

Equality impact assessment (EIA) form: evidencing paying due regard to protected characteristics

(Form updated May 2015)

1513 – North Yorkshire Registrars – replacement booking and ceremony management system

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যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।
如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。
اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔



Equality Impact Assessments (EIAs) are public documents. EIAs accompanying reports going to County Councillors for decisions are published with the committee papers on our website and are available in hard copy at the relevant meeting. To help people to find completed EIAs we also publish them in the Equality and Diversity section of our website. This will help people to see for themselves how we have paid due regard in order to meet statutory requirements.

| | |
|---|---|
| Name of Directorate and Service Area | Project Sponsor: Julie Blaisdale – AD, Customer and Community Services |
| Lead Officer and contact details | Robin Mair |
| Names and roles of other people involved in carrying out the EIA | Rosa Hadjiska – <i>Project and Change Officer</i> Robin Mair - General Manager-Registration, Archives & Coroners, Library and Community Services |
| How will you pay due regard? e.g. working group, individual officer | Via working group, 2020 Ops Group & CS Project Board |
| When did the due regard process start? | 2 nd February 2017 |

Section 1. Please describe briefly what this EIA is about. (e.g. are you starting a new service, changing how you do something, stopping doing something?)

North Yorkshire County Council wants to develop and launch services online with customers. By 2020 the council predicts that 70% of its transactions with customers will be online. Increasing online services are becoming customers first port of call – online is becoming the channel of choice. North Yorkshire Council has a responsibility to respond to this changing customer behaviour and provide more services online which provide customers with a full end to end online experience and more choice.

As the contract for our current supplier comes to an end, Registrars are looking to purchase an IT solution for the booking and ceremony management system. We are taking this opportunity to review and upgrade our online service offer to customers in order to ensure that online transactions are seamless on both computers and mobile technology. As well as this, we are looking to improve other areas of the service in-line and above the General Registration Office (GRO) guidelines on fraud prevention and key performance indicator reporting. Moreover, we are improving things for customers who cannot go online and who are using other channels such as telephone call and face to face, reducing waiting times and call back times for those customers.

Section 2. Why is this being proposed? What are the aims? What does the authority hope to achieve by it? (e.g. to save money, meet increased demand, do things in a better way.)

As the contract for the current system has come to an end, we are obliged to go through a procurement exercise again to be able to award a new contract. Changes to the online offer are important in enabling the service to adapt to increasing demands for mobile friendly websites and purchasing.

This is being proposed as a need for our organisation to adapt and change to ultimately achieve the 2020 savings target, but equally to adapt to increasing demands in certain areas e.g. Social Care, Highways etc.

We need to adapt how we work with our customers and become more flexible with their needs and ever changing lifestyles. By making more services available online, and improve the quality of service received we will be able to be more accessible for longer hours, and when our customers need us. This will save the council time and money without affecting the quality of service we provide, while also giving our customers more choice about how and when they contact North Yorkshire County Council.

Section 3. What will change? What will be different for customers and/or staff?

- More online self-service by customers
- Fewer telephone calls handled , particularly in the Customer service Centre

Section 4. Involvement and consultation (What involvement and consultation has been done regarding the proposal and what are the results? What consultation will be needed and how will it be done?)

Engagement has been done in the form of customer journey mapping, looking at the extensive customer feedback and comments that the registrars have and using that to inform the limited

work that will be done to changes of the system. Continual feedback from customers will allow continual improvement to the customer experience.

Section 5. What impact will this proposal have on council budgets? Will it be cost neutral, have increased cost or reduce costs?

The changes that we have made and are making will reduce the council's costs by encouraging customers to move to online. This will in turn reduce the telephone and postal traffic.

This will mean lower costs for the County Council

| Section 6. How will this proposal affect people with protected characteristics? | No impact | Make things better | Make things worse | Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc. Something in each of these boxes to indicate the numbers we're talking about and if possible how that relates to services |
|--|------------------|---------------------------|--------------------------|---|
| Age | | X | X | <p>Although many of our services will be put online, with 24 hour access, there will still be those who have no access to the internet, we continue to offer other access points, such as local libraries and in some cases the Customer Contact Centre via telephony. To mitigate against this, we still accept contact by 'walk-in' access at registration offices, telephone and letter correspondence.</p> <p>Also assisted digital services will be made available to support customer to learn new skills and gain confidence online.</p> |
| Disability | | X | X | <p>For many of our disabled customers' access online is their only/main way to contact ourselves, and receive support from social workers, friends & family. For those who have no access, there will be supported access in libraries, and perhaps carers support in customers own homes, via the customer resolution centre and telephone.</p> <p>Also assisted digital services will be made available to support customer to learn new skills and gain confidence online.</p> |
| Sex (Gender) | X | | | |

