

BCS Redesign - Equality Impact Assessment

Protected Characteristic	Potential Adverse Impact	Potential Positive Impact	Mitigating Action (if adverse impact identified)	Data used	Data Source	Notes
Age	Ability to use IT; difficulty using IT and traveling due to disability	Improved on-line service provisions (for those able to use IT); no need to travel to BCS offices	Shop floor support; telephone service available in self-service areas; option to make appointment with BCS (face to face) in CC or Willesden Library (weekly surgery)	The percentage of people that have never accessed the internet and have a disability increases as the age groups get older - 60+ make up 70% of those that had never used the internet, 4.2% for 16-64	The Annual Population Survey 2013 - GLA/ONS (Business Intelligence Team report); BCS data extracted from Business Objects/Client Index	
Disability	Difficulty using IT and traveling due to disability	Improved on-line service provisions (for those able to use IT);The new web portal will be "AA compliant" . This is the global standard for disability access. Further, all computers have a enlargd text button which may benefit people with visual impairment. People with hearing impairments may have difficulty using the telephone or with hearing staff in a face to face setting. However, if IT literate, they are unlikely to face barriers when accessing the internet. No need to travel to BCS offices	All digital offers (including commissioned online offers) will comply with AA standards to increase accessibility for disabled people with a wide range of impairments. Option to make appointment with BCS (face to face) in CC or Wilesden Library (once a week surgery); Independent Travel Team can assess for concessionary travel assistance	13.6% BCS (Benefits) customers have a disability or long term illness	BCS data extracted from Business Objects/Client Index	
Ethnicity	Residents who are unable to speak, read or write to an adequate level of English to complete forms independently who would need either support or translation services to use both face-to-face and digital channels. Also some cultural differences could impact on the ability of people from some ethnic groups to take advantage of all online services or the types of needs they have from the digital offer – this would be treated in more detail in the EIAs for changes to specific service offers (for example, around handling money or bereavement).	As people become more confident in using the internet, they may wish to use the web to keep in touch with events in their birth country. They may choose to use Skype which allows free telephone-like conversations , anywhere in the world.	All computers have a "translate button" so residents will be able to choose from a menu of languages when using the internet. We will publicise this option. We will work with local community groups and help them to support residents with English language difficulties, we will also work with Libraries and BACES to provide/promote language and IT skills courses . provision of interpreters.	8.7% of Brent population age 16+ does not speak English (well enough); 38% of Harlesden BCS customers who cannot speak English brought someone with them to assist	2011 Census, BCS Harlesden - Survey Monkey (ongoing)	No evidence of significant discrepancies in Internet use amongst different ethnic groups (The Annual Population Survey - GLA/ONS); population that does not speak English mainly speakers of Portuguese, Gujarati, Polish, Somalian and Tagalog/Filipino

Sex	None	The potential positive impact identified for pregnancy and maternity is also relevant to sex, as women are more likely to have childcare responsibilities than men.	N/A	None	None	
Religion/Belief	None	None	N/A	N/A	N/A	
Sexual Orientation	None	None	N/A	N/A	N/A	
Relationship Status	None	None	N/A	N/A	N/A	
Pregnancy and Maternity	None	Improved ( <b>24 hours</b> )on-line service provisions (for those able to use IT); no need to travel to BCS offices	N/A	None	None	
Gender Reassignment	None	people may be able to access services and provide sensitive information in a more confidential and private way without fear of discrimination or mistreatment from officers.	N/A	Trans people fear for their safety, to the extent that those not yet living permanently in their new role do not go out into public spaces in their preferred gender. 73% of respondents experienced harassment, with 10% being victims of threatening behaviour when out in public spaces.	Extract from the article "Engendered Penalties: Transgender and Transsexual People's Experiences of Inequality and Discrimination" (2007), written by academics from Manchester Metropolitan University for a research project and report commissioned by the Equalities Review	
Sexual Orientation	None	people may be able to access services and provide sensitive information in a more confidential and private way without fear of discrimination or mistreatment from officers.	N/A	None	None	
Religion/Belief	Some Orthodox Jewish people who won't use the internet . In addition to those who live in the borough, a number of school children from the Orthodox Jewish community attend schools in the borough	None	telephone service available in self-service areas; option to make appointment with BCS (face to face) in CC or Willesden Library (weekly surgery)	None	None	
<b>Additional (non-protected) Characteristics</b>						
Socio-Economic Factors	People who may have poor literacy . They are likely to be our heaviest users and will need the most support.	Improved on-line service provisions (for those able to use IT); no need to travel to BCS offices	Option to make appointment with BCS (face to face) in CC or Willesden Library (once a week surgery)	Mosaic data shows that all socio-economic groups have access to the internet; especially with the introduction of Smart phones. However, some people may have low literacy skills so we will continue to offer Face to Face and telephone contact. We will offer support and guidance in using the internet and we will continue to provide free wifi and access to computers within in our Customer Contact Centre at the Civic Centre and also at the Library in Willesden Green. 50% of new benefit claims in Brent were made online during August 2014.	The Annual Population Survey - GLA/ONS (Business Intelligence Team report)	

Caring Responsibilities	Travel cost, If requiring to visit BCS - may be higher for those living in the South of the Borough	Improved <b>(24 hours)</b> on-line service provisions (for those able to use IT); no need to travel to BCS offices	Option to make appointment with BCS (face to face) in CC or Willesden Library (once a week surgery)		Business Objects/Client Index	
Employment Status	Some residents may have to travel further to access 'face to face' services and make alternative caring arrangements	Improved <b>(24 hours)</b> on-line service provisions (for those able to use IT); no need to travel to BCS offices and/or take time off work	N/A	None	None	According to our own survey of customers visiting Harlesden BCS (Survey Monkey) 60% are in employment

\*Residents with no/little English are likely to require equal assistance accessing 'face to face' service  
\*\*Based on available data and using North Circular Road as the border; NORTH - all 'HA' post codes and 'NW9'; SOUTH - all 'NW' and 'W' post codes

**Other Comments/Observations**

According to BCS Scorecard, In the last 6 months around 20% of Benefits and 8% of Council Tax queries were conducted 'face to face'. This data suggest that the majority of customers do not prefer to access services via 'face to face', chosing other channels instead

With the imminent introduction of RBV checks almost all BCS/customer interactions will be possible via channels other than 'face to face'. 62% all Benefits interactions in August 2014 (the only set of data available in BCS Scorecard) were related to actioning/resolving/assessing CICs

According to the Annual Population Survey 2013 - GLA/ONS (Business Intelligence Team report) 13.2% of 16+ residents have never used Internet. Yet, according to Mosaic only 0.3% of households have never used email. While Mosaic figure has to be treated with a caution, this may suggest that residents who never use Internet, co-habit with people who do and can provide assistance. Increase in on-line school application forms from around 50% to over 90% in 2012 supports this hypothesis.