

Equality Impact Assessment Toolkit

(April 2014)

Section 1: Your details

EIA lead Officer: Lisa Jamieson

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Head of Section: Lisa Jamieson

Chief Officer: Joe Blott

Directorate: Delivery Services

Date: 27 March 2017

Section 2: What Council proposal is being assessed?

Access Wirral project

Section 2a: Will this EIA be submitted to a Cabinet or Policy & Performance Committee?

Yes / No **If 'yes' please state which meeting and what date**

Wirral Metropolitan Borough Council Cabinet – 27th March 2017

Please select hyperlink to where your EIA is/will be published on the Council's website (please select appropriate link & delete those not relevant)

Chief Executive (Neighbourhoods & Engagement, Policy, Performance & Public Health, Universal & Infrastructure Services)

<https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments/equality-impact-assessments-2014-15/chief>

Transformation & Resources (Resources, Pensions, Legal / Member Services, Human Resources & Organisational Development, Business Processes)

<https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments/equality-impact-assessments-2014-15-0>

Families & Well-Being (Adult Social Services, Children & Young People, Sport & Recreation)

<https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments/equality-impact-assessments-2014/families>

Regeneration & Environment (Environment & Regulation, Housing & Community Safety, Regeneration)

<https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments/equality-impact-assessments-2014-0>

Section 3: Does the proposal have the potential to affect..... (please tick relevant boxes)

- Services**
- The workforce**
- Communities**
- Other** (please state eg: Partners, Private Sector, Voluntary & Community Sector)

If you have ticked one or more of above, please go to section 4.

- None** (please stop here and email this form to your Chief Officer who needs to email it to engage@wirral.gov.uk for publishing)

Section 4:

Could the proposal have a positive or negative impact on any protected groups (race, gender, disability, gender reassignment, age, pregnancy and maternity, religion and belief, sexual orientation, marriage and civil partnership)?

You may also want to consider socio-economic status of individuals.

Please list in the table below and include actions required to mitigate any potential negative impact.

Which group(s) of people could be affected	Potential positive or negative impact	Action required to mitigate any potential negative impact	Lead person	Timescale	Resource implications
Communities	Self-service for Housing Benefit and Council Tax via a web portal may exclude digitally excluded and/or vulnerable people.	<ol style="list-style-type: none">1. Provide IT facilities in the One Stop Shops manned by volunteers who will support the customers to access the self-serve portal.2. Work with third sector and care organisations to train their staff to support vulnerable people in their homes to access the self-serve portal and/or on their behalf.	Lisa Jamieson	9 months	Part of the project.
The workforce	With the reduction in workforce as part of the automation of Housing Benefit and Council Tax, existing staff will need to apply for their	Put in place interview and CV writing refresher courses to support staff.	Lisa Jamieson	12 months	Part of the project.

	jobs.				

Section 4a: Where and how will the above actions be monitored?

The actions outlined in Section 4 will form part of the project deliverables. These deliverables will be planned and tracked through the project plan. The overall implementation of the actions will be monitored as part of the project governance process.

Section 4b: If you think there is no negative impact, what is your reasoning behind this?

Section 5: What research / data / information have you used in support of this process?

As part of the Full Business Case, other Councils who have implemented self-serve were researched and the actions in Section 4 mirror best practice from the other authorities.

Section 6: Are you intending to carry out any consultation with regard to this Council proposal?

Yes

If 'yes' please continue to section 7.

If 'no' please state your reason(s) why:

(please stop here and email this form to your Chief Officer who needs to email it to engage@wirral.gov.uk for publishing)

Section 7: How will consultation take place and by when?

Formal consultation with staff will commence from the 14th May 2018. Consultation will follow the process agreed with Unions.

Before you complete your consultation, please email your preliminary EIA to engage@wirral.gov.uk via your Chief Officer in order for the Council to ensure it is meeting it's legal publishing requirements. The EIA will need to be published with a note saying we are awaiting outcomes from a consultation exercise.

Once you have completed your consultation, please review your actions in section 4. Then email this form to your Chief Officer who needs to email it to engage@wirral.gov.uk for publishing.

Section 8: Have you remembered to:

- a) **Select appropriate directorate hyperlink to where your EIA is/will be published (section 2a)**
- b) **Include any potential positive impacts as well as negative impacts? (section 4)**
- c) **Send this EIA to engage@wirral.gov.uk via your Chief Officer?**
- d) **Review section 4 once consultation has taken place and sent your updated EIA to engage@wirral.gov.uk via your Chief Officer for re-publishing?**