

Section 4

# Equality

# Analysis Toolkit

**Digital by Default Consent**  
For Decision Making Items

Spring 2018

**Question 1 - What is the nature of and are the key components of the proposal being presented?**

It is intended to offer citizens the option to consent to being contacted by the authority digitally rather than by printing out correspondence and sending by mail. It is anticipated that the first option offered will be to receive correspondence via email rather than mail, but this digital by consent offer will expand to include other transactional processes.

We will capture contact preferences and integrate in to transactional processes. If consent for digital contact is not given by an individual existing contact arrangements will continue.

**Question 2 - Scope of the Proposal**

Is the proposal likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected?

How the consent of citizens is collected and registered will need to be subject to further investigation and a method of registering with the authority to request this method of communication requires further work. This includes how it will be rolled out and offered as an option to customers.

This proposal will be applied consistently across the county but due to the scale of development work required to implement it is anticipated that it will be looking at service areas and groups of service users on a progressive roll out programme in order to phase this in.

**Question 3 – Protected Characteristics Potentially Affected**

Could the proposal have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment

- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

And what information is available about these groups in the County's population or as service users/customers?

As a citizen would need to provide consent, before any change to contact methods was implemented for them, it should not have an impact on any particular group of individuals. This will be considered again as the project develops to identify any particular impacts on any individuals sharing protected characteristics.

#### **Question 4 – Engagement/Consultation**

How have people/groups been involved in or engaged with in developing this proposal?

At this stage no engagement has been made with any individuals or groups. This would form part of the development of the proposal. This would consider the wider offer that could be made for 'digital by consent' contact, and how consent can be gained.

#### **Question 5 – Analysing Impact**

Could this proposal potentially disadvantage particular groups sharing protected characteristics and if so which groups and in what way? This pays particular attention to the general aims of the Public Sector Equality Duty:

- To eliminate unlawful discrimination, harassment or victimisation because of protected characteristics;
- To advance equality of opportunity for those who share protected characteristics;
- To encourage people who share a relevant protected characteristic to participate in public life;
- To contribute to fostering good relations between those who share a relevant protected characteristic and those who do not/community cohesion;

As consent would have to be given by the individual this should not disadvantage particular groups sharing protected characteristics

#### **Question 6 – Combined/Cumulative Effect**

Could the effects of this proposal combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

None foreseen

### **Question 7 – Identifying Initial Results of Your Analysis**

As a result of the analysis has the original proposal been changed/amended, if so please describe.

No amendments made

### **Question 8 - Mitigation**

Will any steps be taken to mitigate/reduce any potential adverse effects of the proposal?

Ongoing review of EIA as the proposal matures

### **Question 9 – Balancing the Proposal/Countervailing Factors**

This weighs up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of the analysis.

This is a cost saving based on a person's preference regarding receiving communications from the authority and transacting with the authority.

### **Question 10 – Final Proposal**

In summary, what is the final proposal and which groups may be affected and how?

Citizens will be offered the option to consent to being contacted by the authority digitally rather than by printing out correspondence and sending by mail.

We will capture contact preferences and integrate in to transactional processes. If consent for digital contact is not given by an individual, existing contact arrangements will continue.

## **Question 11 – Review and Monitoring Arrangements**

What arrangements will be put in place to review and monitor the effects of this proposal?

This will be a phased approach which will consider the potential impacts on particular groups sharing protected characteristics, further EIA will be undertaken as necessary.

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Position/Role Head of Core Business Systems

Equality Analysis Endorsed by Line Manager and/or Service Head

Decision Signed Off By

Cabinet Member or Director

For further information please contact

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