

Equality Impact Assessment - head of service review

Reference: EQIA232276646

Submitted: 27 July 2020 12:48 PM

Executive summary

Title of policy or decision: Addition to the Fees & Charges policy – refunds

Describe the main aims, objectives and purpose of the policy (or decision): To agree that a new policy statement be added to the fees and charges policy, giving specific reference to refunds for all fees and charges related to booked future events, excluding Adult Social Care. This will allow a service to vary the standard terms and conditions and offer a full refund should cancellation be outside the control of the customer or the Council as a direct result of government restrictions, advice or a pandemic, such as Coronavirus. This will provide confidence to residents, businesses and public sector organisations in council services, and help support economic recovery.

What outcome(s) are you hoping to achieve?: Enable inclusive economic growth, Transform the council to achieve more with less

Which strategic priorities does this support? - Enable inclusive economic growth: Target economic development to areas of opportunity

Which strategic priorities does this support? - Transform the council to achieve more with less: Limit cost and drive growth in revenue

Is this a new policy (or decision) or a change to an existing policy, practice or project?: a change to an existing policy, practice or project

Please provide a link to the document / website / resource to which this EqIA relates:

https://cmis.essex.gov.uk/essexcmis5/Decisions/tabid/78/ctl/ViewCMIS_DecisionDetails/mid/422/Id/5999/Default.aspx

Please upload any documents which relate to this EqIA, for example decision documents:

https://cmis.essex.gov.uk/essexcmis5/Decisions/tabid/78/ctl/ViewCMIS_DecisionDetails/mid/422/Id/5999/Default.aspx

Assessing the equality impact

Use this section to record how you have assessed any potential impact on the communities likely to be affected by the policy (or decision): The proposal to add a new policy statement in relation to refunds will not have a disproportionately adverse impact on any people with a particular characteristic.

There will be a negative impact to service users in general if cancellation is required as the service is not provided, however this is mitigated by the financial assurance given to service users that a refund will be provided if the service is not provided.

Does or will the policy or decision affect:

Service users: Yes

Employees: No

The wider community or groups of people, particularly where there are areas of known inequalities: No

Which geographical areas of Essex does or will the policy or decision affect?: All Essex

Will the policy or decision influence how organisations operate?: No

Will the policy or decision involve substantial changes in resources?: No

Is this policy or decision associated with any of the Council's other policies?: Yes

Is the new or revised policy linked to a digital service (website, system or application)?: No

Description of impact

Description of Impact. If there is an impact on a specific protected group tick box, otherwise leave blank. You will be given the opportunity to rate identified impacts as positive, negative or neutral on the next page: No impact on any of the above groups

I confirm that I have considered the potential impact on all of the protected characteristics: I confirm that I have considered the potential impact on all of the protected characteristics

Action plan to address and monitor adverse impacts

Does your EqIA indicate that the policy or decision would have a medium or high adverse impact on one or more equality groups?: No

Details of person completing the form

I confirm that this has been completed based on the best information available and in following ECC guidance: I confirm that this has been completed based on the best information available and in following ECC guidance

Date EqIA completed: 27/07/2020

Name of person completing the EqIA: Kathryn Long

Email address of person completing the EqIA: Kathryn.Long@essex.gov.uk

Your function: Finance and Technology

Your service area: Finance

Your team: Commercial

Are you submitting this EqIA on behalf of another function, service area or team?: No

Email address of Head of Service: Tina.French@essex.gov.uk