

## Equality & Human Rights Impact Assessment (EHRIA)

This Equality and Human Rights Impact Assessment (EHRIA) will enable you to assess the **new, proposed or significantly changed** policy/ practice/ procedure/ function/ service\*\* for equality and human rights implications.

Undertaking this assessment will help you to identify whether or not this policy/ practice/ procedure/ function/ service\*\* may have an adverse impact on a particular community or group of people. It will ultimately ensure that, as an Authority, we do not discriminate and we are able to promote equality, diversity and human rights.

Please refer to the EHRIA [guidance](#) before completing this form. If you need any further information about undertaking and completing the assessment, contact your [Departmental Equalities Group](#) or [equality@leics.gov.uk](mailto:equality@leics.gov.uk)

*\*\*Please note: The term 'policy' will be used throughout this assessment as shorthand for policy, practice, procedure, function or service.*

<b>Key Details</b>	
<b>Name of policy being assessed:</b>	Email Channel – Customer Service Centre
<b>Department and section:</b>	Corporate Resources – Customer Service Centre
<b>Name of lead officer/ job title and others completing this assessment:</b>	Chris Dudley - Service Delivery Manager Rachael Marsh – Scrum Master
<b>Contact telephone numbers:</b>	Chris Dudley - 0116 305 1061 Rachael Marsh - 0116 305 8211
<b>Name of officer/s responsible for implementing this policy:</b>	Chris Dudley
<b>Date EHRIA assessment started:</b>	19/02/2020
<b>Date EHRIA assessment completed:</b>	Full assessment not required.

# Section 1: Defining the policy

## Section 1: Defining the policy

You should begin this assessment by defining and outlining the scope of the policy. You should consider the impact or likely impact of the policy in relation to all areas of equality, diversity and human rights as outlined in Leicestershire County Council's [Equality Strategy](#).

<b>1</b>	<p>What is new or changed in the policy? <i>What has changed and why?</i></p> <p>The public facing email address for contacting Adult Social Care via the Customer Service Centre is being removed. This instead will be replaced by an online form which users will be able to access and communicate to us electronically via the <a href="http://www.leicestershire.gov.uk">www.leicestershire.gov.uk</a> website.</p>																		
<b>2</b>	<p>Does this relate to any other policy within your department, the Council or with other partner organisations? <i>If yes, please reference the relevant policy or EHRIA. If unknown, further investigation may be required.</i></p> <p>No.</p>																		
<b>3</b>	<p>Who are the people/ groups (target groups) affected and what is the intended change or outcome for them?</p> <p>Anyone who contacts Adult Social Care via the Customer Service Centre by email. This includes: Members of the public, Professionals (GP, EMAS, Police, etc.), &amp; Internal traffic from LCC.</p> <p>The purpose of the change is to replace “free-text” emails with a more structured online form. This will allow the CSC to progress referrals quicker &amp; more efficiently improving both internal processing times but also improving turnaround time for vulnerable adults gaining access to services. Less back and forth communication will be needed to obtain vital information for progressing a referral.</p>																		
<b>4</b>	<p>Will the policy meet the Equality Act 2010 requirements to have due regard to the need to meet any of the following aspects? <b>(Please tick and explain how)</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 10%; text-align: center;">Yes</th> <th style="width: 10%; text-align: center;">No</th> <th style="width: 20%; text-align: center;">How?</th> </tr> </thead> <tbody> <tr> <td>Eliminate unlawful discrimination, harassment and victimisation</td> <td style="text-align: center;">✓</td> <td></td> <td>No impact/change.</td> </tr> <tr> <td>Advance equality of opportunity between different groups</td> <td style="text-align: center;">✓</td> <td></td> <td>No impact/change.</td> </tr> <tr> <td>Foster good relations between different groups</td> <td style="text-align: center;">✓</td> <td></td> <td>No impact/change.</td> </tr> </tbody> </table>				Yes	No	How?	Eliminate unlawful discrimination, harassment and victimisation	✓		No impact/change.	Advance equality of opportunity between different groups	✓		No impact/change.	Foster good relations between different groups	✓		No impact/change.
	Yes	No	How?																
Eliminate unlawful discrimination, harassment and victimisation	✓		No impact/change.																
Advance equality of opportunity between different groups	✓		No impact/change.																
Foster good relations between different groups	✓		No impact/change.																

## Section 2: Equality and Human Rights Impact Assessment (EHRIA) Screening

### Section 2: Equality and Human Rights Impact Assessment Screening

The purpose of this section of the assessment is to help you decide if a full EHRIA is required.

