

BRAINTREE DISTRICT COUNCIL - IMPACT ASSESSMENT

WHY DO I NEED TO DO AN ASSESSMENT?

This Impact Assessment isn't designed to 'catch you out'. It is designed to help you think about and improve the way you deliver your services by ensuring that they are as inclusive as possible.

It will help you to test the impact on people when reviewing or developing new policies, strategies and functions to find out if there is any adverse impact or illegal discrimination or any unmet need or requirements.

Legislation imposes duties on local authorities to promote equality and tackle discrimination related to Age, Disability, Gender (includes marital status, gender reassignment), Race (colour, ethnic or national origin, nationality) Religion or Belief, Sexual Orientation, However, we have also included discretionary but important additional categories relevant to our District in this assessment process: People Living in Rural Areas, People living in Urban Areas, People on Low Incomes and People for whom English is not their first Language.

To comply with legislation the Council is required to publish its Impact Assessments and these will be made available on our website.

WHAT HAS TO BE IMPACT ASSESSED?

You need to do an Assessment when reviewing, making changes to or developing new and existing policies, strategies and functions that are relevant to equality. This can be determined as follows:

RELEVANT – Impact Assessment must be done

- The policy, strategy or function will impact on people (residents, staff or people living, visiting or working in Braintree District)
- The policy, strategy or function may benefit some people or communities and not others

NOT RELEVANT – Impact Assessment not needed

- No intended impact on people
- The policy, strategy or function is administrative only

HOW DO I DO THIS ASSESSMENT?

By answering the questions in the following Assessment template you will be able to consider any possible positive or negative impacts that a new or existing policy, strategy or function may have on defined groups, using data as evidence, and take action accordingly.

IMPACT ASSESSMENT – INITIAL SCREENING

Name of Policy, Strategy or Function being assessed	Cash Collection Facilities
Is this a new or existing Policy, Strategy or Function?	Reduction in service
Person responsible for the assessment	Trevor Wilson
Service Area	Finance
Head of Service	Trevor Wilson, Head of Finance
Date	13 th January 2011

1. What is the main purpose of the Policy, Strategy or Function?

To receive payments from customers. This includes face to face, telephone and web services.

2. Who else will be involved in the delivery of this Proposal?

If so, state who they are. They will need to be involved in producing this Impact Assessment

Head of Finance, Head of Business Solutions, and their teams.

3. Who will be affected by the proposal?

- All persons who pay the council using cash
- Taxi drivers who cash travel tokens
- Taxi drivers and other licence applicants who pay the fees associated with their licence by cash
- Staff who cash their travel, subsistence and petty cash reimbursement claims
- Residents requiring visitor parking permits
- Businesses purchasing trade refuse sacks using cash
- Senior citizens purchasing discounted railcards
- Staff in Icons restaurant paying in daily takings and vending machine income

- Customers paying for pest control services by cash
- Payment of cash takings from Halstead Luncheon Club
- Community Transport drivers paying in travel fares in cash

The above is based on an analysis of cash transactions over the months of April and October 2010, with those categories having 10 or more transactions in a month.

4. To ensure that you have all available information that could help you to undertake this Impact Assessment complete the following table to evidence which of the following sources of information you are using, or intend to use, to assess the impact of the Policy, Strategy or Function on people within the following equality groups: Disability, Race (colour, ethnic or national origin, nationality) Religion or Belief, Sex (marital status, gender reassignment), Sexual orientation, Age, People living in rural areas, People living in urban areas, People on low incomes, People for whom English is not their first language. **The sources listed are for guidance so please add/substitute your own categories as appropriate.**

Source	Reference (date/ relevant publication, etc)
Performance Indicators/Targets	Not Applicable
User Satisfaction Surveys	Not Applicable
Consultation results (new and existing)	Consultation results from <ul style="list-style-type: none"> • Your Council, your Say • Website • People's panel
Staff monitoring data	Not Applicable
Complaints information	Complaints information from previous projects to move customers from cash at area offices to alternative methods of payment.
Demographic profiles (census, etc)	Not Applicable
Local Needs Analysis (internal or external sources)	Information regarding the number of cash payers in

	the district for Council Tax. Information regarding the number of cash payments taken by the cash office
Staff Survey results	
Research reports	
Best Practice Information	Information from other authorities regarding their cash facilities
Benchmarking data	
Expert views of people representing the equality groups	

5. Based on the data indicated in question 4, assess the impact that the Policy, Strategy or Function could have on the groups below. The impact could be positive i.e. it will benefit this group, it could help to promote equality, access, or improve relations within equality groups. The impact could be negative i.e. it could disadvantage them. You need to explain the reasons for the impact assessment you have made

Equality Group	Category	Positive Impact	Negative Impact/ Risk	Explanation
Age	Children 0-16	N/A	N/A	
	Young People 17-25	N/A	Yes	From age 18+ for payment of council tax
	Ages 26-59	N/A	Yes	For payment of council tax
	Older People 60+	N/A	Yes	For purchase of rail cards and council tax
Disability	Blind/Partially Sighted	N/A	N/A	
	Deaf/Hearing Impaired	N/A	N/A	
	Wheelchair user/mobility difficulties	N/A	N/A	
	Learning Difficulties	N/A	N/A	
	Mental Health Difficulties	N/A	N/A	
	Learning Difficulties	N/A	N/A	
Gender	Women	N/A	N/A	
	Men	N/A	N/A	

