

Equality & Human Rights Impact Assessment (EHRIA)

This Equality and Human Rights Impact Assessment (EHRIA) will enable you to assess the **new, proposed or significantly changed** policy/ practice/ procedure/ function/ service** for equality and human rights implications.

Undertaking this assessment will help you to identify whether or not this policy/ practice/ procedure/ function/ service** may have an adverse impact on a particular community or group of people. It will ultimately ensure that as an Authority we do not discriminate and we are able to promote equality, diversity and human rights.

Before completing this form please refer to the EHRIA [guidance](#), for further information about undertaking and completing the assessment. For further advice and guidance, please contact your [Departmental Equalities Group](#) or equality@leics.gov.uk

***Please note: The term 'policy' will be used throughout this assessment as shorthand for policy, practice, procedure, function or service.*

Key Details	
Name of policy being assessed:	Replacement of the Electronic Point of Sale (EPoS) system in use within Museums and Heritage
Department and section:	Adults and Communities: Communities and Wellbeing
Name of lead officer/ job title and others completing this assessment:	Steve Kettle: Resources Manager
Contact telephone numbers:	53801
Name of officer/s responsible for implementing this policy:	Steve Kettle, Jane Betts: Heritage Manager
Date EHRIA assessment started:	6 th Jan 2016
Date EHRIA assessment completed:	6 th Jan 2016

Section 1: Defining the policy

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You should begin this assessment by defining and outlining the scope of this policy. You should consider the impact or likely impact of the policy in relation to all areas of equality, diversity and human rights, as outlined in Leicestershire County Council's Equality Strategy.

1	<p><u>What is new or changed in this policy? <i>What has changed and why?</i></u></p> <p>The EPoS system manages admissions; event ticketing and retail functions, both face to face and online for all Heritage and Museum sites in Leicestershire plus the Record Office. A recent market testing exercise has demonstrated the availability of alternative systems that are more intuitive than the current system in use and that offer more flexibility to staff and customers plus offer the potential to make savings on current subscriptions.</p> <p>The current system has been in use for nearly 10 years and has not been subject to any re-tender exercise as required by LCC's contract procurement rules. A procurement exercise would provide the opportunity to purchase a system that is better fit for purpose for a re-modelled Heritage and Museum sector following the closure of Snibston Discovery Park</p> <p>Any new system would still allow access to services by traditional means ensuring that those who don't or are unable to engage with new technology aren't disadvantaged. Customers will still be able to purchase tickets for venue admission or events in person or by telephone. Any new system will provide added functionality in terms of access to services via a range of mobile devices, the facility to download tickets to smartphones or tablets etc.</p>												
2	<p><u>Does this relate to any other policy within your department, the Council or with other partner organisations? <i>If yes, please reference the relevant policy or EHRIA. If unknown, further investigation may be required.</i></u></p> <p>http://website/4g_contract_procedure_rules.htm#rule4 rule 5 (h)</p>												
3	<p><u>Who are the people/ groups (target groups) affected and what is the intended change or outcome for them?</u></p> <ul style="list-style-type: none"> • Heritage, Museum and Record Office staff • Customers of Heritage, Museums and Record Office services 												
4	<p>Will this policy meet the Equality Act 2010 requirements to have due regard to the need to meet any of the following aspects? (Please tick and explain how)</p> <table border="1"> <thead> <tr> <th></th><th>Yes</th><th>No</th><th>How?</th></tr> </thead> <tbody> <tr> <td>Eliminate unlawful discrimination, harassment and victimisation</td><td></td><td>√</td><td></td></tr> <tr> <td>Advance equality of opportunity</td><td>√</td><td></td><td>Enhanced access via mobile devices could support those living in isolated rural areas</td></tr> </tbody> </table>		Yes	No	How?	Eliminate unlawful discrimination, harassment and victimisation		√		Advance equality of opportunity	√		Enhanced access via mobile devices could support those living in isolated rural areas
	Yes	No	How?										
Eliminate unlawful discrimination, harassment and victimisation		√											
Advance equality of opportunity	√		Enhanced access via mobile devices could support those living in isolated rural areas										

	between different groups			
	Foster good relations between different groups		√	

Section 2: Equality and Human Rights Impact Assessment (EHRIA) Screening

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The purpose of this section of the assessment is to help you decide if a full EHRIA is required.

If you have already identified that a full EHRIA is needed for this policy/ practice/ procedure/ function/ service, either via service planning processes or other means, then please go straight to [Section 3](#) on Page 7 of this document.

Section 2

A: Research and Consultation

5.	Have the target groups been consulted about the following?	Yes	No*
	a) their current needs and aspirations and what is important to them;		√
	b) any potential impact of this change on them (positive and negative, intended and unintended);		√
	c) potential barriers they may face		√
6.	If the target groups have not been consulted directly, have representatives been consulted or research explored (e.g. Equality Mapping)?		√
7.	Have other stakeholder groups/ secondary groups (e.g. carers of service users) been explored in terms of potential unintended impacts?		√
8.	*If you answered 'no' to the question above, please use the space below to outline what consultation you are planning to undertake, or why you do not consider it to be necessary.		
	No essential change in functionality from the public's point of view in terms of ticket purchase for admission or events. Planned increase in flexibility of access options, e.g. by mobile device plus greater potential for public to self-serve.		

