



## Equality Impact Assessment

### What is an Equality Impact Assessment (EIA) and why does the County Council do them?

The [Public Sector Equality Duty](#) (PSED) is an obligation within the [Equality Act 2010](#) ("the Act"), which asks public authorities, like Hampshire County Council, to give 'due regard' to equality considerations, in particular to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

This includes assessing the impact of policies and practices on individuals and communities with a protected characteristic, as defined in the Act and some other specific groups. The County Council uses EIAs to ensure it has paid 'due regard' to equalities considerations when there are changes to a service or policy, a new project or certain decisions.

EIA author	Position & Department	Contact
Abigail Walton	Senior Project Officer Culture, Communities and Business Services	abigail.walton@hants.gov.uk Tel:03707 791223

Title:	Registration Service - Ceremony and Booking System
Related EIAs:	None

EIA for Savings Programme:	No
Service affected	Registration Service
Description of the service/policy/project/project phase	<p>The Registration Service currently have an online booking system which allows customers to book and manage appointments for services such as registering of births, deaths and notices of marriage. The online booking system seeks to improve the customer experience by providing an opportunity for customers to arrange appointments outside of working hours but also holds a statutory purpose for activities such as stock management of certificates required for audit purposes.</p>
New/changed service/policy/project	<p>The service has recently procured a new system with a new supplier which will provide more functionality, seeking to improve the customer experience but also providing important updates which will improve the service workflow processes. The new system which will be provided by Stopford Information Systems Limited who also supply over 100 Registration Services within Authorities across the UK. The project will be implemented via a phased approach with the initial basic system going live on the 12th December 2022 and phase two and three within early 2023. The Stopford ceremony and booking system will provide customers with additional web self-service functionality around appointment booking and ceremony planning. The customer will be able to access a self-service facility for ceremony planning which is something the service currently cannot offer. Ceremony customers are required to complete detailed planning forms on the run up to their ceremony, the project aims to install a system that will allow them to complete the planning forms online via a customer portal at times convenient to them. It will also allow them to have a dialogue with the registration service without having to contact them by phone every time. The new system will also integrate with an electronic payment system allowing customers to pay for services online and track and manage any payments due. The Stopford system also supports stock management which is a statutory requirement for audit purposes and will produce the required reports to support the management of the service. Further Information - For customers who are unable to access an online system they will still have the option to book and manage appointments via the call centre. Data shows that the service currently receives an average of 90 telephone calls a day distributed across areas such as booking appointments for births, deaths</p>

and notice of marriages to ceremony enquiries and copy certificate orders.

Engagement

None

## Equalities considerations - Impact Assessment

### Age

Impact on public	Negative - Low
Impact on staff	Negative - Low
Rationale	<p>Some customers who are not used to this technology may struggle with the new ways of working and technology. Generally older customers may struggle more with technology, more so if it is not part of their everyday life.</p> <p>The Registration Service do not collect data on age of customers when using telephone or online system, so they are unable to quantify the age ranges of customers choosing to access the service in different ways.</p>
Mitigation	<p>Customers needing to access the Registration Service will have the option to contact the service via the call centre during business hours if they would prefer not to use the online system.</p>

### Disability

--	--

Impact on public	Negative - Low
Impact on staff	Neutral
Rationale	The service does not hold data for customers who may have visual impairments or dyslexia in order to support this assessment however this has been recorded and considered as part of the process.
Mitigation	The call centre is available for any customers who may be unable to access the online system, it is recognised that some customers may have hearing impairments making it difficult to use the call centre and so the online facility is available in this case.

## Gender Reassignment

Impact on public	Neutral
Impact on staff	Neutral
Rationale	None of the changes have been assessed as having an impact, either positive or negative, on the above group.
Mitigation	

## Pregnancy and Maternity

Impact on public	Neutral

Impact on staff	Neutral
Rationale	None of the changes have been assessed as having an impact, either positive or negative, on the above group.
Mitigation	

## Race

Impact on public	Negative - Low
Impact on staff	Neutral
Rationale	Customers where English is not their first language may find accessing the online system difficult.
Mitigation	Customers where English is not their first language they can access the call centre via the telephone line. The registration office will also provide access to Language Line for any customers requiring additional support.

## Religion or Belief

Impact on public	Neutral
Impact on staff	Neutral
Rationale	None of the changes have been assessed as having an impact, either positive or negative, on the above group.

Mitigation	

## Sex

Impact on public	Neutral
Impact on staff	Neutral
Rationale	None of the changes have been assessed as having an impact, either positive or negative, on the above group.
Mitigation	

## Sexual Orientation

Impact on public	Neutral
Impact on staff	Neutral
Rationale	None of the changes have been assessed as having an impact, either positive or negative, on the above group.
Mitigation	

## Marriage and Civil Partnership

Impact on public	Neutral

Impact on staff	Neutral
Rationale	None of the changes have been assessed as having an impact, either positive or negative, on the above group.
Mitigation	

## Poverty

Impact on public	Negative - Low
Impact on staff	Neutral
Rationale	Customers may not be able to easily use an online system if they do not have access to this internet.
Mitigation	If a customer is unable to access an online system, the call centre is available to support them with their query or they can access the online system via a public access computer at their local Library.

## Rurality

Impact on public	Neutral
Impact on staff	Neutral
Rationale	None of the changes have been assessed as having an impact, either positive or negative, on the above group.

Mitigation	
------------	--

Geographical Impact:All Hampshire

## Equality Statement

Additional information:

None

## Overview Statement:

Assessment to show that due regard has been given and that there is no requirement for a full EIA:

EIA reference number: 00341

Date of production of EIA for publication: 09/12/2022