

Equality Analysis

Business Rates and Associated I.T. Support Contract

Stage 1 Screening Data

1. What are the objectives and expected outcomes of your proposal? Why is it needed? Make sure you highlight any proposed changes.

The Business Rates service is currently outsourced and is included within an existing contract package comprising Council Tax and associated IT Support. On 30th April 2019, the existing contract arrangement expires and the Business Rates service element has been retendered with a new contractual arrangement intended to apply from 1st May 2019.

The key features of the proposal are as follows:

1. To commence the provision of the Business Rates service under new contractual arrangements.
2. To establish a wider range of online forms for Business Ratepayers to access than currently exists.
3. To provide Business Ratepayers with 24/7 access to view and update their account information (subject to appropriate controls) and view their bills.

2. Who is affected by the proposal? Consider residents, staff and external stakeholders.

Business Ratepayers and their advisors – However, as the current service offer will be maintained and supplemented by the above proposed developments, there is no potential adverse impact currently anticipated.

Suppliers of services to Capita – New or renewed arrangements may need to be established in relation to the new contractual arrangements.

3.1 Could the proposal impact on people in different ways because of their equality characteristics?

The proposal is not currently anticipated to impact on Business Ratepayers in different ways because of their equality characteristics as the current levels of service provision will continue.

There is no impact anticipated for Brent Council staff arising from the proposals.

3.2 Could the proposal have a disproportionate impact on some equality groups? If you answered 'Yes' please indicate which equality characteristic(s) are impacted

It is not currently anticipated that there will be a potential for a disproportionate impact on some equality groups as the existing service provision will continue with the additional developments proposed and as set out in 1 above.

3.3 Would the proposal change or remove services used by vulnerable groups of people?

This is not currently anticipated as the existing service will continue and be supplemented by the developments referred to in 1 above.

3.4 Does the proposal relate to an area with known inequalities?

No, although employees of the companies and organisations that access the service may be from within the following protected characteristic groups:

Race, Religion or belief, Age, Sexual Orientation, Marriage and Civil Partnership, Maternity and Pregnancy.

3.5 Is the proposal likely to be sensitive or important for some people because of their equality characteristics?

It is not currently anticipated that this will be the case for Business Ratepayers, as the proposal will not change the Business Rates service offering aside from the additional developments proposed and referred to in 1 above.

3.6 Does the proposal relate to one of Brent's equality objectives?

Yes

Working with partners to find new ways of providing services that are more finely tailored to individual, community and local needs (Access to all key services 24/7 via digital channels).

Recommend this EA for Full Analysis?

No, as there is no change to the core provision of the service other than in relation to the additional developments referred to in 1 above. Consequently, it is not currently anticipated that there will be anyone that may be subject to an adverse impact arising from the proposals.