EQUALITY IMPACT ASSESSMENT (EQIA): SCREENING FORM

Introduction to the EQIA screening process

A successful <u>EQIA screening</u> will look at 5 key areas:

1. **Identify the Policy, Project, Service Reform or Budget Option to be assessed**
   A clear definition of what is being screened and its aims

2. **Gathering Evidence & Stakeholder Engagement**
   Collect data to evidence the type of barriers people face to accessing services (research, consultations, complaints and/or consult with equality groups)

3. **Assessment & Differential Impacts**
   Reaching an informed decision on whether or not there is a differential impact on equality groups, and at what level

4. **Outcomes, Action & Public Reporting**
   Develop an action plan to make changes where a negative impact has been assessed. Ensure that both the assessment outcomes and the actions taken to address negative impacts are publically reported

5. **Monitoring, Evaluation & Review**
   Stating how you will monitor and evaluate the **Policy, Project, Service Reform or Budget Option** to ensure that you are continuing to achieve the expected outcomes for all groups.

1. IDENTIFY THE POLICY, PROJECT, SERVICE REFORM OR BUDGET OPTION:

a)   Name of the Policy, Project, Service Reform or Budget Option to be screened

Implementation OBS 005 - Incoming Customer Payment *(to replace current cash receipting system)*

b)   List main outcome focus and supporting activities of the Policy, Project, Service Reform or Budget Option

It is anticipated that, working closely with a system and/or payment services supplier, the project will deliver a fully flexible, user/customer friendly solution that will allow payments to be made, received, recorded and effectively accounted for from at least the following channels:

- Cash over the counter
- Online (via web portal and smart phone app)
- Fully flexible Direct Debit options
- Telephone Payments (via Payment Card Industry (PCI) compliant process)

It is anticipated the solution will be web enabled in order to easily deploy cash facilities locally or via mobile devices.
It will also deliver PCI compliance and integrate seamlessly with existing back office billing and accounting systems.

c)   Name of officer completing assessment (signed and date)

Fiona Brannan: 16th August 2018

d)   Assessment Verified by (signed and date)

Moira Carrigan   12th October 2018

2. GATHERING EVIDENCE & STAKEHOLDER ENGAGEMENT

The best approach to find out if a policy, etc is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those groups. You should list below any data, consultations (previous relevant or future planned), or any relevant research or analysis that supports the Policy, Project, Service Reform or Budget Option being undertaken.

Please name any research, data, consultation or studies referred to for this assessment:	Please state if this reference refers to one or more of the protected characteristics: ➢ disability, ➢ race and/or ethnicity, ➢ religion or belief (including lack of belief), ➢ gender, ➢ gender reassignment, ➢ sexual orientation ➢ marriage and civil partnership, ➢ pregnancy and maternity,	Do you intend to set up your own consultation? If so, please list the main issues that you wish to address if the consultation is planned; or if consultation has been completed, please note the outcome(s) of consultation.
Elected Members **Engagement:** Project featured in the autumn 2016 Transformation newsletter for Elected Members	By improving the payment system this should have a positive effective for citizens	
Director of Financial and Business Services *(previously Executive Director of Financial Services)* **Engagement:** Regular updates on progress from FS Head of Service Development		
Executive Directors: Directors – ALEOS and Glasgow Life **Engagement:** Programme status updates to Extended Corporate Management Team on a 4 weekly basis (2016-2018) Quarterly status updates to Extended Corporate Management Group (2018 onwards)		

Head of CBS (FS) **Engagement:** Attends project Implementation Board Attends Income Management Board meeting 4 weekly		
Head of Service Development (FS) **Engagement**: Project sponsor and representation on project Implementation Board Chair of Income Management Board		
Head of Corporate Finance **Engagement:** Attends Income Management Board meeting 4 weekly		
Head of Finance (Services and ALEOs) **Engagement:** Updates to FMSG and FPG		
Transformation Programme **Engagement:** Quarterly status updates to Extended Corporate Management Group (2018 onwards)		
CGI **Engagement:** Delivery Partner		
SIT **Engagement:** Delivery Partner		

3. ASSESSMENT & DIFFERENTIAL IMPACTS

Use the table below to provide some **narrative** where you think the **Policy, Project, Service Reform or Budget Option** has either a positive impact (contributes to promoting equality or improving relations within an equality group) or a negative impact (could disadvantage them) and note the reason for the change in policy or the reason for policy development, based on the evidence you have collated.

