

EQUALITY IMPACT ASSESSMENT

Project Ref: EC003-04 Process Redesign, Process Automation (PRPA)

What is the proposed budget saving? (Use same wording as Change Programme template)

Implementing RPA to automate manual, rules-based processes and offer retraining and re-skilling opportunities

Screening Process

Does the proposed saving involve or have consequences for the people the council serves or employs?

Yes No

If yes, proceed to Step 1 of the Full Equality Impact Assessment on page 2.

If No, please state why not.

If no, the budget saving is not relevant and no further action is required.

Impact Assessment Carried Out By: _____

Date: _____

Please forward to Catriona Ferrier (ferrierc@angus.gov.uk)

EQUALITY IMPACT ASSESSMENT FULL ASSESSMENT

Step 1

What data/research is available to assess the likely impact of the proposed saving?

Suite of documents in Change Programme folder for Project outline the business case for PRPA, as well as the impact on affected staff/business areas/customers. Links to Digital Strategy and to Channel Shift Strategy.

Step 2

Is there any reason to believe the proposal could affect people differently due to their protected characteristic ie age; disability; gender; gender re-assignment; pregnancy/maternity; marriage and civil partnership; race; religion and belief; and sexual orientation? Please **place a cross** in each box that applies, and give details alongside.

- Age Proposal will not affect people due to their age alone. However, statistically, older people access the internet less frequently so proposal has to be mindful that there is always an alternative channel that offers the same service to those who cannot access through digital means.
- Disability Some aspects of Digital can actively support certain disability group such as deaf users benefitting from Webchat. This work stream will draw on the wider digital inclusion programme that will be initiated to mitigate the impact on other groups.
- Gender _____
- Gender Re-assignment _____
- Pregnancy/maternity _____
- Marriage and civil Partnership _____
- Race _____
- Religion and belief _____
- Sexual orientation _____

Step 3

Is there evidence to suggest that any part of the proposed saving could unlawfully discriminate against people?

Yes No

If Yes, please give details.

Step 4

Can the proposed saving be seen to favour one section of the community?

Yes No

or deny opportunities to another?

Yes No

If Yes, please give details.

Step 5

Does the proposed saving advance equality?

Yes No

Or restrict equality?

Yes No

If Yes, please give details.

Better use of technical solutions means that they are more capable of being accessed with supportive/assistive technologies. For example, removal of paper means that screen readers/text to voice/magnifiers/contrast could be used to allow someone to deliver business processes they previously couldn't.

Step 6

Based on the work you have done, rate the level of impact for any of the equality groups of the proposed saving.

High Medium Low Unknown

Step 7

If during **Steps 2 - 5** there has been an adverse impact identified, consider if any adverse impact can be justified.

Yes No

Please give details.

Adverse impact to less digitally engaged users can be justified in that support will be in place to assist those who need it. Where someone cannot, or will not, engage digitally, there will be an offering in place that still provides the service to the individual. It is important to remember that the take up of digital services is much greater and more available in other areas and consequently many customers are disappointed in the current offering from councils. As assistive technology becomes more widespread, the expectation will be that our systems are streamlined and effective enough to integrate with these.

Impact Assessment Carried Out By: Jonny Cormie

Date: 10/01/2018

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