If you have already identified that a full EHRIA is needed for a policy/ practice/ procedure/ function/ service, either via service planning processes or other means, then please go straight to Section 3 on Page 7 of this document.

### Section 2

#### A: Research and Consultation

		Yes	No*
5.	Have the target groups been consulted about the following?		✓
	a) their current needs and aspirations and what is important to them;		✓
	b) any potential impact of this change on them (positive and negative, intended and unintended);		✓
	c) potential barriers they may face		
6.	If the target groups have not been consulted directly, have representatives been consulted or research explored (e.g. Equality Mapping)?		✓
7.	Have other stakeholder groups/ secondary groups (e.g. carers of service users) been explored in terms of potential unintended impacts?		✓
8.	*If you answered 'no' to the questions above, please use the space below to outline either what consultation you are planning to undertake or why you do not consider it to be necessary.		
	<p>The change will in effect replace one online/electronic journey with another. Both with equal access mechanisms &amp; abilities for back and forth communication.</p> <p>User testing will be scheduled in prior to launch to ensure the journey is user-friendly for the public.</p>		

**Section 2**

**B: Monitoring Impact**

<b>9.</b>	Are there systems set up to:	<b>Yes</b>	<b>No</b>
	a) monitor impact (positive and negative, intended and unintended) for different groups;	✓	
	b) enable open feedback and suggestions from different communities	✓	

**Note: If no to Question 9, you will need to ensure that monitoring systems are established to check for impact on the protected characteristics.**

**Section 2**

**C: Potential Impact**

<b>10.</b>	Use the table below to specify if any individuals or community groups who identify with any of the ' <a href="#">protected characteristics</a> ' may <b>potentially</b> be affected by the policy and describe any positive and negative impacts, including any barriers.		
	<b>Yes</b>	<b>No</b>	<b>Comments</b>
	<b>Generic - All</b>	✓	Some users (depending on how they used free-text email before) may experience a faster turnaround time in their referral as there may be a requirement for less back and forth communication to gather certain types of information; for example: Phone numbers, dates of birth, address details, etc.
	<b>Age</b>		✓
	<b>Disability</b>		✓
	<b>Gender Reassignment</b>		✓
	<b>Marriage and Civil Partnership</b>		✓
	<b>Pregnancy and Maternity</b>		✓

	<b>Race</b>		✓	
	<b>Religion or Belief</b>		✓	
	<b>Sex</b>		✓	
	<b>Sexual Orientation</b>		✓	
	<b>Other groups e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities</b>		✓	Existing communication channels will remain in tact catering for those who would like to write to us or contact us via telephone.
	<b>Community Cohesion</b>		✓	
<b>11.</b>	<p>Are the human rights of individuals <b><i>potentially</i></b> affected by this proposal? Could there be an impact on human rights for any of the protected characteristics? <b>(Please tick)</b></p> <p>Explain why you consider that any particular <a href="#">article in the Human Rights Act</a> may apply to the policy/ practice/ function or procedure and how the human rights of individuals are likely to be affected below: [NB: include positive and negative impacts as well as barriers in benefiting from the above proposal]</p>			
		<b>Yes</b>	<b>No</b>	<b>Comments</b>
	<b>Part 1: The Convention- Rights and Freedoms</b>			
	<b>Article 2: Right to life</b>		✓	
	<b>Article 3: Right not to be tortured or treated in an inhuman or degrading way</b>		✓	
	<b>Article 4: Right not to be subjected to slavery/ forced labour</b>		✓	
	<b>Article 5: Right to liberty and security</b>		✓	
	<b>Article 6: Right to a fair trial</b>		✓	
	<b>Article 7: No punishment without law</b>		✓	