Section 2**B: Monitoring Impact**

9.	Are there systems set up to:	Yes	No
	a) monitor impact (positive and negative, intended and unintended) for different groups;	√	
	b) enable open feedback and suggestions from different communities	√	
	<ul style="list-style-type: none"> General feedback facility available via on site comments forms and via email to individual venues Functionality for targeted groups would be evaluated as part of any tender process for the procurement of a new system 		

Note: If no to Question 8, you will need to ensure that monitoring systems are established to check for impact on the protected characteristics.

Section 2**C: Potential Impact**

10.

Use the table below to specify if any individuals or community groups who identify with any of the '[protected characteristics](#)' may potentially be affected by this policy and describe any positive and negative impacts, including any barriers.

	Yes	No	Comments
Age	√		Propensity of some older people to have limited experience of new technology or who find using such methods difficult. However could make it easier for some older people to buy tickets through not having to visit a venue in person. Older people will still be able to engage with services either face to face or by telephone. See 1 above. Could be more appealing to younger people.
Disability	√		Some disabilities limit access to new technology Disabled people will still be able to engage with services either face to face or by telephone. Some modern systems also provide special access

				provision via modified font sizes and screen colour. See 1 above. Could make it easier for some disabled people to access venues and events through the facility to make remote purchases.
	Gender Reassignment		√	
	Marriage and Civil Partnership		√	
	Pregnancy and Maternity		√	
	Race	√		Some, but not all systems provide alternative language options. Alternative language options to be included in the specification
	Religion or Belief		√	
	Sex		√	
	Sexual Orientation		√	
	Other groups e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities	√		Enhanced access via mobile devices would support access to Heritage services from rural areas.
	Community Cohesion		√	
11.	<p>Are the human rights of individuals <u>potentially</u> affected by this proposal? Could there be an impact on human rights for any of the protected characteristics? (Please tick)</p> <p>Explain why you consider that any particular article in the Human Rights Act may apply to your policy/ practice/ function or procedure and how the human rights of individuals are likely to be affected below: [NB. Include positive and negative impacts as well as barriers in benefiting from the above proposal]</p>			

		Yes	No	Comments
Part 1: The Convention- Rights and Freedoms				
Article 2: Right to life			√	
Article 3: Right not to be tortured or treated in an inhuman or degrading way			√	
Article 4: Right not to be subjected to slavery/ forced labour			√	
Article 5: Right to liberty and security			√	
Article 6: Right to a fair trial			√	
Article 7: No punishment without law			√	
Article 8: Right to respect for private and family life			√	
Article 9: Right to freedom of thought, conscience and religion			√	
Article 10: Right to freedom of expression			√	
Article 11: Right to freedom of assembly and association			√	
Article 12: Right to marry			√	
Article 14: Right not to be discriminated against			√	
Part 2: The First Protocol				
Article 1: Protection of property/ peaceful enjoyment			√	
Article 2: Right to education			√	
Article 3: Right to free elections			√	
Section 2				
D: Decision				
12.	Is there evidence or any other reason to suggest that:	Yes	No	Unknown
	a) this policy could have a different affect or adverse impact on any section of the community;		√ See 1 above	

	b) any section of the community may face barriers in benefiting from the proposal		√ See 1 above	
13.	Based on the answers to the questions above, what is the likely impact of this policy			
	No Impact <input type="checkbox"/>	Positive Impact <input checked="" type="checkbox"/>	Neutral Impact <input type="checkbox"/>	Negative Impact or Impact Unknown <input type="checkbox"/>
Note: If the decision is 'Negative Impact' or 'Impact Not Known' an EHRIA Report is required.				
14.	Is an EHRIA report required?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

Section 2: Completion of EHRIA Screening

Upon completion of the screening section of this assessment, you should have identified whether an EHRIA Report is required for further investigation of the impacts of this policy.

Option 1: If you identified that an EHRIA Report is required, continue to [Section 3](#) on Page 7 of this document to complete.

Option 2: If there are no equality, diversity or human rights impacts identified and an EHRIA report is not required, continue to [Section 4](#) on Page 14 of this document to complete.

Section 4: Sign off and scrutiny

Upon completion, the Lead Officer completing this assessment is required to sign the document in the section below.

It is required that this Equality and Human Rights Impact Assessment (EHRIA) is scrutinised by your [Departmental Equalities Group](#) and signed off by the Chair of the Group.

Once scrutiny and sign off has taken place, a depersonalised version of this EHRIA should be published on Leicestershire County Council's website.

Section 4 A: Sign Off and Scrutiny

Confirm, as appropriate, which elements of the EHRIA have been completed and are required for sign off and scrutiny.

Equality and Human Rights Assessment Screening ☒

Equality and Human Rights Assessment Report ☐

1st Authorised Signature (EHRIA Lead Officer):



Date: ...January 6th 2016....

2nd Authorised Signature (DEG Chair):



Date: ...20/01/2016.....