

Equality Impact Assessment Toolkit (January 2021)

Section 1: Your details

EIA lead Officer: Michael Fisher

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Head of Section: n/a

Chief Officer: Matthew Bennett

Directorate: Finance

Date: 2 February 2023

Section 2: What Council proposal is being assessed?

Increased use of automation within Revenues & Benefits reducing the need for double keying and manual intervention from staff.

It is expected this will lead to an annual saving of £ 100,000.

Section 2a: Will this EIA be submitted to a Committee meeting?

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

.....

Hyperlink to where your EIA is/will be published on the Council's website

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

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 (age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation)?

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
All residents	Greater availability of interactive forms will speed up processing and remove some of the risks involved in double keying information. There is no intention to remove existing channels of contact for residents under this proposal	n/a	Michael Fisher	September 23	There will be cost in procuring and implementing any solution, which would be based on the potential savings of the proposed solution. The purchase of any additional automation services will be subject to

					a procurement procedure & appropriate business case
Staff within the Revenues & Benefits team	Reduction in the number of staff required to undertake processing as more automation of self-service form is undertaken, potential for savings to be achieved and resources freed to undertake additional value added tasks	Consideration as to whether staff are replaced as and when vacancies occur across the teams	Michael Fisher	December 23	Reduction in the number of staff to undertake some processing roles in Revenues and Benefits

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

Actions will be monitored by senior management team as part of the service review delivery and regular meeting between Head of Service and the Director of Finance. In addition, regular budget monitoring is undertaken against the Revs & Bens Budget.

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

Processes should be speeded up the implementation of new processes

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

Some market research has been undertaken to ascertain that additional and more advanced Automation solutions are available in the marketplace.

Any additional automation software will require a product to be selected, procured, and implemented. We have limited automation products already which are currently being implemented. These are not the best in class however they will deliver benefits.

Any new services would be subject to a robust business case including benefits realisation.

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

Yes / No – (please delete as appropriate)

If 'yes' please continue to section 7.

If 'no' please state your reason(s) why: Consultation already undertaken as part of the service review. One of the service review proposals dealt with greater automation of services

(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?

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?**