

INVERCLYDE COUNCIL EQUALITY IMPACT ASSESSMENT TEMPLATE

Budget Savings Proposals

Essential Information
Name of Officer(s) completing this Template: Anne Marie Locke
Designation(s): Customer Services and Registration Services Team Leader
Directorate/Service: Environment, Regeneration and Resources/Finance
Date of Impact Assessment: 30 November 2020
Name of Proposed Budget Saving ¹ : Withdrawal of the Customer Services Centre (CSC) cashier function following its temporary closure

1. Does the proposed budget saving impact on:		
	Yes	No
a. Protected characteristics under The Equality Act 2010: Age; Disability; Gender Reassignment; Pregnancy and Maternity; Race; Religion and Belief; Sex; Sexual Orientation (see Section 3)	X	
b. Reducing inequalities of outcome caused by socio-economic disadvantage – Fairer Scotland Duty ² (see Section 6)	X	
c. Local Outcomes Improvement Plan (LOIP) 2017/22 ³ (see Section 7)	X	
d. Corporate Plan 2018/22 ⁴ (see Section 8)	X	
2. If “yes” is selected for any part of Section 1, please populate the other relevant		

¹ Please attach the Budget Saving Proposal to this Template

² [Fairer Scotland Duty: interim guidance for public bodies](#)

³ [Local Outcomes Improvement Plan 2017/22](#)

⁴ [Corporate Plan 2018/22](#) (agenda item 5)

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Sections of this Template.

If “no” is selected for **every part** of Section 1, **please sign below and email** a copy of this Template to Karen Barclay, Corporate Policy Officer:

karen.barclay@inverclyde.gov.uk.

Signature

Date

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3. Impact – Protected characteristics

Which of the protected characteristics will the proposed budget saving have an impact upon? (See guidance for examples of key considerations under each characteristic – this is on ICON.)

Equality Target Group	Positive impact +	Neutral impact =	Negative impact -
Age			-
			The profile information has been excluded from this Template to protect the identity of the relevant staff.
Disability			-
Gender Reassignment		=	
Pregnancy and maternity		=	
Race		=	
Religion and belief		=	
Sex			-
			The profile information has been excluded from this Template to protect the identity of the relevant staff.
Sexual orientation		=	

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Other groups to consider			
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4. Which parts of the Equality Duty will the proposed budget saving impact on?	
<input checked="" type="checkbox"/>	Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by The Equality Act 2010
<input checked="" type="checkbox"/>	Advance equality of opportunity between people of different groups
<input type="checkbox"/>	Foster good relations between from different groups

5. Impact - groups	
From the information you have highlighted above, describe the positive and negative impacts and the groups affected under The Equality Act 2010.	
<p style="text-align: center;">Positive impacts + <i>(Describe groups affected.)</i></p> <p><u>Local businesses which have a Pay Point facility; Post Offices</u></p> <p>Local businesses which have a Pay Point facility, together with Post Offices, may have seen an increase in footfall as the Council's customers made cash payments at those premises.</p>	<p style="text-align: center;">Negative impacts - <i>(Describe groups affected.)</i></p> <p>The profile information has been excluded from this Template to protect the identity of the relevant staff.</p> <p><u>Age</u></p> <p>Some customers, particularly those who previously made cash payments at the CSC may not be able to self-serve, or use other digital methods of contact or telephony.</p> <p><u>Disability</u></p> <p>Customers with disabilities are more likely to need to contact the CSC. Some of those customers, particularly people who previously used face-to-face contact at the CSC, may not have been able to move to self-service.</p>

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6. Impact – Fairer Scotland Duty

What impact will this budget saving proposal have on reducing inequalities of outcome caused by socio-economic disadvantage? *Please tick.*

Positive Impact +	Neutral Impact =	Negative Impact -
		-

Briefly describe how the budget saving proposal will impact on reducing inequalities of outcome.

The recent temporary suspension of a cash collection service at the CSC may have resulted in increased waiting times for telephone calls to be answered, resulting in higher telephone bills for those who are already socio-economic disadvantaged. However, it should be noted that, during the suspension of the service, telephone calls have generally been answered in line with usual response rates.