	Transgender	N/A	N/A	
Race	White including English, Scottish, Welsh, Irish, Eastern European (Polish Slovak, etc) Other White background – please specify	N/A	N/A	
	Asian including Bangladeshi, Pakistani, Indian, Vietnamese, Chinese, Other Asian background – please specify	N/A	N/A	
	Black including Caribbean, Somali, Other African, Other Black background – please specify	N/A	N/A	
	Mixed Dual Heritage including White and Black Caribbean, White and Black African, White and Asian, Other mixed background – please specify	N/A	N/A	
	Gypsies/Travellers	N/A	N/A	
Religion/Belief	Buddhist	N/A	N/A	
	Christian	N/A	N/A	
	Hindu	N/A	N/A	
	Jewish	N/A	N/A	
	Muslim	N/A	N/A	
	Sikh	N/A	N/A	
	Other – please specify	N/A	N/A	
Sexual Orientation	Lesbian Gay men Heterosexual Bi-sexual	N/A	N/A	
Social Inclusion	People living in rural areas	N/A	N/A	
	People living in urban areas	N/A	N/A	
	People on low incomes	N/A	N/A	
	English not first language	N/A	N/A	

Other (optional)	Cash payers		Yes	Customers identified in section 3 above will not be able to pay their bills using cash at the Council offices
	Taxi Drivers		Yes	Taxi drivers will not be able to cash their tokens at the Council offices
	Taxi Drivers and other licence applicants		Yes	Will not be able to pay the licensing fees by cash at the Council offices
	Council Staff		Yes	There will be an alternative method of claiming petty cash

6. Based on your answer to question 5, could the Policy, Strategy or Function discriminate against any of the groups below either directly or indirectly

NOTE: Direct Discrimination occurs when a person is treated less favourably than another in a comparable situation because of their racial or ethnic origin, gender, religion or belief, disability, age or sexual orientation.

Indirect Discrimination occurs when an apparently neutral provision or practice would disadvantage people on the grounds of racial or ethnic origin, gender, religion or belief, disability, age or sexual orientation, unless the practice can be objectively justified by a legitimate aim

Group	Direct Yes/No	Indirect Yes/No	If Yes state how
Age	No	Yes	May impact on older people
Disability	No	No	
Gender	No	No	

Race	No	No	
Religion/Belief	No	No	
Sexual Orientation	No	No	
Social Inclusion	No	No	

7. Referring to your answers to questions 5 and 6, can you easily minimize or remove any negative impacts identified and if so how?

Cash Payers – Cash payers have alternative methods of payment. These include:

- Direct debit
- Standing order
- Cheque – By post and by delivery to Causeway House
- Credit/debit cards – by phone and by web 24 hours a day
- Pay point payment cards (which will allow customers to continue paying by cash for Council Tax from a number of pay point across the district)

Taxi Drivers – A proposal is being considered which will stop the provision of travel tokens. If this is agreed then there will no longer be a requirement to cash travel tokens. Taxi drivers can also send in the tokens and receive payment back by cheque or direct to bank.

Taxi drivers and other licence applicants – will be informed that payments will only be accepted by the first four methods detailed above.

Council staff – Other methods of paying for subsistence claims are being investigated, including keeping a small float and providing a limited time for staff to cash claims, and paying claims through payroll or payments.

Residents requiring parking permits – The process of issuing visitors parking permits is to be reviewed to identify how it could be improved for the customer and be more efficient. The feasibility of small amounts of cash being taken by reception staff is being investigated.

People requiring pest control service will be informed that payments will only be accepted by the first four methods detailed above.

Receipt of takings from vending machines, Halstead Luncheon Club and Community Transport drivers will continue to be handled by the back office cashier team.

Payment for the purchase of senior citizen railcards will be by the first four methods detailed above.

8. If the negative impacts cannot be minimized or removed, they need to be justified. Please explain how and what the evidence for this is.

You may want to refer back to the monitoring data you listed in Question 4 to answer this question.

N/A

9. If you have identified any impacts as positive in Question 5, are there any further ways in which can you adapt the policy, strategy or function to increase or extend its positive benefits for equality groups? Please explain your reasoning.

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10. Based on the information you have now provided in this assessment please proceed as follows:

Equality Impact Assessment	Action
No negative impacts have been identified and this has been justified with evidence	Go to Q11 and Sign Off
Negative impacts were identified but have been minimized or removed	Go to Q11 and Sign Off
There is insufficient evidence to reach a valid conclusion on the Impact	Go back and collect additional evidence/data and then complete a new Assessment
Negative impacts were identified but have not been minimized, removed or justified	Complete the Action Plan below and then sign off by completing Q11

11. Sign Off

Assessment Completed by (name & signature)	Trevor Wilson
Senior Manager (name & signature)	Trevor Wilson
Date:	26th January 2011

A copy of the signed Impact Assessment and any Action Plan should be retained and appended to the relevant Policy/Strategy document or Business Plan. A signed hard copy and an electronic copy should be sent to Charmaine Dean, Head of Community Services. It is a statutory requirement to publish the results of Equality Impact Assessments. We will make these available on our website.

IMPACT ASSESSMENT ACTION PLAN

You now need to develop and implement an Action Plan to address the negative impacts identified that could not be minimized, removed or justified.

This should include more detailed research, further data collection or consultation with representatives from the equality group(s) who you have identified as being likely to suffer a negative impact/be disadvantaged by the Policy, Strategy or Function being assessed.

ACTION PLAN

Equality Group (eg young people, blind/partially sighted, etc)	Negative Impact Identified	Action	By Who	Start Date	End Date

ACTION PLAN MONITORING

How will you monitor progress of your Action Plan? And at what intervals?	
How frequently will this monitoring take place?	
Who will be responsible for this?	

Now go back to question 11 to complete and sign off this Assessment