

Appendix E

Bristol City Council Equality Impact Assessment Form



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| Name of proposal | Procurement of a Cash Receipting System |
| Directorate and Service Area | Resources, Finance |
| Name of Lead Officer | Michael Pilcher |

Step 1: What is the proposal?

Please explain your proposal in Plain English, avoiding acronyms and jargon. This section should explain how the proposal will impact service users, staff and/or the wider community.

1.1 What is the proposal?

To reprocur three current contracts on a like for like basis to enable the Council to receive payment for outstanding debts. This includes internet and phone card payments and direct debits, ability to pay at Post Office and Paypoint and associated merchant acquiring services (banking service of card payments)

This includes any payments citizens or businesses may need to make to Bristol City Council. This includes but isn't limited to, Council Tax, Business Rates, housing rent, social care contributions and parking tickets.

Step 2: What information do we have?

Decisions must be evidence-based, and involve people with protected characteristics that could be affected. Please use this section to demonstrate understanding of who could be affected by the proposal.

2.1 What data or evidence is there which tells us who is, or could be affected?

The services being procured can currently be used by any citizen who needs to pay money to Bristol City Council. This is predominantly Bristol based citizens but not exclusively. The services which collect payments have some level of detail regarding the characteristics of those who use and pay for their services.

The paypoint and Post Office payment network predominantly takes payment for Council Tax and Housing Rents for Council tenants.

Data for the city overall tells us that Bristol is a very diverse city. There are at least 180 countries of birth and at least 91 main languages spoken. The proportion of the population who are not 'White British' is increasing - from 12% (2001) to 22% (2011).

Bristol's 59,600 older people make up 13% of the total population. The proportion of older people is lower than in England and Wales at 18%.

According to the 2011 Census the proportion of the population of Bristol whose day-to-day activities are limited is 16.7%.

2.2 Who is missing? Are there any gaps in the data?

Individual services have some usage data on those who pay for their services, however the data isn't available for all services.

2.3 How have we involved, or will we involve, communities and groups that could be affected?

There will be minimal changes to the on-going service however there may be some changes during a transition to a new supplier. The scale of this is dependent on the outcome of the tender process. A communication and implementation plan will be developed to ensure any groups and communities that will be affected will be communicated of any changes to the services provision.

Step 3: Who might the proposal impact?

Analysis of impacts on people with protected characteristics must be rigorous. Please demonstrate your analysis of any impacts in this section, referring to all of the equalities groups as defined in the Equality Act 2010.

3.1 Does the proposal have any potentially adverse impacts on people with protected characteristics?

There shouldn't be an on-going adverse impact as a result of the changes however there will be an implementation period of moving to new service which will be fully planned during procurement process.

Although we are commissioning a like-for-like system we need to ensure that any new online payment system is accessible for disabled people including those who use adaptive technology e.g. speech to text software and screen readers.

3.2 Can these impacts be mitigated or justified? If so, how?

Any citizens impacted by the changes will be fully communicated with to explain the impact of the changes.

Citizens are also able to make payments and receive support and assistance in person via the Citizen Service Point at Temple Street.

3.3 Does the proposal create any benefits for people with protected characteristics?

Procurement of a new online payment system will require any new solution meets web accessibility standards.

3.4 Can they be maximised? If so, how?

We are proposing to ask suppliers in the tender for innovative solutions to ensure the service maximises benefits for those with protected characteristics, for example those with learning disabilities who struggle to access traditional IT technologies.

Step 4: So what?

The Equality Impact Assessment must be able to influence the proposal and decision. This section asks how your understanding of impacts on people with protected characteristics has influenced your proposal, and how the findings of your Equality Impact Assessment can be measured going forward.

4.1 How has the equality impact assessment informed or changed the proposal?

The assessment will inform the questions as part of tender for these services.

4.2 What actions have been identified going forward?

To include relevant accessibility questions in tender documents.

4.3 How will the impact of your proposal and actions be measured moving forward?

Ongoing monitoring and quality assurance processes

Service Director Sign-Off:
Denise Murray

Equalities Officer Sign Off:



Duncan Fleming

Date: 21/09/2018

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