	<b>Article 8: Right to respect for private and family life</b>		✓	
	<b>Article 9: Right to freedom of thought, conscience and religion</b>		✓	
	<b>Article 10: Right to freedom of expression</b>		✓	
	<b>Article 11: Right to freedom of assembly and association</b>		✓	
	<b>Article 12: Right to marry</b>		✓	
	<b>Article 14: Right not to be discriminated against</b>		✓	
<b>Part 2: The First Protocol</b>				
	<b>Article 1: Protection of property/ peaceful enjoyment</b>		✓	
	<b>Article 2: Right to education</b>		✓	
	<b>Article 3: Right to free elections</b>		✓	
<b>Section 2</b>				
<b>D: Decision</b>				
<b>13.</b>	Is there evidence or any other reason to suggest that:	<b>Yes</b>	<b>No</b>	<b>Unknown</b>
	a) the policy could have a different affect or adverse impact on any section of the community;		✓	
	b) any section of the community may face barriers in benefiting from the proposal		✓	
<b>13.</b>	Based on the answers to the questions above, what is the likely impact of the policy.			
	No Impact <input checked="" type="checkbox"/>	Positive Impact <input type="checkbox"/>	Neutral Impact <input type="checkbox"/>	Negative Impact or Impact Unknown <input type="checkbox"/>
<b>Note: If the decision is 'Negative Impact' or 'Impact Not Known', an EHRIA Report is required.</b>				
<b>14.</b>	Is an EHRIA report required?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

**Section 2: Completion of EHRIA Screening**

Upon completion of the screening section of this assessment, you should have identified whether an EHRIA Report is required for further investigation of the impacts of this policy.

**Option 1:** If you identified that an EHRIA Report *is required*, continue to Section 3 on Page 7 of this document.

**Option 2:** If there are no equality, diversity or human rights impacts identified and an EHRIA report *is not required*, continue to Section 4 on Page 14 of this document.

## Section 3: Equality and Human Rights Impact Assessment (EHRIA) Report

### Section 3: Equality and Human Rights Impact Assessment Report

This part of the assessment will help you to think *thoroughly* about the impact of the policy and to critically examine whether it is *likely* to have a positive or negative impact on different groups within our diverse communities. It should also identify any barriers that may adversely affect under-represented communities or groups that may be disadvantaged by the way in which we carry out our business.

Using the information gathered either within the EHRIA Screening or independently of this process, this EHRIA Report should be used to consider the impact or likely impact of the policy in relation to all areas of equality, diversity and human rights as outlined in Leicestershire County Council's Equality Strategy.

### Section 3

#### A: Research and Consultation

When considering the target groups, it is important to think about whether new data needs to be collected or whether there is any existing research that can be utilised.

15. Based on the gaps identified either in the EHRIA Screening or independently of this process, *how* have you now explored the following and *what* does this information/ data tell you about each of the diverse groups?
- a) current needs and aspirations and what is important to individuals and community groups (including human rights);
  - b) likely impacts (positive and negative, intended and unintended) to individuals and community groups (including human rights);

	c) likely barriers that individuals and community groups may face (including human rights)
16.	Is any further research, data collection or evidence required to fill any gaps in your understanding of the potential or known affects of the policy on target groups?
<p><b>When considering who is affected by this proposed policy, it is important to think about consulting with and involving a range of service users, staff or other stakeholders who may be affected as part of the proposal.</b></p>	
17.	Based on the gaps identified either in the EHRIA Screening or independently of this process, <b>how</b> have you further consulted with those affected on the likely impact and <b>what</b> does this consultation tell you about each of the diverse groups?



<b>18.</b>	Is any further consultation required to fill any gaps in your understanding of the potential or known effects of the policy on target groups?

<b>Section 3</b>																			
<b>B: Recognised Impact</b>																			
<b>19.</b>	Based on any evidence and findings, use the table below to specify if any individuals or community groups who identify with any 'protected characteristics' are <i>likely</i> to be affected by this policy. Describe any positive and negative impacts, including what barriers these individuals or groups may face.																		
	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;"></th> <th style="width: 50%;"><b>Comments</b></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><b>Age</b></td> <td></td> </tr> <tr> <td style="text-align: center;"><b>Disability</b></td> <td></td> </tr> <tr> <td style="text-align: center;"><b>Gender Reassignment</b></td> <td></td> </tr> <tr> <td style="text-align: center;"><b>Marriage and Civil Partnership</b></td> <td></td> </tr> <tr> <td style="text-align: center;"><b>Pregnancy and Maternity</b></td> <td></td> </tr> <tr> <td style="text-align: center;"><b>Race</b></td> <td></td> </tr> <tr> <td style="text-align: center;"><b>Religion or Belief</b></td> <td></td> </tr> <tr> <td style="text-align: center;"><b>Sex</b></td> <td></td> </tr> </tbody> </table>		<b>Comments</b>	<b>Age</b>		<b>Disability</b>		<b>Gender Reassignment</b>		<b>Marriage and Civil Partnership</b>		<b>Pregnancy and Maternity</b>		<b>Race</b>		<b>Religion or Belief</b>		<b>Sex</b>	
	<b>Comments</b>																		
<b>Age</b>																			
<b>Disability</b>																			
<b>Gender Reassignment</b>																			
<b>Marriage and Civil Partnership</b>																			
<b>Pregnancy and Maternity</b>																			
<b>Race</b>																			
<b>Religion or Belief</b>																			
<b>Sex</b>																			

