

## /Scoping Pro Forma

<b>Section</b>	Communications Services/Web Team		<b>Officer responsible for the screening/scoping</b>	Holly Ellis – Web Programme Manager		
<b>Name of Policy to be assessed</b>	Provision of online information and services		<b>Date of Assessment</b>	3 July 2008	<b>Is this a proposed new or existing policy/procedure/practice?</b>	existing
<b>1. Briefly describe the aims, objectives and purpose of the policy/procedure/practice?</b>	<ul style="list-style-type: none"> <li>- To provide 24/7 access to Council information and services</li> <li>- To provide more efficient and cost effective ways for citizens to do business and interact with the Council.</li> </ul>					
<b>2. Are there any associated or specific objectives of the policy/procedure/practice? Please explain.</b>	<b>To:</b> <ul style="list-style-type: none"> <li>- promote the Council's services,</li> <li>- improve internal business processes,</li> <li>- efficiency savings.</li> </ul>					
<b>3. Who is intended to benefit from this policy and in what way?</b>	<ul style="list-style-type: none"> <li>- The general public.</li> <li>- All Council staff.</li> </ul>					
<b>4. What outcomes are wanted from this policy/procedures/practice?</b>	<ul style="list-style-type: none"> <li>-0 High take-up of online service.</li> <li>-1 More informed general public.</li> <li>-2 Increased customer satisfaction.</li> <li>-3 Efficiency savings.</li> </ul>					
<b>5. What factors/forces could contribute/detract from the outcomes?</b>	<ul style="list-style-type: none"> <li>- Resource required to deliver online information and services</li> <li>- Cross council buy-in</li> <li>- Technology - legacy issues</li> </ul>					
<b>6. Who are the main stakeholders in relation to the policy?</b>	The general public All Council staff			<b>7. Who implements the policy, and who is responsible for the policy?</b>	Web team, Web Programme Manager	
<b>8. Are there concerns that the policy <u>could</u> have a differential impact on racial groups?</b>	<b>Y</b>	<b>N</b>	<b>Please explain</b> <b>No.</b> Whilst online content is only available in English there have been no requests for information in other languages on the Guildford Borough Council website.			

<p><b>What existing evidence (either presumed or otherwise) do you have for this?</b></p>	<p>There have been no comments or complaints about online content and services having a differential impact due to racial group and our research shows that Guildford Borough does not have a significant proportion of residents who do not speak English and we have had no requests for online content in different languages.</p> <p><b>Website content is produced across the Council, and often is originally produced for a purpose other than the website. The website itself is simply the tool that enables its online publication. The web team moderates all content so would be able to recognise any obvious information that could potentially have a 'differential impact' on the groups listed in 8-16 but are not ultimately responsible for the information or the actual service that is being provided and it is envisaged that assessments for these would be carried out by the information or service 'owner'. Items 9-16 are answered based on providing the online service and the functionality of the website, not the information or service itself.</b></p>		
<p><b>9. Are there concerns that the policy <u>could</u> have a differential impact due to gender?</b></p>	<p><b>Y</b></p>	<p><b>N</b></p>	<p><b>No.</b></p>
<p><b>What existing evidence (either presumed or otherwise) do you have for this?</b></p>	<p>There have been no comments or complaints about online content or services having a differential impact due to gender.</p> <p>Also see 8 above.</p>		
<p><b>10. Are there concerns that the policy <u>could</u> have a differential impact due to disability?</b></p>	<p><b>Y</b></p>	<p><b>N</b></p>	<p><b>Yes.</b> The website must comply with W3C accessibility standards, in particular Double -A. The Guildford Borough Council website does not comply with these standards and could restrict a disabled person from using some of the online information and services.</p> <p>A project to redevelop the Council's website has been agreed and will start in Autumn 2008. One of the main objectives of the project is to address the accessibility issues.</p>
<p><b>What existing evidence (either presumed or otherwise) do you have for this?</b></p>	<p>An assessment by the RNIB (Royal National Institute for the Blind), an assessment by SOCITM (Society of IT Management) and some usability and accessibility testing.</p>		
<p><b>11. Are there concerns that the policy <u>could</u> have a differential impact due to sexual orientation?</b></p>	<p><b>Y</b></p>	<p><b>N</b></p>	<p><b>No.</b></p>

