

Colchester Borough Council

Equality Impact Assessment Form - An Analysis of the Effects on Equality

Section 1: screening stage

Name of policy, service or strategy to be assessed:

- Sport and Leisure Management System and Access Control

1. What is the main purpose of the policy, service or strategy?

- To make customer bookings, issue tickets, allow customers to self-serve whilst gaining information about our customers and to control access to leisure facilities.

2. What main areas or activities does it cover?

- Sport and Leisure activities

3. Who are the main audience, users or customers who will be affected?

- Sport and Leisure customers
- Sport and Leisure staff and Customer Service Centre staff

4. What outcomes do you want to achieve from the policy, service or strategy?

- Better management information about our customers
- Better customer service
- Better control of facilities

5. Are other service areas or partner agencies involved in delivery? If so, please give details below:

- Customer Service Centre will have call centre access to the system to assist customers

6. How does the policy, service or strategy help to further or facilitate to our 'general duty'¹ to:

- (a) eliminate unlawful discrimination, harassment and victimisation?
- (b) advance equality of opportunity between people who share a 'protected characteristic'² and those who do not?³
- (c) foster good relations between people who share a protected characteristic and those who do not?⁴

Please complete the following in order to identify how the policy, practice or strategy furthers the aim of the 'general duty':

'Protected characteristic' group		How does it help to 'eliminate unlawful discrimination, harassment and victimisation'?	How does it help to 'advance equality of opportunity between people who share a protected characteristic and those who do not'?	How does it help to 'foster good relations between those who share a protected characteristic and those who do not'?
Age	Older people (60+)			
	Younger people (17-25) and children (0-16)			
Disability	Physical	There will always be a member of staff available to serve or assist with service. This will help eliminate unlawful discrimination.		
	Sensory	As above		
	Learning	As above		
	Mental health issues	As above		

¹ These 3 points summarise the 'general duty' as it applies to public sector organisations in the Equality Act 2010

² The Equality Act's 'protected characteristics' include age, disability, gender reassignment, pregnancy and maternity, race, religion or belief and sex and sexual orientation. It also covers marriage and civil partnerships, but not for all aspects of the duty.

³ This involves having due regard, in particular, to the need to: (a) remove or minimise disadvantages suffered by persons who share a protected characteristic that are connected to that characteristic; (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it, and (c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

⁴ This involves having due regard, in particular, to the need to (a) tackle prejudice, and (b) promote understanding.

'Protected characteristic' group		How does it help to 'eliminate unlawful discrimination, harassment and victimisation'?	How does it help to 'advance equality of opportunity between people who share a protected characteristic and those who do not'?	How does it help to 'foster good relations between those who share a protected characteristic and those who do not'?
	Other – <i>please specify</i>			
Ethnicity ⁵	White			
	Black	Black Minority Ethnic groups may be more likely not to have English as a first language – see below under Language.		
	Chinese	As above		
	Mixed Ethnic Origin	As above		
	Gypsies/ Travellers			
	Other – <i>please state</i>			
Language	English not first language	There will always be a member of staff available to serve or assist with service. Instant telephone translation services should be available as necessary. This will help eliminate unlawful discrimination.		
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks			
Religion or Belief	People with a religious belief (or none) ⁶			
Sex	Men			
	Women			

⁵ National Census 2011 categories are: Bangladeshi, Indian, Pakistani, Other Asian (Asian or Asian British), African, Caribbean, Other Black (Black or Black British), White and Black African, White and Asian, White and Black Caribbean (Mixed), British, Irish, Other White (White), Chinese, Other (Other Ethnic Group).

⁶ For example, Buddhist, Christian, Hindu, Jewish, Muslim, Sikh or no religious belief.

