

London Borough of Hammersmith & Fulham

Cabinet



Equality Impact Analysis - EIA

11 January 2016

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LBHF Equality Impact Analysis

Contract for Electronic Payment Services

LBHF Equality Impact Analysis

Overall Information	Details of Full Equality Impact Analysis
Financial Year and Quarter	2015 / 3 rd Quarter
Name and details of policy, strategy, function, project, activity, or programme	<p>New contract for Electronic Payment Services – due to commence 1st June 2016.</p> <p>This contract allows a continuation of an existing arrangement to allow residents to make payments for participating Council services via a UK network of Post Office branches. There is no change to the existing functionality or service provision.</p> <p>The Council currently manages a Contract for Electronic Payment Services, operated by Post Office Limited, and receives around 223,000 face to face payments each year for a variety of services via a network of Post Office branches. The contract is due to expire in May 2016.</p> <p>The majority of payments are made by residents who find it difficult to use online or self service options for a variety of reasons. In particular, where use of the Councils cash office at Hammersmith Town Hall is prohibitive due to poor mobility and inaccessibility. In view of these circumstances, it is essential that provision remains in place to ensure that no groups are unfairly disadvantaged by any exclusion from mainstream payment services.</p> <p>A recent procurement process was undertaken for similar services and Tenderers were asked to confirm that customer service standards would meet the needs of service users and, in particular, that services were fully accessible throughout the borough to customers with specific needs and preferences, including provision for vulnerable, disabled and minority groups. In addition, that services and facilities were fully compliant with Part 3 of</p>

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the Equalities Act 2010.

The Public Sector Equality Duty ('PSED') is a non-delegable duty, and the Council retains ultimate responsibility for the accessibility of services. The successful tenderer, Allpay Ltd, is committed to complying with the Council's requirements to promote a borough of opportunity and will be obliged to maintain this compliancy as required by the Council throughout the 6 year term of the contract.

In addition, Allpay Limited offered service provision exclusively via the UK Post Office network of branches, with thirty eight outlets located across Hammersmith and Fulham and the peripheries. An accessibility matrix was supplied by Allpay Limited with tender paper work (appendix A).

The Council is now seeking approval to award the Contract for Electronic Payment Services to Allpay Ltd who will supply a face to face transactional service in conjunction with the company's service partner, Post Office Limited via a UK network of Post Office branches.

The award of the Contract will positively benefit all groups and is anticipated to have no impact at all on the majority of current face to face service users. The new contract replicates existing services and retains good accessibility across all groups. Residents making payments through third party outlets via the Councils current contractual arrangements will see no difference with the new contract with minimal impact.

Allpay Limited is offering the service via Post Office Ltd, a very well established and trusted organisation that the public already associate with Central and Local Government Services. This should maintain reassurance to our customers that their transactions will continue to be dealt with by a very experienced and approachable service provider and the largest, most accessible retail network in the UK.

All protected groups

Because the new contract does not make any change to policy or service, and because it provides good accessibility to face to face transactional services by offering 38 service delivery points across the borough and peripheries, making it more localised and convenient, there are positive impacts for all groups. However, the fact that the service is available from multiple locations, will be of more relevance to some groups than to others e.g. older and disabled people who find moving about the borough less easy than other people, and who will find the retained level of local services to be beneficial.

Lead Officer	Name: Sue Evans Position: Head of Pay and Park Email: sue.evans@lbhf.gov.uk Telephone No: 020 8753 1852
Date of completion of final EIA	08 / 10 / 2015

Section 02	Scoping of Full EIA		
Plan for completion	Timing: Resources:		
Analyse the impact of the policy, strategy, function, project, activity, or programme	Protected characteristic	Analysis	Impact: Positive, Negative, Neutral
	Age	As given above, this will have more relevance to older people who may have mobility difficulties and as such will experience more of a benefit than others by having more local options to access our services. This will also be true for younger adults with children, who will have more local options and therefore not have to travel as far with children, which will free up time for them.	Positive
	Disability	As given above, this will have more relevance to disabled people who may have mobility difficulties and as such will experience more of a benefit than non-disabled people by having more local options to access our services. The accessibility matrix helped to inform the evaluation of the contract and provides assurance and information on accessibility for disabled people.	Positive
	Gender reassignment	The new contract provides greater accessibility to face to face transactional services by offering 38 service delivery points across the borough and peripheries, making it more localised and convenient. It is not of particular relevance to this protected characteristic but will have a small positive impact.	Positive
	Marriage and Civil Partnership	The new contract provides greater accessibility to face to face transactional services by offering 38 service delivery points across the borough and peripheries, making it more localised and convenient. It is not of particular relevance to this protected characteristic because the services are not provided	Positive