<p><b>What existing evidence (either presumed or otherwise) do you have for this?</b></p>	<p>There have been no comments or complaints about online content or services having a differential impact due to sexual orientation.</p> <p>Also see 8 above.</p>		
<p><b>12. Are there concerns that the policy <u>could</u> have a differential impact due to their age?</b></p>	<p><b>Y</b></p>	<p><b>N</b></p>	<p><b>No.</b> There are several sections of the website that pull together information and services that are specific to different age groups. In particular 'services for older people' and a 'young people' section, both of which are well used.</p>
<p><b>What existing evidence (either presumed or otherwise) do you have for this?</b></p>	<p>There have been no comments or complaints about online content or services having a differential impact due to age and our website statistics show that the sections mentioned above are well used.</p> <p>Also see 8 above.</p>		
<p><b>13. Are there concerns that the policy <u>could</u> have a differential impact due to their religious belief?</b></p>	<p><b>Y</b></p>	<p><b>N</b></p>	<p><b>No.</b></p>
<p><b>What existing evidence (either presumed or otherwise) do you have for this?</b></p>	<p>There have been no comments or complaints about online content or services having a differential impact due to religious belief.</p> <p>Also see 8 above.</p>		
<p><b>14. Are there concerns that the policy <u>could</u> have a differential impact due to them having dependants/caring responsibilities?</b></p>	<p><b>Y</b></p>	<p><b>N</b></p>	<p><b>No.</b></p>
<p><b>What existing evidence (either presumed or otherwise) do you have for this?</b></p>	<p>There have been no comments or complaints about online content or services having a differential impact due to someone having dependants/caring responsibilities.</p> <p>Also see 8 above.</p>		
<p><b>15. Are there concerns that the policy <u>could</u> have a differential impact due to them have an offending past?</b></p>	<p><b>Y</b></p>	<p><b>N</b></p>	<p><b>No</b></p>
<p><b>What existing evidence (either presumed or otherwise) do you have for this?</b></p>	<p>There have been no comments or complaints about online content or services having a differential impact due to someone having offended in the past.</p> <p>Also see 8 above.</p>		

16. Are there concerns that the policy <u>could</u> have a differential impact due to them being Transgender or transsexual?	Y	N	No.
What existing evidence (either presumed or otherwise) do you have for this?	There have been no comments or complaints about online content or services having a differential impact due to someone being transgender or transsexual.  Also see 8 above.		
17. Could the differential impact identified in 8-16 amount to there being the potential for adverse impact in this policy/procedure/practice?	Y	N	The only area that we see amounts to the potential for adverse impact is the affect on disabled people. As mentioned above, a project to address the accessibility of the website has been agreed. We have also given consideration to providing online content in other languages but again as mentioned above our research shows that Guildford Borough does not have a significant proportion of residents who do not speak English and we have had no requests for online content in different languages. There is information on the website that touches on items 8-16, in particular the following sections for 'older people', 'young people', 'health, help and support'.
18. Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group? Or any other reason?	Y	N	<b>Please explain for each heading (questions 8-16) on a separate piece of paper.</b> N/A
<b>Business improvement</b>  19. Is there any concern that there are unmet needs in relation to any of the above groups?	Y	N	Yes in terms of the accessibility issues detailed above. There are no concerns regarding the other areas.
20. Does differential impact or unmet need cut across the equality strands (e.g. elder BME groups)?	Y	N	<b>Please explain</b> No.
21. If yes, should the full EIA be conducted jointly with another service area/contractor/partner/agency?	Y	N	<b>Please explain</b> No.

<p><b>22. Is there a missed opportunity to improve your business in relation to any of the policies, procedures or practices to promote racial, gender, disability, age, sexual orientation, religion or belief equality?</b></p>	<p><b>Y</b></p>	<p>The work that will be undertaken to improve the accessibility of the website will also improve the platform that the website is delivered on and provide the opportunity to deliver more transactional online services which will ultimately benefit all customers.</p>						
<p><b>23. Should the policy proceed to full equality impact assessment?</b></p>		<p>Possibly</p>						
<p><b>24. If No, are there any changes required to the policy to improve it around the equality agenda?</b></p>	<p><b>Y</b></p>	<table border="1"> <thead> <tr> <th data-bbox="768 565 1793 613"></th> <th data-bbox="1793 565 1913 613"><b>Yes</b></th> <th data-bbox="1913 565 2049 613"><b>No</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="768 613 1793 878"> <p>Yes – the compliance with accessibility standards (W3C Double –A) as detailed above.</p> </td> <td data-bbox="1793 613 1913 878"></td> <td data-bbox="1913 613 2049 878"></td> </tr> </tbody> </table>		<b>Yes</b>	<b>No</b>	<p>Yes – the compliance with accessibility standards (W3C Double –A) as detailed above.</p>		
	<b>Yes</b>	<b>No</b>						
<p>Yes – the compliance with accessibility standards (W3C Double –A) as detailed above.</p>								

**Signed**  
(completing officer)

**Date** July 2008

**Signed**  
(Head of Section) .....

**Date**

**Countersigned**  
(HR representative)

**Date** September 2008