# Birmingham City Council - Equality Impact Assessment Budgdet Savings Proposal 2020+

| Title of proposed EIA   | DC001 Brum Account – Phase 3 (EQUA409)   |
|---|--|
| EIA is in support of  | Amended Service  |
| Directorate   | Digital and Customer Services  |
| Service Area  |  |
| Responsible Officer   | Simon J Field  |
| Purpose of proposal   |  |
| through stage 3 of the BRU<br>Birmingham Citizens to acc<br>make delivery of these serv | range of services which can be booked or reported online JM Account project. The aim of this is to allow cess services and manage these requests 24-7 and to help vices more efficient. Whilst these plans will widen access call centre help and support. |
| What sources of informathis policy/proposal?  | ation/data have been used to produce the screening of  |
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## PLEASE ASSESS THE POTENTIAL IMPACT OF YOUR PROPOSAL ON THE FOLLOWING PROTECTED CHARACTERISTICS

## Age

| Service Users / Stakeholders   |
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| :Some older citizens are less familiar with accessing services online. Further work is needed to assess the impact that this may have and to ensure sufficient mitigation is in place. |
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## Disability

| Some people with disabilities may experience difficulties with accessing services online. Further work is needed to assess the impact that this may have and to ensure sufficient mitigation is in place. For others though allowing online access to services combined with their own technology (e.g. screen readers) may now make these services easier for them to access without the need for additional assistance.  Sex  Not Applicable |  |
|--|--|
| Further work is needed to assess the impact that this may have and to ensure sufficient mitigation is in place. For others though allowing online access to services combined with their own technology (e.g. screen readers) may now make these services easier for them to access without the need for additional assistance.  Sex   | Service Users / Stakeholders   |
| Further work is needed to assess the impact that this may have and to ensure sufficient mitigation is in place. For others though allowing online access to services combined with their own technology (e.g. screen readers) may now make these services easier for them to access without the need for additional assistance.  Sex   |  |
|  | Further work is needed to assess the impact that this may have and to ensure sufficient mitigation is in place. For others though allowing online access to services combined with their own technology (e.g. screen readers) may now make these services easier for them to |
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| Not Applicable   | Sex  |
|  | Not Applicable   |
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| Gender Reassignment         |     |  |  |
|-----------------------------|-----|--|--|
| Not Applicable              |     |  |  |
| Marriage and Civil Partners | hip |  |  |
| Not Applicable              |     |  |  |
| Pregnancy and Maternity     |     |  |  |
| Not Applicable              |     |  |  |
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### Race

| There is a risk that the shift to digital citizen engagement may disadvantage non-<br>English speakers from different ethnic backgrounds. The lack of access to technology,<br>digital capability, and cultural barriers are some of the challenges likely to be<br>experienced by some BME communities. |  |
|--|--|
| The Council aims to consider this in developing digital interaction and to use 'Plain English' as a standard approach to improve accessibility. Each council webpage can currently be translated into 60 languages. We will address the mitigation in the context of the service transformation.         |  |
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| Religion or Beliefs  |  |
| Not Applicable   |  |

#### **Sexual Orientation**

| Not Applicable          |  |  |  |
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| ease indicate any actio |  |  |  |

exercise

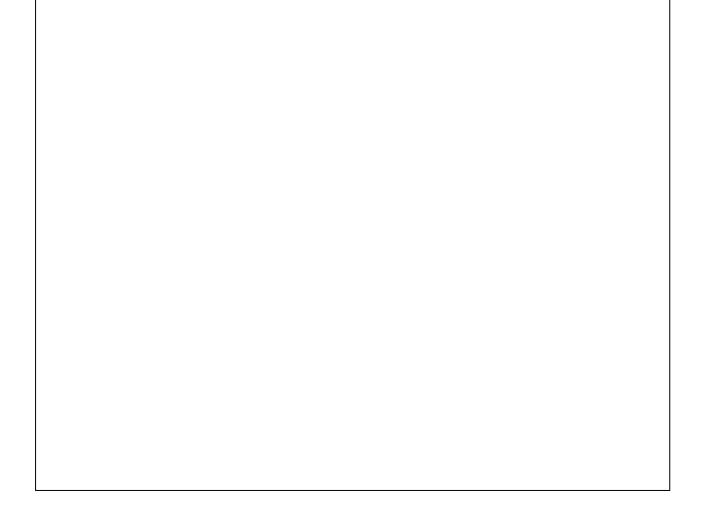
Further work is required to consider the impact for older people and those with some disabilities in how they use the online services provided and to ensure sufficient mitigation is in place.

| NO                              |                     |                  |                    |                |   |
|---------------------------------|---------------------|------------------|--------------------|----------------|---|
| f a full assessn                | nent is required pl | lease complete   | e sections below   | v:             | • |
| What information olicy/proposal | on/data has been o  | collected to fac | cilitate the asses | ssment of this |   |
|                                 |                     |                  |                    |                |   |
| Any consultatio                 | n analysis          |                  |                    |                |   |
|                                 |                     |                  |                    |                |   |
|                                 |                     |                  |                    |                |   |
| s there any adv                 | erse impact/s on    | any people wi    | th protected cha   | aracteristics? |   |
|                                 |                     |                  |                    |                |   |
|                                 |                     |                  |                    |                |   |
| f vos places av                 | rnlain vour reasor  | ns for going ah  | ead with your p    | proposal?      |   |

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| ow will the eff | ect(s) of this | policy/pro | pposal on e | quality be m | onitored? |  |
|                 |                |            |             |              |           |  |
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Could the policy/proposal be modified to reduce or eliminate any adverse

| Consulted people or groups |
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| Informed people or groups  |



DATE: 11/10/2019

