



EQUALITY IMPACT ASSESSMENT

Stage 1: Title and aims of the activity (“activity” is an umbrella term covering policies, procedures, guidance and decisions).	
Service	Legal and Governance
Section	Registration
Title of the activity etc.	Legal and Governance
Aims of the activity	Consideration of the necessary adjustments to registration service delivery across Aberdeenshire to enable budget reduction of £100k, and assessment of any impact this may cause to service users belonging to ‘Protected Characteristic’ groups.
Author(s) & Title(s)	David Nicholson (Registration Team Leader)

Stage 2: List the evidence that has been used in this assessment.	
Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).	Monitoring data detailing monthly demand for registrations of life events, family history and civil ceremonies throughout Aberdeenshire. Analysis of likely FTE staffing reduction, and therefore reduction in capacity across Aberdeenshire.
Internal consultation with staff and other services affected.	No other services affected; consultation with Snr Registrar, Registration Manager, Business Services accountant.
External consultation (partner organisations, community groups, and councils).	None at this time.

External data (census, available statistics).	None. Demand for Birth/Marriage/Death registrations are tracked internally.
Other (general information as appropriate).	n/a

Stage 3: Evidence Gaps.	
Are there any gaps in the information you currently hold?	No.

Stage 4: Measures to fill the evidence gaps.		
What measures will be taken to fill the information gaps before the activity is implemented? These should be included in the action plan at the back of this form.	Measures: n/a	Timescale:

Stage 5: Are there potential impacts on protected groups? Please complete for each protected group by inserting "yes" in the applicable box/boxes below.				
	Positive	Negative	Neutral	Unknown
Age – Younger		YES		
Age – Older		YES		
Disability		YES		
Race – (includes Gypsy Travellers)			YES	
Religion or Belief		YES		
Gender – male/female			YES	
Pregnancy and maternity		YES		
Sexual orientation – (includes Lesbian/ Gay/Bisexual)			YES	
Gender reassignment – (includes Transgender)			YES	
Marriage and Civil Partnership		YES		

Stage 6: What are the positive and negative impacts?		
Impacts.	Positive (describe the impact for each of the protected characteristics affected)	Negative (describe the impact for each of the protected characteristics affected)
Please detail the potential positive and/or negative impacts on those with protected characteristics you have highlighted above. Detail the impacts and describe those affected.		<p>Anyone who uses the Registration service may be impacted by budget reductions. In particular it may affect the elderly, disabled, and those with particular religious requirements who need to register deaths; and those registering births and marriages or civil partnerships. The overall reduction of team capacity will likely see a consequent reduction of daily appointment availability in offices throughout Aberdeenshire.</p> <p>This is unlikely to be significant in scale, however any reduction of appointment availability may result in i) longer waiting times for service users, or ii) the requirement to travel larger distances to visit an alternative office out-with their immediate vicinity.</p>

Stage 7: Have any of the affected groups been consulted?	
If yes, please give details of how this was done and what the results were. If no, how have you ensured that you can make an informed decision about mitigating steps?	No; at this stage we feel that the impact to service delivery is unlikely to be significant. It is hoped that through advertising and 'appointment only' service on all printed materials and on our website, we will be able to sensibly manage customer expectations. In addition, appointments relating to Marriage/Civil Partnership and Registration of Birth are unlikely to be urgent; as is the case with Registration of Death.

Stage 8: What mitigating steps will be taken to remove or reduce negative impacts?

	Mitigating Steps	Timescale
These should be included in any action plan at the back of this form.	We will ensure that the requirement to make advance appointments for all services continues to be clearly advertised in each section of our website.	Ongoing
	In liaison with NHS, we will seek to update information provided to new mothers to include the process for registering a birth in Aberdeenshire.	Initial discussion by end of Feb 2017.

Stage 9: What steps can be taken to promote good relations between various groups?

These should be included in the action plan.	<p>We will continue to promote our wedding/civil partnership services at wedding fayres and online, always advising of the requirement to make advance appointments to use registration services.</p> <p>We will seek to make contact with local maternity and NCT classes, arranging for information to be provided to expectant mothers regarding the birth registration process.</p>
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Stage 10: How does the policy/activity create opportunities for advancing equality of opportunity?

