



Access Wirral Equality Impact Assessment (June 2017)

Section 1:

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Chief Officer: Paul Satoor

Directorate: Transformation

Date: 02/06/17

Section 2: The Access Wirral Project will enable the delivery of greater customer satisfaction, faster resolution at the first point of contact with front and back office in Revenues & Benefits and Council Tax, removing duplication and non-essential activity to deliver efficiencies and savings in the Transaction Centre.

This Equality Impact Assessment (EIA) intends to identify areas where this project could disproportionately affect certain people with protected characteristics. Where there is considered to be an impact which disproportionately affects certain groups of people, this EIA details actions that will be taken to mitigate this impact.

The EIA also details the positive impact of this project upon groups of people with protected characteristics. As the Access Wirral project progresses, this EIA will be updated.

Key Facts:

86% of Wirral residents have access to the internet (which means that 14% do not = approximately 45,000 people).

A larger proportion of Wirral residents access the internet from libraries and public access points when compared to the rest of the UK (13% locally vs 6% nationally)

20% of Adults in Wirral have never been online

Section 2a: Will this EIA be submitted to a Cabinet or Committee meeting?

No

Delivery (Customer Services, Adult & Disability Services, Community Services, Merseyside Pension Fund, Environmental Services)

<https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments/equality-impact-assessments-2017/delivery>

Section 3: Does the proposal have the potential to affect?

- Services**
- The workforce**
- Communities**
- Other** (e.g.: Partners, Private Sector and Voluntary & Community Sector)

If you have ticked one or more of above, please go to section 4.

- None** (please stop here and email this form to your Chief Officer who needs to email it to engage@wirral.gov.uk for publishing)

Section 4:

Could the proposal have a positive or negative impact on any protected groups (race, gender, disability, gender reassignment, age, pregnancy and maternity, religion and belief, sexual orientation, marriage and civil partnership)?

You may also want to consider socio-economic status of individuals.

Please list in the table below and include actions required to mitigate any potential negative impact.

Which group(s) of people could be affected	Potential positive or negative impact	Action required to mitigate any potential negative impact	Lead person	Timescale	Resource implications
Age	Positive: Services will be more accessible via the portal which will benefit younger customers who are more likely to want to access services via the web. Negative: Three out of ten people in Wirral aged 65 to 74 and two-thirds of those aged 75 and over are not online. Therefore older people may need assistance using the digital platform.	In order to ensure that those who do not use the internet are not disadvantaged by this digital transformation, we need to apply three complementary approaches: i) greater support to increase digital inclusion, ii) a user friendly design of the Advantage Digital Portal (ADP) and iii) appropriate alternative access for people who cannot get online.	Andy Dixon	May 2018	This may require additional support or upskilling of staff in the One Stop Shops (OSS) (See Stockport Council's – Digital Heroes).
Disability	Positive: Services will be more accessible via the ADP which will benefit customers with mobility issues. Negative: Wirral has over	To ensure that we achieve similar levels of access for the visually impaired, we	Andy Dixon	May 2018	TBC

	<p>10,000 people (estimate from JSNA Eye Health Report 2016) living with some sort of sight loss. This demographic group will need additional support/software. It is estimated that there are approximately 5,914 (JSNA Learning Disabilities 2016) adults in Wirral who have a learning disability. This cohort may also need varying levels of support to navigate through the digital portal.</p>	<p>need to engage with 3rd party stakeholders such as the Wirral Society of the Blind and Partially Sighted (WSBPS) as their input to the design of the front end portal will be vital to ensuring it is fit for purpose. This will enable the project team to design the application with screen reader and magnification software aids in mind. This will also be managed through the marketing campaign by ensuring our promotional material is accessible (braille etc). Similarly, the project team will liaise with our Learning Disability Team in DASS and partner agencies to assist in the improvement of the portal so that we develop a support framework to supplement the ADP.</p>			
Race	<p>We do not envisage any impact on this protected group. We will ensure that communication and publicity materials illustrate diversity in a positive way and promote participation across all ethnic groups.</p>	<p>For assurance purposes we will be using the Wirral.gov http://www.wirral.gov.uk/about-council/about-website/accessibility standards as a contingency for any language</p>	N/A	N/A	N/A

		hindrances.			
Gender	We do not envisage any impact. We will ensure that all communications and publicity material takes into account all groups and encourage participation across all genders.	N/A	N/A	N/A	N/A
Religion and belief	Data from the 2011 Census summarised the religious breakdown within Wirral as follows: 70.4% Christian, 20.9% No religion, 0.6% Muslim, 0.3% Buddhist, 0.2% Hindu, 0.1% Jewish & 0.1% Sikh. However, we do not envisage any impact. We will ensure that communications and publicity material takes due regard of the sensitivities of all religious groups and encourage participation from people of all faiths.	N/A	N/A	N/A	N/A

Section 4a: Where and how will the above actions be monitored?

The EIA actions will be monitored/updated at the operational project team meeting on a monthly basis.

Section 4b: If you think there is no negative impact, what is your reasoning behind this? N/A

Section 5: What research / data / information have you used in support of this process? JNSA Reports, Mosaic and Census data.

Section 6: Are you intending to carry out any consultation with regard to this Council proposal?

Yes / No – (please delete as appropriate)

If 'yes' please continue to section 7.

If 'no' please state your reason(s) why:

(please stop here and email this form to your Chief Officer who needs to email it to engage@wirral.gov.uk for publishing)

Section 7: How will consultation take place and by when?

Before you complete your consultation, please email your preliminary EIA to engage@wirral.gov.uk via your Chief Officer in order for the Council to ensure it is meeting it's legal publishing requirements. The EIA will need to be published with a note saying we are awaiting outcomes from a consultation exercise.

Once you have completed your consultation, please review your actions in section 4. Then email this form to your Chief Officer who needs to email it to engage@wirral.gov.uk for publishing.

Section 8: Have you remembered to:

- a) **Select appropriate directorate hyperlink to where your EIA is/will be published** (section 2a)
- b) **Include any potential positive impacts as well as negative impacts?** (section 4)
- c) **Send this EIA to engage@wirral.gov.uk via your Chief Officer?**
- d) **Review section 4 once consultation has taken place and sent your updated EIA to engage@wirral.gov.uk via your Chief Officer for re-publishing?**