

Template 1 - Scoping & Analysis

Name of the Service, Policy, or Strategy:	Winchester Reception – Cash Office
Element(s) of the above being assessed.	<i>Write 'whole' or list each element. Add notes on screening.</i>
Date Screening undertaken:	<i>June 2018</i>
Screeners:	<i>Facilitator: Joseph Holmes (Strategic Director Resources) Liz Keys (WCC Finance Manager), Nadine Fox (WCC Engagement and insight officer),</i>
File name and location:	<i>WCC</i>
Question (See Advice Notes)	Answer
1. What is the main purpose of the Service, Strategy, Policy, Practice or Procedure?	To modernise the way the Council receives payments at the City Offices. Streamline the process for customers paying cash, cheques and by card at the City Offices. Reduction in fraudulent cash received – machines automatically check for and reject fraudulent cash. Customers are able to allocate their payment(s) to their own account / bill therefore reducing officer misallocation errors.
2. List the main activities of the Service, Strategy, Policy, Practice or Procedure.	

Using the table below identify who is affected by the Service, Strategy, Policy, Project, Practice or Procedure and decide if (1) they benefit from it or are disadvantaged or discriminated against by it, (2) it is promoting equality of opportunity or participation in public life, and (3) if it is promoting good relations with other groups. Give brief reasons and the evidence for your decision.

N.B. You MUST have evidence or good reasons to justify your decision. Usually this will take the form of equality monitoring information on who uses a service or is affected by a policy. If you do not have monitoring information – or do, but don't analyse it – then it is unlikely that you can complete this stage now unless you can find other evidence or good reasons to support your judgement e.g. research or Equality Assessments undertaken by other agencies.

Discuss this with the Equality Adviser and agree a way forward.

'+VE' = Positive impact '-VE' = negative impact 'N/A' = Not Applicable

PROTECTED CHARACTERISTIC	SUB-GROUP	DISCRIMINATION & DISADVANTAGE			PROMOTING EQUALITY & PARTICIPATION			PROMOTING GOOD RELATIONS			REASONING & EVIDENCE
		+VE	-VE	N/A	YES	No	N/A	YES	NO	N/A	
SEX (GENDER)	Women			X			X			X	THE SERVICES ARE NOT GENDER SPECIFIC. THERE IS NO REASON TO THINK THAT THE NEW SERVICE WOULD DISCRIMINATE AGAINST WOMEN, MEN OR TRANS PEOPLE
	Men			X			X			X	
	Transgender			X			X			X	
AGE YOU MAY ALTER AGE RANGES IF APPROPRIATE	Over 80		X		X						SERVICES ARE NOT AGE SPECIFIC BUT YOUNGER PEOPLE MAY BENEFIT FROM THE IMPROVED TECHNOLOGY DUE TO BETTER IT LITERACY. OLDER PEOPLE MAY BE DISADVANTAGED BY THE UNFAMILIARITY WITH THE NEW TECHNOLOGY AND THE LOSS OF SOCIAL INTERACTION BUT THIS COULD BE MITIGATED INITIALLY BY THE PRESENCE OF A FLOOR WALKERS AND LATTERLY BY THE SUPPORT OF RECEPTION STAFF.
	Over 65		X		X						
	22-64	X			X						
	16 to 21	X			X						
	Under 16			X	X						
RACE YOU MAY NEED MORE DETAIL HERE E.G. A SPECIFIC ETHNIC GROUP	White British People			X	X						SERVICES ARE NOT RACE SPECIFIC. THERE IS NO REASON TO THINK THAT THE NEW SERVICE WOULD DISCRIMINATE AGAINST PEOPLE OF DIFFERENT ETHNIC GROUPS THERE IS AN OPTION TO OFFER THE EXISTING SERVICE IN LANGUAGES OTHER THAN ENGLISH OF THIS IS
	White European or Other White People			X	X						
	Irish People			X	X						
	Black or Black British People			X	X						

PROTECTED CHARACTERISTIC	SUB-GROUP	DISCRIMINATION & DISADVANTAGE			PROMOTING EQUALITY & PARTICIPATION			PROMOTING GOOD RELATIONS			REASONING & EVIDENCE
		+VE	-VE	N/A	YES	No	N/A	YES	NO	N/A	
	Asian or Asian British People			X	X						DEEMED TO BE OF BENEFIT TO CUSTOMERS.
	Chinese or Chinese British People			X	X						
	Mixed Race People			X	X						
	Gypsies/Travellers			X	X						
	People from other minority ethnic groups			X	X						
DISABILITY & HEALTH YOU MAY NEED MORE DETAIL HERE E.G. TYPE OF SENSORY IMPAIRMENT	Physical Impairment		X		X						PEOPLE WITH PHYSICAL AND SENSORY IMPAIRMENTS MAY BE DISADVANTAGED (PARTICULARLY THOSE WITH VISUAL IMPAIRMENTS) BUT THIS COULD BE MITIGATED BY PLACING THE MACHINES AT SUITABLE HEIGHTS AND ADDITIONAL ASSISTANCE PROVIDED BY RECEPTION STAFF.
	Sensory Impairment		X		X						
	Long-Term Health Problem			X	X						THERE IS NO REASON TO THINK THAT THE NEW SERVICE WOULD DISCRIMINATE AGAINST PEOPLE WITH LONG-TERM HEALTH PROBLEMS.
	Mental Illness		X		X						PEOPLE WITH MENTAL HEALTH ISSUES OR LEARNING DISABILITIES MAY FIND THE CHANGES TO THE SERVICES
	Learning Disability		X		X						