It is a budget reduction and as such does not of itself create opportunities for advancing equality of opportunity.

Stage 11: What equality monitoring arrangements will be put in place?

These should be included in any action plan (for example customer satisfaction questionnaires).

We will continue to monitor customer feedback and we will note any responses relating to these specific areas, assessing whether they indicate that further action is required.
This feedback will comprise both Compliments and Complaints submitted to us directly, or to the Customer Feedback Team, and that customer responses to the online survey that is provided to service users by email.

Stage 12: What is the outcome of the Assessment?

Please complete the appropriate box/boxes	1	No negative impacts have been identified –please explain.
	2	Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.
	Please see above and also Stage 13 for explanation.	
	3	The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen


* Stage 13: Set out the justification that the activity can and should go ahead despite the negative impact.

The suggested reduction of £100k to the registration budget will impact on the overall FTE compliment of the team. We intend to continue to provide service delivery in each of our eight locations throughout Aberdeenshire. We must consider how best to meet customer demand throughout, acknowledging that our ability to provide additional staff support, to offices in times of peak customer demand or unexpected staff absence, will be impacted.

The availability of registration appointments to service across Aberdeenshire will be impacted as a result of this reduction, whether due to a reduction of opening hours in some offices, the increase in ad-hoc withdrawal of registration services in some offices, or due to a concurrent increase in demand for appointments in neighbouring offices.

However, due to the infrequent requirement for individual service users to make use of the registration service, we are hopeful that customer expectations can be set appropriately by advertising the requirement to make advance appointments on our website and on all printed materials.

Stage 14: Sign off and authorisation.

Sign off and authorisation.	1) Service and Team	Legal and Governance: Registration team	
	2) Title of Policy/Activity	Legal and Governance	
	3) Authors: I/We have completed the equality impact assessment for this policy/activity.	Name: David Nicholson Position: Team Leader (Registration) Date: 31/01/2017 Signature: 	Name: Position: Date: Signature:
		Name: Position: Date: Signature:	Name: Position: Date: Signature:
	4) Consultation with Service Manager	Name: Date:	
	5) Authorisation by Director or Head of Service	Name: Ritchie Johnson Position: Director (Business Services) Date:	Name: Position: Date:
	6) If the EIA relates to a matter that has to go before a Committee, Committee report author sends the Committee Report and this form, and any supporting assessment documents, to the Officers responsible for monitoring and the Committee Officer of the relevant Committee. e.g. Social Work and Housing Committee.	Date:	
	7) EIA author sends a copy of the finalised form to: eia@abdnshire	Date:	

(Equalities team to complete)

Has the completed form been published on the website? YES/NO

Date:

Action Plan					
Action	Start	Complete	Lead Officer	Expected Outcome	Resource Implications
We will ensure that the requirement to make advance appointments for all services continues to be clearly advertised in each section of our website.	Ongoing	Ongoing	David Nicholson	All website visitors will understand requirement to make advance appointment prior to visiting registration office.	Minimal.
In liaison with NHS, we will request they update information provided to new mothers to include the process for registering a birth in Aberdeenshire.	By e.o. Feb	By e.o. March	David Nicholson	Parents of newborns are further made aware of the registration appointment system.	Minimal.
We will continue to promote our wedding/civil partnership services at wedding fayres and online, always advising of the requirement to make advance appointments to use registration services.	Ongoing	Ongoing	David Nicholson	Continued positive promotion of wedding services; clarification of appointment system through this engagement.	Minimal, this is ongoing, but we will emphasis appointment system when engaging with members of the public.

<p>We will seek to make contact with local maternity and NCT classes, arranging for information to be provided to expectant mothers regarding the birth registration process.</p>	<p>By end of March 2017</p>	<p>Ongoing</p>	<p>David Nicholson</p>	<p>Improved engagement with expectant families, further clarification of appointment system.</p>	<p>Design/print costs, staff time if attending classes in person.</p>
<p>We will continue to monitor customer feedback and we will note any responses relating to these specific areas, assessing whether they indicate that further action is required.</p>	<p>Ongoing</p>	<p>Ongoing</p>	<p>David Nicholson</p>	<p>Identification of problems arising, assessment, identification of improvement opportunities to mitigate further issues.</p>	<p>Minimal, this is standard practice in the team already.</p>