

Appendix B - Brief Equality Impact Assessment For a minor operational change / review / simple analysis

What is being assessed?	Garages Business Plan	What are the key aims of it?	Improve the way the service is delivered to increase income.		
Who may be affected by it?	Garages Service customers				
Date of full EqIA on service area (planned or completed)	n/a				
Form completed by:	Nathan Bookbinder-Ryan	Start date	28/01/16	End date	2026
		Review date	01/02/16		

What data /information are you using to inform your assessment?	Customer data, channel shift case studies ¹²³	Have any information gaps been identified along the way? If so, please specify	Garages customers' age
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Explain the potential positive, negative or unequal impact on the following characteristics and how likely this is:			
Age	Difficulty using online service for elderly. Online service encourages younger people to engage with service.	Race	N/A
Disability	N/A	Religion or belief	N/A
Gender reassignment	N/A	Sex	N/A
Marriage or civil partnership	N/A	Sexual orientation	N/A
Pregnancy & maternity	N/A	Socio-economic ⁴	Difficulty accessing online service. Certain areas may face higher prices than others due to levels of demand for garages in that location.
Where there is a likely positive impact , please explain how it will help to fulfil our legislative duties to:			

¹ <http://www.pscsf.org.uk/2013/02/multi-channel-customer-contact-strategies-channel-shift-for-the-public-sector-resources/>

² <https://www.gov.uk/service-manual/assets/documents/hcc-case-study-2.pdf>

³ <https://www.gov.uk/service-manual/assets/documents/hcc-case-study-9.pdf>

⁴ Although non-statutory, the council has chosen to implement the Socio-Economic Duty and so decision-makers should use their discretion to consider the impact on people with a socio-economic disadvantage.

Remove discrimination & harassment		Promote equal opportunities	Online service encourages younger people to engage with service. Current service access methods disproportionately favour the elderly.	Encourage good relations	
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What further work / activity is needed as a result of this assessment?

Action	Responsible officer	How will this be delivered and monitored?	Deadline
If a negative or unequal (high or low) impact has been identified, you should assess this further in a Full EqIA	Nathan Bookbinder	See Below	-

Approved by Head of Service / Strategic Director:

Date: 08/01/16

Please send this EqIA to equalities@stevenage.gov.uk

Full Equality Impact Assessment

For a policy, project, service or other decision that is new, changing or under review

What is being assessed?		Impact of service changes on Garage Service customers			
Lead Assessor	Nathan Bookbinder-Ryan			Assessment team	
Start date	08/01/16	End date	25/01/16		
When will the EqIA be reviewed?	After service changes + 3months				

Who may be affected by it?	Older people, young people, low income groups in certain areas
What are the key aims of it?	Modernise the Garages service to future proof access and increase income

What **positive measures** are in place (if any) to help fulfil our legislative duties to:

Remove discrimination & harassment		Promote equal opportunities	Improve access for younger people	Encourage good relations	
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What sources of data / information are you using to inform your assessment?	Customer data, channel shift case studies ⁵⁶⁷
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In assessing the potential impact on people, are there any overall comments that you would like to make?	None
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Evidence and impact assessment

Explain the potential impact and opportunities it could have for people in terms of the following characteristics, where applicable:

Age					
Positive impact	Greater youth use of service	Negative impact	Risk of discouraging older people	Unequal impact	Potential disparity of access
Please evidence the data and information you used to support this assessment		Research into the impact of channel shift on older people and youth engagement.			
What opportunities are there to promote equality and inclusion?	Mitigating the impact on older people; CSC staff will run through the application with persons that don't have online access.		What do you still need to find out? Include in actions		

Socio-economic⁸ e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement

⁵ <http://www.pscsf.org.uk/2013/02/multi-channel-customer-contact-strategies-channel-shift-for-the-public-sector-resources/>

⁶ <https://www.gov.uk/service-manual/assets/documents/hcc-case-study-2.pdf>

⁷ <https://www.gov.uk/service-manual/assets/documents/hcc-case-study-9.pdf>

⁸ Although non-statutory, the council has chosen to implement the Socio-Economic Duty and so decision-makers should use their discretion to consider the impact on people with a socio-economic disadvantage.

Positive impact		Negative impact	Risk of discouraging poorer residents who don't have online access	Unequal impact	Potential disparity of access
Please evidence the data and information you used to support this assessment			Low income people can't always afford internet access.		
What opportunities are there to promote equality and inclusion?		Mitigating the impact on low income people; CSC staff will assist with the application for those that don't have online access.		What do you still need to find out? Include in actions	N

Overall conclusion & future activity

Explain the overall findings of the assessment and reasons for outcome (please choose one) :		
1. No inequality, inclusion issues or opportunities to further improve have been identified		
Negative / unequal impact, barriers to inclusion or improvement opportunities identified	2a. Adjustments made	Ensure CSC still assists those who can't/ won't use online application.
	2b. Continue as planned	
	2c. Stop and remove	

Detail the actions that are needed as a result of this assessment and how they will help to remove discrimination & harassment, promote equal opportunities and / or encourage good relations :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
Ensure CSC still assists with those who can't/won't use an online application.	Remove negative impact	Carlo Perricone	On-going	It already is.

Approved by Head of Service / Strategic Director:

Date:

Please send this EqlA to equalities@stevenage.gov.uk