PROTECTED CHARACTERISTIC	SUB-GROUP	DISCRIMINATION & DISADVANTAGE			PROMOTING EQUALITY & PARTICIPATION			PROMOTING GOOD RELATIONS			REASONING & EVIDENCE
		+VE	-VE	N/A	YES	No	N/A	YES	NO	N/A	
											STRESSFUL BUT THIS COULD BE MANAGED WITH THE TRANSITIONAL ASSISTANCE PROVIDED BY FLOOR WALKERS
SEXUAL ORIENTATION	Lesbians			X							THE SERVICES ARE NOT SPECIFIC. THERE IS NO REASON TO THINK THAT THE NEW SERVICE WOULD DISCRIMINATE AGAINST LGBT
	Gay Men			X							
	Bisexuals			X							
RELIGION & BELIEF YOU MAY NEED MORE DETAIL HERE E.G. A SPECIFIC FAITH/BELIEF	Faith Groups			X							SERVICES ARE NOT FAITH/BELIEF SPECIFIC
	Atheist, Agnostic or Other belief			X							
MARRIAGE & CIVIL PARTNERSHIP	Married			X							THERE IS NO REASON TO THINK THAT ANY OF THE SERVICES WOULD DISCRIMINATE AGAINST MARRIED PEOPLE OR THOSE IN CIVIL PARTNERSHIPS
	Civil Partners			X							
PREGNANCY & MATERNITY	Pregnant			X							THERE IS NO REASON TO THINK THAT ANY OF THE SERVICES WOULD DISCRIMINATE AGAINST PREGNANT WOMEN OR WOMEN ON MATERNITY LEAVE
	On Maternity Leave			X							
OTHER YOU MAY ADD ADDITIONAL GROUPS HERE.	Poor Literacy &/or Numeracy		X								PEOPLE WITH POOR LITERACY AND/OR NUMERACY MAY FIND THE CHANGES TO THE SERVICES STRESSFUL BUT THIS COULD BE MANAGED WITH THE ASSISTANCE FROM RECEPTION STAFF

PROTECTED CHARACTERISTIC	SUB-GROUP	DISCRIMINATION & DISADVANTAGE			PROMOTING EQUALITY & PARTICIPATION			PROMOTING GOOD RELATIONS			REASONING & EVIDENCE
		+VE	-VE	N/A	YES	No	N/A	YES	NO	N/A	
	Unemployed			X							THERE IS NO REASON TO THINK THAT THE NEW SERVICE WOULD DISCRIMINATE AGAINST THE UNEMPLOYED.
	Living in rural area			X							THE LOCATION OF THE NEW SERVICE PROVISION IS THE SAME AS THE EXISTING PROVISION THEREFORE THERE WILL BE NO EFFECT ON THOSE LIVING IN RURAL AREAS.
	Low Income			X							THERE IS NO REASON TO THINK THAT THE NEW SERVICE WOULD DISCRIMINATE AGAINST PEOPLE WITH LOW INCOMES.
	On Benefits			X							THERE IS NO REASON TO THINK THAT THE NEW SERVICE WOULD DISCRIMINATE AGAINST PEOPLE ON BENEFITS.
	Caring Responsibilities			X							THERE IS NO REASON TO THINK THAT THE NEW SERVICE WOULD DISCRIMINATE AGAINST PEOPLE WITH CARING RESPONSIBILITIES.
	?										

Now answer the following questions. The key findings should be included in any report to decision-makers and used to produce a short report on the Equality Assessment for publication, this should include any new equality information you have gathered and details of any consultations or other forms of engagement with individuals or groups of people with protected characteristics. N.B. It is a legal requirement to publish this information.

4. Have you identified any impact(s) on any group(s)?	YES [X] NO [] <i>Elderly, people with disabilities, poor literacy and or numeracy – mitigated by floor walkers</i>
5. Is the Service, Strategy, Policy, Project, Practice or Procedure promoting equality of opportunity and/or participation in public life for any group(s)?	Not Applicable [] YES [] NO [X]
6. Can it be improved to do so?	YES [] NO [X]
7. Is the Service, Strategy, Policy, Project, Practice or Procedure promoting good relations for any group(s)?	Not Applicable [X] YES [] NO [] <i>Younger, IT literate generation. Those living in rural locations able to use local Post Office</i>
8. Have you gathered any new equality information during this assessment?	YES [] NO []
9. Have you undertaken any consultation/engagement work during this assessment?	YES [] NO [X] <i>Send to the Equality Adviser and summarise what you did and the results in the EqA report.</i>

Now send this completed template for validation.