

**Birmingham City Council - Equality Impact Assessment Budget Savings
Proposal 2020+**

Title of proposed EIA

DC001 Brum Account – Phase 3 (EQUA409)

EIA is in support of

Amended Service

Directorate

Digital and Customer Services

Service Area

Responsible Officer

Simon J Field

Purpose of proposal

The Council will widen the range of services which can be booked or reported online through stage 3 of the BRUM Account project. The aim of this is to allow Birmingham Citizens to access services and manage these requests 24-7 and to help make delivery of these services more efficient. Whilst these plans will widen access for many there will still be call centre help and support.

What sources of information/data have been used to produce the screening of this policy/proposal?

PLEASE ASSESS THE POTENTIAL IMPACT OF YOUR PROPOSAL ON THE FOLLOWING PROTECTED CHARACTERISTICS

Age

Service Users / Stakeholders

:Some older citizens are less familiar with accessing services online. Further work is needed to assess the impact that this may have and to ensure sufficient mitigation is in place.

Disability

Service Users / Stakeholders

Some people with disabilities may experience difficulties with accessing services online. Further work is needed to assess the impact that this may have and to ensure sufficient mitigation is in place. For others though allowing online access to services combined with their own technology (e.g. screen readers) may now make these services easier for them to access without the need for additional assistance.

Sex

Not Applicable

Gender Reassignment

Not Applicable

Marriage and Civil Partnership

Not Applicable

Pregnancy and Maternity

Not Applicable

Race

There is a risk that the shift to digital citizen engagement may disadvantage non-English speakers from different ethnic backgrounds. The lack of access to technology, digital capability, and cultural barriers are some of the challenges likely to be experienced by some BME communities.

The Council aims to consider this in developing digital interaction and to use 'Plain English' as a standard approach to improve accessibility. Each council webpage can currently be translated into 60 languages. We will address the mitigation in the context of the service transformation.

Religion or Beliefs

Not Applicable

Sexual Orientation

Not Applicable

Please indicate any actions arising from completing this initial screening exercise

Further work is required to consider the impact for older people and those with some disabilities in how they use the online services provided and to ensure sufficient mitigation is in place.

Please indicate whether a full impact assessment is recommended

NO

If a full assessment is required please complete sections below:

What information/data has been collected to facilitate the assessment of this policy/proposal?

Any consultation analysis

Is there any adverse impact/s on any people with protected characteristics?

If yes, please explain your reasons for going ahead with your proposal?

Could the policy/proposal be modified to reduce or eliminate any adverse impact on any particular protected equality group(s)?

No

How will the effect(s) of this policy/proposal on equality be monitored?

What data is required in the future to ensure effective monitoring of this policy/proposal?

Consulted people or groups



Informed people or groups





DATE: 11/10/2019