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7. Impact – LOIP 2017/22	
Which Priority/Priorities from the LOIP 2017/22 will this budget saving proposal impact on?	
<input checked="" type="checkbox"/>	1. Population: Inverclyde’s population will be stable and sustainable with an appropriate balance of socio - economic groups that is conducive to local economic prosperity and longer term population growth
<input checked="" type="checkbox"/>	2. Inequalities: There will be low levels of poverty and deprivation and the gap between the richest and poorest members of our communities will be reduced (This may already have been highlighted during section 6)
<input type="checkbox"/>	3. Environment, culture and heritage: Inverclyde’s environment, culture and heritage will be protected and enhanced to create a better place for all Inverclyde residents and an attractive place in which to live, work and visit
<p>Briefly describe how the budget saving proposal will impact on the LOIP Priority/Priorities.</p> <p>Priority 1: Delivery of this Priority could be affected by a negative impact on the Council’s reputation as a result of the permanent withdrawal of the cash collection function. For those residents using the telephone payment service, there could be an increase in wait time for their call to be answered; however, it should be noted that, during the suspension of the cash collection service, telephone calls have generally been answered in line with usual response rates.</p> <p>Priority 2: This budget saving proposal could result in a wider gap between the least deprived and most deprived members of our communities as those who are least deprived are more likely to use technology and self-serve. The impact on the most deprived customers may be in terms of their wellbeing and financial circumstances.</p>	

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8. Impact – Corporate Plan 2018/22

Which Priority/Priorities from the Corporate Plan 2018/22 will this budget saving impact on?

<input type="checkbox"/>	1. To promote Inverclyde, to both residents and visitors alike, as a great place to live, work and visit
<input type="checkbox"/>	2. To work collaboratively, to enable strong, connected and empowered communities, particularly in areas of deprivation, so that residents have influence and control over the things that matter to them
<input type="checkbox"/>	3. To grow the local economy in a way that creates opportunities for all our residents, including access to good quality jobs
<input type="checkbox"/>	4. To reduce the prevalence of poverty and in particular, child poverty in our communities
<input checked="" type="checkbox"/>	5. To safeguard, support and meet the needs of our most vulnerable families and residents
<input type="checkbox"/>	6. To improve the health and wellbeing of residents so that people live well, and for longer
<input type="checkbox"/>	7. To protect and enhance our natural and built environment
<input type="checkbox"/>	8. To preserve, nurture and promote Inverclyde’s unique culture and heritage
<input checked="" type="checkbox"/>	9. To deliver services that are responsive to community needs and are underpinned by a culture of innovation, continuous improvement and effective management of resources
<input type="checkbox"/>	10. To develop motivated, trained and qualified employees who deliver quality services that meet current and anticipated service needs

Briefly describe how the budget saving proposal will impact on the Corporate Plan Priority/Priorities.

Priority 5: It is recognised that some customers wishing to make a payment at the CSC, particularly on a face-to-face basis, may be amongst some of the most vulnerable residents and families in Inverclyde. However, those residents who are unable to move to self-service will still be able to continue to make cash payments at various other outlets within the area.

Priority 9: By improving self-service and forcing channel shift, we could improve digital access opportunities for those residents who are able to interact with the Council in this way.

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9. Evidence

What evidence do you have to help identify any potential impacts of the proposed budget saving?

Note: Evidence could include consultations, surveys, focus groups, interviews, projects, user feedback, complaints, officer knowledge and experience, equalities monitoring data, publications, research, reports, local, national groups.

Evidence	Details
Consultation/Engagement	<p>Budget Consultation 2018: 48% of respondents agreed with the proposal to reduce the resources at the CSC in Greenock.</p> <p>Budget Consultation 2017: 55% of respondents supported a reduced service provision in the Customer Service Centres.</p> <p>The Council provides a cash payment facility for River Clyde Homes (RCH). Ongoing consultation is taking place with RCH to discuss changes to the respective Service Level Agreement.</p>
Research	<p>Other local authorities have adopted a similar approach, encouraging residents to use other methods of contact: online, telephone and to opt for methods of payment other than cash.</p>
Officer's knowledge and experience (including feedback from frontline staff)	
Equalities monitoring data	<p>Since the lockdown restrictions were introduced in March 2020, there has been an increase in payments made to the Council by direct debit, via Pay Points located in local businesses and at Post Offices.</p>
User feedback (including complaints)	<p>Since March 2020, there has been an increase in telephone payments taken</p>

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	by CSC staff. Feedback from customers was that they did not realise how easy it was to do this as they had always called in to the CSC to make payments in cash.
Stakeholders	
Other	The Council collects income on behalf of RCH.
Are there information gaps and, if so, what are these?	

10. Please use the space below to detail any other matters arising from the Equality Impact Assessment process, including what action could be taken to mitigate the impact of this Budget Saving Proposal.

A range of other payment channels are available to the Council’s customers. Cash payments can be made at local businesses which have a Pay Point facility, as well as at Post Offices. Additionally, payments can be made via direct debit, by telephone, by cheque and via the Council’s website.

Details of the Person(s) who completed the Assessment:	Name: Anne Marie Locke
	Position: Team Leader
	Date: 30 November 2020
Authorised by:	Name: Scott Allan
	Position: Corporate Director - Environment, Regeneration and Resources
	Date: 3 December 2020

Thank you for your assistance with the completion of this task.

Please send a copy of the completed Template to Karen Barclay, Corporate Policy Officer: karen.barclay@inverclyde.gov.uk.

21 November 2018