Waste

The initiative will encourage the prevention, reduction, re-use, recovery or recycling of waste?

Not relevant

Culture & Recreation

5 Culture and Recreation

The initiative will support the promotion and enhancement of cultural and recreational opportunities for all?

Not relevant

5.1 Cultural Heritage

The initiative will preserve, promote and enhance assets of local culture and heritage?

Not relevant

5.2 Leisure, Sport and Recreation

The initiative will help provide, encourage and improve access to leisure, sports and recreational activities for all?

Not relevant

Economy

6 Economy

The initiative will encourage sustainable economic growth?

Not relevant

6.1 Business

The initiative will encourage business creation and development?

Not relevant

6.2 Employment

The initiative will ensure a wide range of jobs are accessible to all communities and locations (particularly disadvantaged areas)?

Not relevant

6.3 Tourism

The initiative will help promote sustainable tourism for the area?

Not relevant

6.4 Well Skilled

The initiative will help to develop and improve people`s skills?

Not relevant

Equality & Diversity

7 Equality and Diversity

The initiative, proposal or policy will promote equal access and inclusiveness for everyone?


 *Yes – completely true*

Justification:

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7.1 Age

The initiative, proposal or policy will not discriminate, directly or indirectly, against age groups of any range?


 *Yes – completely true*

Justification:

Speech recognition software is an ICT development. The system will not be implemented on the main Council line and will only be available to the public as an option when waiting to be answered at the Contact Centre.

7.2 Disability

The initiative, proposal or policy will not discriminate, directly or indirectly, against people with disability?

 *Yes – completely true*

Justification:

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7.3 Gender Reassignment

The initiative, proposal or policy will not discriminate, directly or indirectly, against people who choose not to live as their birth gender?

 *Yes – completely true*

Justification:

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7.4 Marriage and Civil Partnership

The initiative, proposal or policy will not discriminate, directly or indirectly, against married people or civil (same sex) partners?

 *Yes – completely true*

Justification:

Speech recognition software is an ICT development. The system will not be implemented on the main Council line and will only be available to the public as an option when waiting to be answered at the Contact Centre. There are no changes to the existing arrangements and people can contact the Council using voice, text, email, letter or in person.

7.5 Pregnancy and Maternity

The initiative, proposal or policy will not discriminate, directly or indirectly, against pregnant women or who have recently given birth or breastfeeding?

 *Yes – completely true*

Justification:

Speech recognition software is an ICT development. The system will not be implemented on the main Council line and will only be available to the public as an option when waiting to be answered at the Contact Centre. There are no changes to the existing arrangements and people can contact the Council using voice, text, email, letter or in person.

7.6 Race

The initiative, proposal or policy will not discriminate, directly or indirectly, against any racial groups as recognised in the Equality Act 2010?



Yes – completely true

Justification:

Speech recognition software is an ICT development. The system will not be implemented on the main Council line and will only be available to the public as an option when waiting to be answered at the Contact Centre. There are no changes to the existing arrangements and people can contact the Council using voice, text, email, letter or in person.

7.7 Religion or Belief

The initiative, proposal or policy will not discriminate, directly or indirectly, against any religion, religious belief or philosophy as recognised in the Equality Act 2010 and the courts?

 *Yes – completely true*

Justification:

Speech recognition software is an ICT development. The system will not be implemented on the main Council line and will only be available to the public as an option when waiting to be answered at the Contact Centre. There are no changes to the existing arrangements and people can contact the Council using voice, text, email, letter or in person.

7.8 Sex

The initiative, proposal or policy will not discriminate, directly or indirectly, against either men or women?

 *Yes – completely true*

Justification:

Speech recognition software is an ICT development. The system will not be implemented on the main Council line and will only be available to the public as an option when waiting to be answered at the Contact Centre. There are no changes to the existing arrangements and people can contact the Council using voice, text, email, letter or in person.

7.9 Sexual Orientation

The initiative, proposal or policy will not discriminate, directly or indirectly, against Lesbian, Gay, Bisexual (LGB) or heterosexual/straight people?

 *Yes – completely true*

Justification:

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Health & Well-Being

8 Health and Well-being

The initiative will improve health (including mental health) and well-being and improve access to health care for all?

Not relevant

8.1 Lifestyle

The initiative will promote opportunities for gaining knowledge of and achieving a healthier lifestyle?

Not relevant

8.2 Physical Environment

The initiative will help to create a healthier physical environment for all?

Not relevant

8.3 Social Environment

The initiative will help to create a healthier social environment for all?

Not relevant

Lifelong Learning

9 Lifelong learning

The initiative will promote opportunities for lifelong learning?

Not relevant

9.1 Community Learning and Development

The initiative will provide opportunity for community learning and development?

Not relevant

9.2 Formal learning

The initiative will provide opportunity for children and young people to improve their attainment and achievement?

Not relevant

Natural Environment

10 Natural Environment

The initiative will contribute towards protecting and improving the natural environment within the area?

Not relevant

10.1 Air, Water and Land Quality

The initiative will protect and enhance the quality of the area's air, water and land?

Not relevant

10.2 Biodiversity

The project or proposal will protect, enhance and manage the area's biodiversity?

Not relevant

10.3 Historic Natural Environment

The initiative will protect, enhance and manage the area's historic natural environment?

Not relevant

10.4 Landscape, Geology and Soils

The initiative will protect, enhance and manage the area's natural landscape, geology and soils?

Not relevant

Transport & Connectivity

11 Transport and Connectivity

The initiative will contribute towards providing accessible and appropriate transport services and communication, linking people to jobs, schools, health and other services?

Not relevant

11.1 Accessibility and Connectivity

The initiative provides and supports adequate and accessible transport provision for everyone?

Not relevant

11.2 Sustainable Transport

The initiative supports and encourages the provision of sustainable modes of transport?

Not relevant