

Initial equality impact assessment screening form

This form is an equality screening process to determine the relevance of equality to an activity, and a decision whether or not a full EIA would be appropriate or proportionate.

Directorate:	Operations Group
Service Area:	Customer Services
Activity being screened:	Customer Services and Digital Strategy 2021-2024
Officer(s) carrying out the screening:	Claire Gardner-Queen
What are you proposing to do?	Implement the Customer Services and Digital Strategy
Why are you proposing this? What are the desired outcomes?	The Customer Services and Digital Strategy for 2021-24 sets out our vision for delivering excellent services to our customers and in particular, how more of these will be delivered on-line through digital channels. The strategy also provides the commitment to support those customers to access Council services who, for whatever reason, are unable to use digital channels.
Does the activity involve a significant commitment or removal of resources? Please give details	No

Is there likely to be an adverse impact on people with any of the following protected characteristics as defined by the Equality Act 2010, or any other socially excluded groups?


As part of this assessment, please consider the following questions:

- **To what extent is this service used by particular groups of people with protected characteristics?**
- **Does the activity relate to functions that previous consultation has identified as important?**
- **Do different groups have different needs or experiences in the area the activity relates to?**

If for any characteristic it is considered that there is likely to be a significant adverse impact or you have ticked 'Don't know/no info available', then a full EIA should be carried out where this is proportionate.

Protected characteristic	Yes	No	Don't know/ Info not available
Age		✓	
Disability		✓	

Sex (gender)		✓	
Race		✓	
Sexual Orientation		✓	
Religion or belief		✓	
Gender reassignment		✓	
Pregnancy or maternity		✓	
Marriage or civil partnership		✓	
Other		✓	
Carer (unpaid family or friend)		✓	
Low Income		✓	
Rural Location		✓	
Does the activity relate to an area where there are known inequalities/probable impacts (e.g. disabled people’s access to public transport)? Please give details.	<p>Potential impact on those groups of people who are digitally excluded, as follows:</p> <p>Older people may not have the skills to use the Council’s on-line digital services.</p> <p>People with visual impairments, physical disabilities or learning disabilities may be unable to use the Council’s on-line digital services.</p> <p>People in rural locations may not have good internet connectivity, affecting their ability to use the Council’s on-line digital services.</p> <p>People on low incomes may not be able to afford the IT equipment or broadband charges to enable them to use the Council’s on-line digital services.</p>		
Will the activity have a significant effect on how other organisations operate? (e.g. partners, funding criteria, etc.). Do any of these organisations support people with protected characteristics? Please explain why you have reached this conclusion.	No		
Decision (Please tick one option)	EIA not relevant or proportionate:	✓	Continue to full EIA:
Reason for Decision	<p>The Customer Services and Digital Strategy 2021-2024 specifically covers those groups of people with protected characteristics who are unable to use the Council’s on-line digital services. Specifically:</p> <p>Free to use PCs are available in the Customer Services Centre for those customers who do not have access to the internet, for whatever reason.</p>		

	<p>Support is available in the Customer Services Centre to assist customers to access the Council's on-line digital services and appointments can be booked for this.</p> <p>Support is available over the telephone to assist customers to access the Council's on-line digital services.</p> <p>Customer Services staff are available to complete on-line forms on behalf of customers who require full support to use the Council's on-line digital services.</p>
Signed (Assistant Director)	
Date	03/12/21