



## Stage 1: Scope of the Equality Assessment

**\*\* NB. It is important that your Equality Champion (See Corporate, Equality and Safeguarding on WySpace for a current list) is aware that the EA is being undertaken, and is kept updated throughout the entire process \*\***

EAs are designed to be proportionate and relevant and thus the time spent completing the EA and the depth to which the questions are answered need to reflect the size and importance of what is being assessed

Your Equality Champion can help with completing the EA if necessary, or [guidance](#) can be found in the Documents section of the Equality and Safeguarding page on WySpace (via the Corporate tab)

1. What is being assessed? (Title or description of the policy, strategy, service, function (this includes reports to Cabinet as appropriate)).

And who implements this policy, strategy, service or function?

**Parking back office processing system (BPU) to be outsourced and hosted off site by our long term I.T. application supplier.**

**Our whole system to be streamlined and upgraded to provide a more efficient customer focussed service.**

**To be implemented by parking services.**

2. What is the purpose? (A short statement about its aim or objectives)

**As a service we have undertaken a service review and embraced new technology that has enabled us to incur better efficiency and reduce overheads.**

**By outsourcing the notice processing function, this provides more flexibility and resilience to cope with the peaks and troughs of workload and to provide a more consistent approach in customer service for our customers.**

**By outsourcing these functions, this will take the processing application off our internal system completely and it will be hosted by the supplier and we will access this application off site via a secure internet link. The application will also be constantly upgraded by the supplier with new developments and also provide a more efficient customer facing internet access to appeals This also means that we will always have the most up to date I.T system without the financial burden of upgrading systems.**

3. Who is affected? (The people it covers)



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**The public – more consistent and timely handling of case enquiries. This will also improve with a new customer on-line access.**

**Staff - The current back office staff – reduce high levels of correspondence and thus stress levels reduce potential for errors and provide a more consistent response to customer appeals. This will not affect staff numbers**

4. Are there any other organisations involved in delivery? (Other agencies, Voluntary sector) If so, please list them.

**ICES – Imperial Civil Enforcement Services – External contractor**

**This is our current supplier of systems with whom we have worked for over 15 years.**

5. What are the external drivers for change? (i.e. Legal, National Policy, Partnership, etc)

**Efficiency, manpower resilience, compliance with legislation response times, reducing system overheads ensuring we can operate with the most up to date I.T. applications and technology at no extra costs.**



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6. Does / could the service, the way you implement it, or the potential change directly affect any of the protected characteristic groups (public, Members or staff)? See Appendix 2 of the [Equality Framework](#).

**NO**

7. Does / will it affect how other services are provided?

**No**

8. Is there information e.g. survey data or complaints that suggest that it will / is affecting particular groups of people who share a protected characteristic? If so, how?

**No**

9. Does it have employment implications? (e.g. Recruitment policy)

**No**

If you have answered 'yes' to one or more of questions 6,7,8 or 9 you will probably need to carry out a full Equality Assessment immediately.

10. Using the assessment in Questions 6-9 above, should a full assessment be carried out at this time?

YES

**NO X**

11. If you have said NO what is the justification for your decision? (Please provide details. e.g. a top level assessment may need to be carried out now to meet Cabinet requirements but enough information for a full assessment isn't available at this time). If so a due date for the completion of the full EA **MUST** be provided

As per the responses above, this is a change or transfer of the processes to a more sustainable and efficient platform that reduces our overheads, increases our efficiency in various aspects, customer service, I.T technical applications, maintains manpower levels and controls and reduces financial overheads and has no effect on staffing.

If the answer to Q10 is 'yes' continue with stages 2-4. Head of Service sign off will be required after Stage 4 only and a **Word electronic copy** should be returned to the Equality Officer for publication.



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If the answer to Q10 is 'no' the EIA will need to go through the **challenge process** to ensure that no further stages are required either at this time or ever, and needs to be sent to Claire Hook, Equality Officer for discussion and possible further explanation at [claire\\_hook@wycombe.gov.uk](mailto:claire_hook@wycombe.gov.uk). Then, if following the challenge process

a) it is agreed with the Equality Officer that no further Stages need to be completed the Head of Service needs to sign off the assessment (below) and return a Word electronic copy it to the Equality Officer for publication.

OR

b) it is agreed with the Equality Officer that Stages 2-4 need to be completed there is no need for Head of Service sign off until Stages 2-4 have been completed at which point a **Word electronic copy** should be returned to the Equality Officer for publication.

12. Who undertook this assessment?

Name: **Robin Evans**

Job Title: **Parking services Manager**

Phone: **01494 421471**

Email: **robin.evans@wycombe.gov.uk**

This impact assessment was approved by the following Head of Service:

Name: **Ms Caroline Hughes**

Service: **Environment**

Date:

NB Heads of Service are responsible for ensuring that the EIA accurately reflects the service area and has been completed in line with the current programme.