'Protected characteristic' group		How does it help to 'eliminate unlawful discrimination, harassment and victimisation'?	How does it help to 'advance equality of opportunity between people who share a protected characteristic and those who do not'?	How does it help to 'foster good relations between those who share a protected characteristic and those who do not'?
	Transsexual / gender reassignment			
Sexual Orientation	Lesbian, gay and bisexual			
Marriage and Civil Partnership ⁷	People who are single, married or in a civil partnership		not applicable	not applicable

7. Are there any concerns that the policy, service or strategy could have a differential impact in terms of equality?

- Yes

Please use the table below to indicate how the policy, service or strategy could have a positive or negative effect on any of the following equality groups (known under the Equality Act as 'protected characteristics'). Include reference to any consultation, data or information that you have used in making this assessment about positive or negative effects.

'Protected characteristic' group		Positive Impact	Explain how it could benefit the group	Negative Impact	Explain how it could disadvantage the group
Age	Older people (60+)	X	Self service is designed to provide a more efficient, cost effective and accessible service.		
	Younger people (17-25) and children (0-16)	X	As above		
Disability	Physical	X	As above	X	Self serve may not necessarily benefit this category due to accessibility issues

⁷ Our legal duty in respect of 'marriage or civil partnership' extends only to the need to eliminate unlawful discrimination.

'Protected characteristic' group		Positive Impact	Explain how it could benefit the group	Negative Impact	Explain how it could disadvantage the group
	Sensory	X	As above	X	Self serve may not necessarily benefit this category due to accessibility issues
	Learning	X	As above	X	Self serve may not necessarily benefit this category due to accessibility issues
	Mental health issues	X	As above	X	Self serve may not necessarily benefit this category due to accessibility issues
	<i>Other – please specify</i>				
Ethnicity	White	X	As above		
	Black	X	As above	X	Black Minority Ethnic groups may be more likely not to have English as a first language – see below
	Chinese	X	As above	X	Black Minority Ethnic groups may be more likely not to have English as a first language – see below
	Mixed Ethnic Origin	X	As above	X	Black Minority Ethnic groups may be more likely not to have English as a first language – see below
	Gypsies/ Travellers	X	As above		
	<i>Other – please state</i>				
Language	English not first language	X	As above	X	Self serve may not necessarily benefit this category due to accessibility issues
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks	X	As above		
Religion or Belief	People with a religious belief (or none)	X	As above		
Sex	Men	X	As above		
	Women	X	As above		
	Transsexual / gender reassignment	X	As above		
Sexual Orientation	Lesbian, gay and bisexual	X	As above		
Marriage and	People who are single,	X	As above		

'Protected characteristic' group		Positive Impact	Explain how it could benefit the group	Negative Impact	Explain how it could disadvantage the group
Civil Partnership	married or in a civil partnership				

8. Could the policy, service or strategy unlawfully discriminate⁸ against any 'protected characteristic', either directly or indirectly?

- No

9. If you have identified any negative impacts above, have you been able to minimise or remove them, and if so, how?

People with a disability - Self serve may not necessarily benefit this category due to accessibility issues – There will always be a member of staff available to serve or assist with service.

People who do not have English as a first language - Self serve may not necessarily benefit this category due to accessibility issues - There will always be a member of staff available to serve or assist with service. Instant telephone translation services should be available as necessary.

⁸ The Council has a general duty to 'eliminate unlawful discrimination, harassment and victimisation'. Direct discrimination occurs when a person is treated less favourably than another in a comparable situation because of their 'protected characteristic' whether on grounds of age, disability, pregnancy and maternity, ethnicity; religion or belief; sex (gender), sexual orientation, or marriage and civil partnership. Indirect discrimination occurs when an apparently neutral provision or practice would nevertheless disadvantage people on the grounds of their 'protected characteristic' unless the practice can be objectively justified by a legitimate aim.

Summary and findings of Initial Equality Impact Assessment – screening stage

10. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
No likely negative impacts have been identified and this has been justified with reference to consultation, data or information. <input type="checkbox"/>	Sign off screening and finish.
Likely negative impacts have been identified but have been minimised or removed. <input checked="" type="checkbox"/>	Sign off screening and finish.
Likely negative impacts were identified but have not been minimised or removed. <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
There is insufficient evidence to make a judgement. <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

11. Name and job title of person completing this form:

- Zoe Punchard

12. Date of completion:

- May 2012

13. Date for update or review of this screening:

- May 2015