	in a different way to married people than they are to civil partners but it will have a small positive impact.	
Pregnancy and maternity	As given under Age, this will have more relevance to people who may have limited mobility and as such will experience more of a benefit than others by having more local options to access our services. This can include pregnant women and those with small infants, who will now have more local options and therefore not have to travel as far with children, which will free up time for them.	Positive
Race	The new contract provides greater accessibility to face to face transactional services by offering 38 service delivery points across the borough and peripheries, making it more localised and convenient. It is not of particular relevance to this protected characteristic but will have a small positive impact.	Positive
Religion/belief (including non-belief)	The new contract provides greater accessibility to face to face transactional services by offering 38 service delivery points across the borough and peripheries, making it more localised and convenient. It is not of particular relevance to this protected characteristic but will have a small positive impact.	Positive
Sex	As given above under Age, this will have more relevance to men and women with children, who will have more local options and therefore not have to travel as far with children, which will free up time for them.	Positive
Sexual Orientation	The new contract provides greater accessibility to face to face transactional services by offering 38 service delivery points across the borough and peripheries, making it more localised and convenient. It is not of particular relevance to this protected characteristic but will have a small positive impact.	Positive

Human Rights or Children's Rights

If your decision has the potential to affect Human Rights or Children's Rights, please contact your Equality Lead for advice

Will it affect Human Rights, as defined by the Human Rights Act 1998?

No

	<p>Will it affect Children's Rights, as defined by the UNCRC (1992)?</p> <p>No</p>
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Section 03	Analysis of relevant data Examples of data can range from census data to customer satisfaction surveys. Data should involve specialist data and information and where possible, be disaggregated by different equality strands.
Documents and data reviewed	Not applicable
New research	

Section 04	Consultation
Consultation	Not applicable
Analysis of consultation outcomes	


















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Section 05	Analysis of impact and outcomes
Analysis	Not applicable

Section 06	Reducing any adverse impacts and recommendations
Outcome of Analysis	Not applicable

Section 07	Action Plan					
Action Plan	Not applicable					
	Issue identified	Action (s) to be taken	When	Lead officer and borough	Expected outcome	Date added to business/service plan

Section 08	Agreement, publication and monitoring					
Chief Officers' sign-off	Name: Position: Email: Telephone No:					
Key Decision Report (if relevant)	Date of report to Cabinet/Cabinet Member: XX / XX / XX Key equalities issues have been included: Yes/No					
Opportunities Manager (where involved)	Name: Position: Date advice / guidance given: Email: Telephone No:					

<p>As a business the Post Office is committed to providing great customer service, and recognises the importance of ensuring that the 12 million disabled people who live and work in the UK can access its branches. To deliver against this commitment Post Office Ltd, the National Federation of Subpostmasters and all its Agents have been working collaboratively to fulfil its respective responsibilities under The Equality Act 2010. The access guide below is a key to the accessibility standards across its network. Tab 2 shows the accessibility standards for each outlet within the LBHF's postcodes.</p>			
	Facilities for visually impaired or blind		Staff assistance
	Assisted wheel chair access		Low payment counters including clip boards, drop down counters, lap trays and portable chip and pin readers
	No Assisted wheel chair access		Parent with pushchair access
	Facilities for the mobility impaired		Baby changing facilities
	Customer toilet facilities		Accessible baby changing facilities
	Accessible toilets		Alternative languages available
	Sign language for deaf people		
	Facilities for hard of hearing people		
	Induction loops available		
	Customer parking facilities		
	Accessible parking facilities		

