



City of Edinburgh Council

Record of Equality and Rights Impact Assessment

Part 1: Background and Information

(a) Background Details

Please list ERIA background details:

ERIA Title and Summary Description: Council Wide Booking Project

Service Area	Division	Head of Service	Service Area Reference No.
Facilities Booking, Venue Hire, Courses, Events.	Children & Families, Services to the Community, Corporate Governance	David Bruce, Natalie McKail, Jennifer Wilson, Stephanie-Anne Harris	There is currently a diverse range of processes for administering bookings across the Council. A cross section of service areas have been consulted on their current processes as well as future system requirements. The four models have a diverse range of functional requirements and each service area has been analysed in order to fully understand the functional requirements. We anticipated being able to source one software solution.

(b) What is being impact assessed?

Describe the different policies or services (i.e. decisions, projects, programmes, policies, services, reviews, plans, functions or practices that relate to the Corporate ERIA Title):

Policies and Services	Date ERIA commenced
We will ensure that the service provided by the vendor complies with the Council's Equality & Rights Framework.	

(c) When is it due to be reviewed? (insert furthest away date if question relates to a number of review dates)

(d) ERIA Team

Please list all ERIA Team Members:

Name	Organisation / Service Area
Mary Brydon	ICT Solutions
Lynn Cackett	Business Analyst

Part 2: Evidence and Impact Assessment

(a) Evidence Base

Please record the evidence used to support the ERIA. Any identified evidence gaps can be recorded at [part 3a](#). Please allocate an abbreviation for each piece of evidence.

Evidence	Abbreviation
None have been identified at this time	

(b) Rights Impact Assessment – Summary

Please describe all the identified enhancements and infringements of rights against the following ten areas of rights. Please also consider issues of poverty and health inequality within each area of rights:

- ☐ Life
- ☐ Health
- ☐ Physical security
- ☐ Legal security
- ☐ Education and learning
- ☐ Standard of living
- ☐ Productive and valued activities
- ☐ Individual, family and social life
- ☒ Identity, expression and respect
- ☒ Participation, influence and voice

Please indicate alongside each identified enhancement or infringement the relevant policy or service (see [part 1b](#)) and relevant evidence (see [part 2a](#)).

Summary of Enhancements of Rights

This is a technological age and not everyone is fully able to access the system could suffer indirect discrimination.

The principal aim of the project is to improve the overall customer experience and improve internal processes, for example by reducing duplicate activities, allowing all stakeholders to better and more productively manage their own time and resources.

Examples include; Increase in bookings and Revenue generation with ability to charge for additional services e.g. recurring bookings.

Improved Cash flow with streamlined approach for collecting payments and integration to payment gateway.

- Reduced administrative time
- Better utilisation of space and so improving ratio of overheads to income
- Improved utilisation of rooms, e.g. course cancelled frees up room for booking.
- Specific examples include; - from the Integration of online transaction project, that all services are now accessed in a consistent and secure manner.
- Future plans are that customers will only be required to sign in once
- The system will integrate with the Council's Payment Gateway with the objective being the reduction in the use of cash payments which offer a risk reduction benefits for customers and increased flexibility by allowing payment by Debit and Credit card. (BC)

Summary of Infringement of Rights
Can these infringements be justified? Are they proportional?
We are not aware on any infringement rights

(c) Equality Impact Assessment – Summary

Please consider all the protected characteristics when answering questions 1, 2 and 3 below. Please also consider the issues of poverty and health inequality within each protected characteristic:

- ☒ Age
- ☒ Disability
- ☐ Gender identity
- ☐ Marriage / civil partnership
- ☐ Pregnancy / maternity
- ☐ Race
- ☐ Religion / belief
- ☐ Sex
- ☐ Sexual orientation

1. Please describe all the positive and negative impacts on the duty to eliminate unlawful discrimination, harassment or victimisation. Please indicate alongside each identified impact the relevant policy or service (see [part 1b](#)) and relevant evidence (see [part 2a](#)).

Positive Impacts
The wider views of all of the service areas are being included.
Negative Impacts
An on-line system could potentially descrimination against those who do not have access to the Internet e.g. those who have visual or literacy skill issues.

2. Please describe all the positive and negative impacts on the duty to advance equality of opportunity (i.e. by removing or minimising disadvantage, meeting the needs of particular groups that are different from the needs of others and encouraging participation in public life)? Please indicate alongside each identified impact the relevant policy or service (see [part 1b](#)) and relevant evidence (see [part 2a](#)).

Positive Impacts
<ul style="list-style-type: none"> • Increased effectiveness • Improved MI allowing better utilisation of information • Reduce the need to handle cash and cheques • Improve invoice process • Equalise access to lets across the City through improved information on availability • Ability to add on other facilities e.g. community centres.
Negative Impacts
There could be an issue with people not having the opportunity to access on-line facilities.

3. Please describe all the positive and negative impacts on the duty to foster good relations (i.e. by tackling prejudice and promoting understanding)? Please indicate alongside each identified impact the relevant policy or service (see [part 1b](#)) and relevant evidence (see [part 2a](#)).

Positive Impacts
<ul style="list-style-type: none"> • Citizen service and engagement are improved

- | |
|---|
| <ul style="list-style-type: none">• All bookings smoothly handled by the self service on-line booking system• Citizens can book view availability and where appropriate book at a time convenient to them, not restricted to office hours• More professional image• Single unified booking system delivering an improved consistent user experience for citizens |
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Negative Impacts

No negative impacts have been identified
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Part 3: Evidence Gaps, Recommendations, Justifications and Sign Off

(a) Evidence Gaps

Please list all relevant evidence gaps and action to address identified gaps.

Evidence Gaps	Action to address gaps
Overall there is no existing system of use.	

(b) Recommendations

Please record SMART recommendations which may include actions to

- (i) eliminate unlawful practice or infringements of absolute rights;
- (ii) justify identified infringements of rights; or
- (iii) mitigate identified negative equality impacts.
- (iv) Further advance equality and rights and promote good relations

Recommendation	Responsibility of (name)	Timescale
The vendor to consider the BSL and equality & life framework to ensure the tool is accessible.	Mary Brydon	June 2015

(c) Sign Off

I, the undersigned, am content that:

- (i) the ERIA record represents a thorough and proportionate ERIA analysis based on a sound evidence base;
- (ii) the ERIA analysis gives no indication of unlawful practice or violation of absolute rights;
- (iii) the ERIA recommendations are proportionate and will be delivered;
- (iv) the results of the ERIA process have informed officer or member decision making;
- (v) that the record of ERIA has been published on the Council's website / intranet, or
- (vi) that the ERIA record has been reviewed and re-published.

Date	Sign Off (print name and position)	Reason for Sign Off (please indicate which reason/s from list (i) to (vi) above)
		(iii)