### Stage 2: Information Gathering

<p>1. Under the Equality Act we need to comply with certain General duties, These ask; <b>What will the review or change to the Service / policy etc. currently being assessed do to:</b></p>	
<p>eliminate unlawful discrimination, harassment and victimisation for any / all of the protected characteristics. (See Appendix 2 of the <a href="#">Equality Framework</a>) Also bear in mind the impact on the needs of refugees and migrants where relevant.</p>	
<p>advance equality of opportunity for any / all of the protected characteristics</p>	
<p>foster good relations for any / all of the protected characteristics</p>	
<p>2. Have you carried out work to identify the profile of your users or do you have information that describes the profile? (Please state the main sources of information you have used to map and understand the individuals and their needs, and what this has told you about them).</p>	
<p>3. Please describe the groups and / or mechanisms you use to engage with service users, as well as a summary of the consultation findings if applicable. (Also include any relevant consultations undertaken by other organisations involved in delivery (Stage 1 Q4)).</p> <p>3a. Is this on-going? (if not please give reasons why)</p>	
<p>4. Have you done any work to understand the impacts of your service / policy / review on these user groups? This may include any consultation / research / studies you have used. (If 'yes' what has this told you)?</p>	
<p>5. Is there any further consultation or research planned?</p>	



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Yes	No
<b>If 'yes', remember to include this as an action in Stage 4</b>	
6. If there are gaps in your knowledge are there any experts / relevant groups that can be contacted to get further views or evidence on these issues?	
Yes	No
6a. If Yes, please list them and explain how you will obtain their views:	
<b>Remember to include contacting them, and (if relevant), the use of their views to determine actions in Stage 4</b>	
7. Do you need to carry out further research?	
Yes	No
7a. If yes give details (remembering to include this as an action in Stage 4)	

## Stage 3: Making a Judgement (Analysis)

1. Please state what you have done <b>to date</b> to take into account the needs / promote service for each of the relevant protected characteristics with respect to this policy / procedure / function / review. (Include here past actions that have benefitted specific groups. E.g. in the past you may have undertaken work to benefit a particular group who may, therefore, be excluded from this new piece of work, and this needs explaining. This section is therefore not always applicable).	
Age, Disability, Gender, Gender reassignment, Religion / Belief, Sexual orientation, marriage / civil partnership, Pregnancy / maternity (See Appendix 2 of the <a href="#">Equality Framework</a> )	
2. From the information above and the description of your service state the likely positive and negative impacts for each protected characteristic. (This relates to the <b>proposal currently being assessed</b> )	
Also consider the wider impact - whilst low income isn't a protected characteristic in itself it might be highly relevant to the area being assessed. For example: older or younger people may well have a lower income than the middle aged population, and people with disabilities are more likely to be out of work or paid less than the general population, as are those from an ethnic minority background. And, currently, there are more single mothers than single fathers and this may mean a lower income.	
Age, Disability, Gender, Gender reassignment, Religion / Belief, Sexual	



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orientation, marriage / civil partnership, Pregnancy / maternity (see Appendix 2 of the [Equality Framework](#))

**Again remember to include any actions in Stage 4 as necessary.**

3. Which negative impacts are:

- a) Unavoidable? Please explain your answers and ensure an action is included in Stage 4 to mitigate these wherever possible



### Stage 4: Monitoring (Publication and Review)

1. Please state the actions you will take to promote equality or to address any adverse impact highlighted in the Stages above

#### Equality Improvement Plan (EIP)

Equality Target (see note below)	Equality Action (see note below)	Intended outcome (see note below)	Deadline for completion this MUST be included – on-going is not acceptable	WDC officer responsible	Job Title	Review date (see note below)

#### Equality Target

Intended outcome relates to how the results of the action will be used. (for eg. If you have an action to consult please provide an intended outcome that shows what you will use the information gained for, and how this will make a real-life equality improvement for people).

#### Equality Action

Many actions may work towards one target. (e.g. i) devise pre-evaluation process, ii) devise post-evaluation process, iii) implement evaluation, iv) collate findings & make recommendations)

What actions are you taking towards this target and how will success against the action be monitored?



### **Intended outcome**

Relates to how the results of the action will be used (e.g. for an action to consult provide an intended outcome showing what you will use info. for and how this will make a real-life equality improvement for people).

This should link to:

- any information you still need to obtain - Stage 2
- any impacts you are attempting to mitigate, or achieve - Stage 3
- how it contributes to the Equality Act General Duties - Stage 3

### **Review date**

Date when we can review expected progress as a result of changes made (e.g., dependant on the nature of the action this may be 3 ,6 , 9 or even 12 months after the action has been completed)

NB you will be required to provide quarterly updates on these actions to your Equality Champion until they are completed.



**WDC Disability Guidance  
Equality Assessment form**

July 2013

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I have read the Equality Assessment and am satisfied all available evidence has been accurately assessed for its impact on the protected characteristics. Mitigations, where appropriate, have been identified and actioned accordingly I confirm all actions are agreed and this is EA approved for publication

Head of Service signature:

*Amel*

Service Area:

Head of Environment

Date:

3 February 2016

An **electronic Word version** should now be sent to the Equalities Officer for publication.

Date received by Equalities Officer:

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NB Heads of Service are responsible for ensuring that the EIA accurately reflects the service area.