| | | | | |
|-------------------------------|---|---|---|--|
| Race | | | X | <p>The use of any online services may discourage those customers for whom English is not their first language. Other access channels will remain in place to support these customers.</p> <p>Also assisted digital services will be made available to support customer to learn new skills and gain confidence online.</p> |
| Gender reassignment | X | | | |
| Sexual orientation | X | | | |
| Religion or belief | X | | | |
| Pregnancy or maternity | X | | | |
| Marriage or civil partnership | | X | | There will be greater online access to services. |

| Section 7. How will this proposal affect people who... | No impact | Make things better | Make things worse | Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc. |
|---|------------------|---------------------------|--------------------------|--|
| ..live in a rural area? | | X | X | The use of any online services may have a negative impact in those areas where Broadband/Internet connectivity is an issue. However where there is no connectivity issues, it will improve the service by removing the need to contact the office during set office hours. |
| ...have a low income? | | X | X | For those low income households, it will improve matters having more online services, as they won't need to think of the cost and time it takes to make the phone call or travel to nearest town offices. However for those who don't have internet there will still be the telephone/face to face options. We will also develop on-line services for mobile phones which mean those with smart phones will be able to access online services easily negating the need for expensive hardware. |

Section 8. Will the proposal affect anyone more because of a combination of protected characteristics? (e.g. older women or young gay men) **State what you think the effect may be and why, providing evidence from engagement, consultation and/or service user data or demographic information etc.**

In terms of those most affected due to more than one protected characteristic, there is no evidence at this time to suggest this is the case.

Through the development of the customer strategy we have engaged with many people and identified some of the barriers to on-line services. These are being addressed by the digital access training and also be leaving all access channels in place.

Also including customers in the design and testing of services has allowed the council to understand other factors which will continue to be collected and addressed as part of the programme.

| Section 9. Next steps to address the anticipated impact. Select one of the following options and explain why this has been chosen. (Remember: we have an anticipatory duty to make reasonable adjustments so that disabled people can access services and work for us) | Tick option chosen |
|---|---------------------------|
| 1. No adverse impact - no major change needed to the proposal. There is no potential for discrimination or adverse impact identified. | X |
| 2. Adverse impact - adjust the proposal - The EIA identifies potential problems or missed opportunities. We will change our proposal to reduce or remove these adverse impacts, or we will achieve our aim in another way which will not make things worse for people. | |
| 3. Adverse impact - continue the proposal - The EIA identifies potential problems or missed opportunities. We cannot change our proposal to reduce or remove these adverse impacts, nor can we achieve our aim in another way which will not make things worse for people. (There must be compelling reasons for continuing with proposals which will have the most adverse impacts. Get advice from Legal Services) | |
| 4. Actual or potential unlawful discrimination - stop and remove the proposal – The EIA identifies actual or potential unlawful discrimination. It must be stopped. | |
| Explanation of why option has been chosen. (Include any advice given by Legal Services.) | |
| The customer programme is not reducing access for customers. The aim is to increase customer choice, encouraging customers to get involved in the design and testing of services, supporting customer to get on-line and ensuring no one is excluded from services, improving quality of services, removing barriers to services by retaining traditional access channels | |

Section 10. If the proposal is to be implemented how will you find out how it is really affecting people? (How will you monitor and review the changes?)

The North Yorkshire Registration Service regularly survey their customers for feedback. The results of this survey will be used to monitor the changes implemented. As no channels of communication are being removed, there is likely to only be positive changes for customers.

Section 11. Action plan. List any actions you need to take which have been identified in this EIA, including post implementation review to find out how the outcomes have been achieved in practice and what impacts there have actually been on people with protected characteristics.

| Action | Lead | By when | Progress | Monitoring arrangements |
|------------------|------|---------|----------|-------------------------|
| None identified. | | | | |

Section 12. Summary Summarise the findings of your EIA, including impacts, recommendation in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.

There is no significant change being made by this proposal. There will continue to be the ability to ring, write or call in person as alternatives.

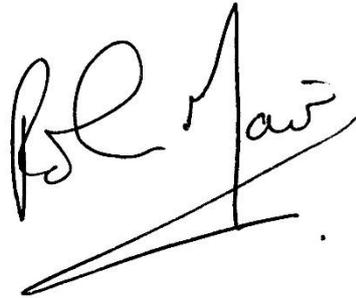
Section 13. Sign off section

This full EIA was completed by:

Name: Robin Mair

Job title: General Manager- Registration, Archives & Coroners

Directorate: Central Services



Signature:

Completion date: 17th April 2017

Authorised by relevant Assistant Director (signature):



Date: 28.04.17