	<b>Sexual Orientation</b>	
	<b>Other groups e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities</b>	
	<b>Community Cohesion</b>	

<b>20.</b>	Based on any evidence and findings, use the table below to specify if any particular Articles in the Human Rights Act are <b>likely</b> to apply to the policy. Are the human rights of any individuals or community groups affected by this proposal? Is there an impact on human rights for any of the protected characteristics?	
		<b>Comments</b>
	<b>Part 1: The Convention- Rights and Freedoms</b>	
	<b>Article 2: Right to life</b>	
	<b>Article 3: Right not to be tortured or treated in an inhuman or degrading way</b>	
	<b>Article 4: Right not to be subjected to slavery/ forced labour</b>	
	<b>Article 5: Right to liberty and security</b>	
	<b>Article 6: Right to a fair trial</b>	
	<b>Article 7: No punishment without law</b>	
	<b>Article 8: Right to respect for private and family life</b>	
	<b>Article 9: Right to freedom of thought, conscience and religion</b>	
	<b>Article 10: Right to freedom of</b>	

	<b>expression</b>	
	<b>Article 11: Right to freedom of assembly and association</b>	
	<b>Article 12: Right to marry</b>	
	<b>Article 14: Right not to be discriminated against</b>	
	<b>Part 2: The First Protocol</b>	
	<b>Article 1: Protection of property/ peaceful enjoyment</b>	
	<b>Article 2: Right to education</b>	
	<b>Article 3: Right to free elections</b>	

**Section 3**

**C: Mitigating and Assessing the Impact**

Taking into account the research, data, consultation and information you have reviewed and/ or carried out as part of this EHRIA, it is now essential to assess the impact of the policy.

**21.** If you consider there to be actual or potential adverse impact or discrimination, please outline this below. State whether it is justifiable or legitimate and give reasons.

NB:

i) If you have identified adverse impact or discrimination that is **illegal**, you are required to take action to remedy this immediately.

ii) If you have identified adverse impact or discrimination that is **justifiable or legitimate**, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

**22.** Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.

- a) include any relevant research and consultation findings which highlight the best way in which to minimise negative impact or discrimination
- b) consider what barriers you can remove, whether reasonable adjustments may be necessary and how any unmet needs that you have identified can be addressed
- c) if you are not addressing any negative impacts (including human rights) or potential barriers identified for a particular group, please explain why

**Section 3**

**D: Making a decision**

**23.** Summarise your findings and give an overview as to whether the policy will meet Leicestershire County Council's responsibilities in relation to equality, diversity, community cohesion and human rights.

**Section 3**

**E: Monitoring, evaluation & review of the policy**

**24.** Are there processes in place to review the findings of this EHRIA and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact?

**25.** How will the recommendations of this assessment be built into wider planning and review processes?  
*e.g. policy reviews, annual plans and use of performance management systems*

**Section 3:  
F: Equality and human rights improvement plan**

Please list all the equality objectives, actions and targets that result from the Equality and Human Rights Impact Assessment (EHRIA) (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

Equality Objective	Action	Target	Officer Responsible	By when

## Section 4: Sign off and scrutiny

Upon completion, the Lead Officer completing this assessment is required to sign the document in the section below.

It is required that this Equality and Human Rights Impact Assessment (EHRIA) is scrutinised by your Departmental Equalities Group and signed off by the Chair of the Group.

Once scrutiny and sign off has taken place, a depersonalised version of this EHRIA should be published on Leicestershire County Council's website. Please send a copy of this form to the Digital Services Team via [web@leics.gov.uk](mailto:web@leics.gov.uk) for publishing.

### Section 4

#### A: Sign Off and Scrutiny

Confirm, as appropriate, which elements of the EHRIA have been completed and are required for sign off and scrutiny.

**Equality and Human Rights Assessment Screening**

**Equality and Human Rights Assessment Report**

1<sup>st</sup> Authorised Signature (EHRIA Lead Officer): ...G McFarlane.....

Date: 17/3/20.....

2<sup>nd</sup> Authorised Signature (DEG Chair): .....

Date: .....