Protected Characteristic	Specific Characteristics	Positive Impact – it could benefit an equality group	Good Practice/ Promotes Equality or improved relations	Negative Impact – it could disadvantage an equality group	Reason for Change in Policy or Policy Development
SEX/ GENDER	Women Men Transgender	This project will transform citizen and business (customer) engagement by delivering a greatly improved payment service.	Citizens and business customers will have access to more payment options that are not currently available, for example online for non-domestic rates customers		Currently CRS is an application that is presented on Oracle Forms 4.5 and Oracle Reports 2.5 with an Oracle 7 database installed on UNIX server. It is an in-house system where the underlying technologies are end of life. As a result, this prompted a review of all income management for the Council, which led to the current project to implement a new Income Management System (IMS). This will result in a robust software solution that meets customer expectations for making payment, and will also allow the council to better control and manage the flow of income, financial control and ledgering.

RACE*	White				
Further information on the breakdown below each of these headings, as per census, is available here.	Mixed or Multiple Ethnic Groups				
	Asian				
	African				
For example Asian includes Chinese, Pakistani and Indian etc	Caribbean or Black				
	Other Ethnic Group				
DISABILITY	Physical disability				
A definition of disability under the Equality Act 2010 is available here.	Sensory Impairment (sight, hearing,)				
	Mental Health				
	Learning Disability				
LGBT	Lesbians				
	Gay Men				
	Bisexual				
AGE	Older People (60 +)				
	Younger People (16-25)				
	Children (0-16)				
MARRIAGE & CIVIL PARTNERSHIP	Women				

	Men				
	Lesbians				
	Gay Men				
PREGNANCY & MATERNITY	Women				
RELIGION & BELIEF** A list of religions used in the census is available here.	See note				

* For reasons of brevity race is not an exhaustive list, and therefore please feel free to augment the list above where appropriate; to reflect the complexity of other racial identities.

** There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts. A list of religions used in the census is available here.

4. OUTCOMES, ACTION & PUBLIC REPORTING

SCREENING ASSESSMENT OUTCOME ACTIONS

Screening Outcome	Yes /No Or /Not At This Stage	Further Action Required/ Action To Be Undertaken	Lead Officer and/or Lead Strategic Group	Timescale for Resolution of Negative Impact/ Delivery of Positive Impact
Was a significant level of negative impact arising from the project, policy or strategy identified?	Not at this stage			
Does the project, policy or strategy require to be amended to have a positive impact?	Not at this stage			
Does a Full Impact Assessment need to be undertaken?	Not at this stage			
If none of the above is required, please recommend the **next steps** to be taken. (i.e. is there a strategic group that can monitor any future impacts as part of implementation?)	Income Management Board review and approve EQIA then this will be added as an appendix to the PID	Reinstate - Income Management Board to monitor potential impacts as part of its overall monitoring responsibilities • Responsibility of board to review and monitor implementation and the customer impact	David Larmour	Next scheduled Income Management Board Meeting

PUBLIC REPORTING OF SCREENING ASSESSMENT
All completed EQIA Screenings are required to be publically available on the Council website once they have been signed off by the relevant manager, and/or Strategic, Policy, or Operational Group. (See EQIA Guidance: Pgs. 11-12)

5. MONITORING OUTCOMES, EVALUATION & REVIEW

The Equalities Impact Assessment (EQIA) screening is not an end in itself but the start of a continuous monitoring and review process. The relevant Strategic, Policy, or Operational Group responsible for the delivery of the Policy, Project, Service Reform or Budget Option, is also responsible for monitoring and reviewing the EQIA Screening and any actions that may have been take to mitigate impacts.

Individual services are responsible for conducting the impact assessment for their area, staff from **Corporate Strategic Policy and Planning** will be available to provide support and guidance.

Legislation

Equality Act (2010) - the Equality Act 2010 (Specific Duties) Scotland Regulations 2012
The 2010 Act consolidated previous equalities legislation to protect people from discrimination on grounds of:

- race
- sex
- being a transsexual person (transsexuality is where someone has changed, is changing or has proposed changing their sex – called 'gender reassignment' in law)
- sexual orientation (whether being lesbian, gay, bisexual or heterosexual)
- disability (or because of something connected with their disability)
- religion or belief
- having just had a baby or being pregnant
- being married or in a civil partnership, and
- age.

Further information: Equality Act Guidance

As noted the Equality Act 2010 simplifies the current laws and puts them all together in one piece of legislation. In addition the **Specific Duties (Scotland Regulations 2012)** require local authorities to do the following to enable better performance of the general equality duty:

- report progress on mainstreaming the general equality duty
- publish equality outcomes and report progress in meeting those
- impact assess new or revised policies and practices as well as making arrangements to review existing policies and practices gather, use and publish employee information
- publish gender pay gap information and an equal pay statement
- consider adding equality award criteria and contract conditions in public procurement exercises.

Further information: Understanding Scottish Specific Public Sector Equality Duties

Enforcement
Judicial review of an authority can be taken by any person, including the Equality and Human Rights Commission (EHRC) or a group of people, with an interest, in respect of alleged failure to comply with the general equality duty. Only the EHRC can enforce the specific duties.   A failure to comply with the specific duties may however be used as evidence of a failure to comply with the general duty.