

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:

- Outsourcing of Cash Collection and Counting (Angel Court)

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

- To outsource cash collection and counting from Income Management

2. What main areas or activities does it cover?

- Cash collection and counting

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

- Customers of the Service Centre who pay cash
- Staff

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

- To improve effectiveness and efficiency of operations
- To prevent duplication and double-handling of cash
- To improve security and improve work/life balance for employees
- To reduce amount of cash the Council handles

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

- Customer Service Centre
- Parking Partnership
- Leisure World
- Museums
- Visitors Information Centre
- Highwoods Country Park
- Market and Street Traders
- Activity Centres
- Planning and Building Regulations
- Cemetery and Crematorium Services

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'?

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'?
Age	Older people (60+)	This group may benefit from a move towards using other payment channels for their own personal security. This could help to reduce the likelihood of harassment.		
	Younger people (17-25) and children (0-16)	As above		
Disability	Physical	As above		
	Sensory	As above		
	Learning			
	Mental health issues			
	Other – <i>please specify</i>			
Ethnicity ⁵	White			
	Black	As above		
	Chinese	As above		
	Mixed Ethnic Origin	As above		
	Gypsies/ Travellers			
Other – <i>please state</i>				
Language	English not first language	As above		
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	As above		
Sex	Men			

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'?
	Women	As above		
	Transsexual / gender reassignment	As above		
Sexual Orientation	Lesbian, gay and bisexual	As above		
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	Older people may particularly benefit from a move towards using other payment channels for their own security.	X	Older people may be more likely to pay cash, and to wish to continue to pay cash, at the Customer Service Centre, Angel Court.
	Younger people (17-25) and children (0-16)	X	This group may particularly benefit from a wider variety of more flexible payment channels including paypoint and automated payment kiosks.		

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
Disability	Physical	X	This group may particularly benefit from a move towards using other payment channels for their own security.		
	Sensory	X	As above		
	Learning	X	As above		
	Mental health issues				
Ethnicity	Other – <i>please specify</i>				
	White				
	Black				
	Chinese				
	Mixed Ethnic Origin				
	Gypsies/ Travellers				
Language	Other – <i>please state</i>				
	English not first language				
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)				
Sex	Men				
	Women				
	Transsexual / gender reassignment	X	This group may be more likely to be victims of harassment and other crimes. They may particularly benefit from a move towards using other payment channels for their own security.		
Sexual Orientation	Lesbian, gay and bisexual				
Marriage and Civil	People who are single, married or in a civil				

'Protected characteristic' group		Positive Impact	Explain how it could benefit the group	Negative Impact	Explain how it could disadvantage the group
Partnership	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?

Older people may be more likely to pay cash, and to wish to continue to pay cash, at the Customer Service Centre, Angel Court

The Council will encourage this group to use other payment channels by communicating and publicising its benefits. There are a number of current alternatives including online, Barclays Bank; direct debit; and the Post Office. The Council will aim to increase payment options further by considering the use of PayPoint, Library Kiosks and the use of mobile applications.

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. X	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:

Debbie Greenwood

12. Date of completion:

02 August 2012

13. Date for update or review of this screening:

August 2014