



**IPSWICH**  
BOROUGH COUNCIL

## **Equality Impact Assessment**

### *Maintenance & Contracts Mobile & Agile Working and Customer Self Service.*

Ref: EQIA2019052211

**Officer Name:** Steve Fisher

**Service Area:** Facilities & Repairs

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**Title of report:** Maintenance & Contracts Mobile & Agile Working and Customer Self Service.

**Reference:** EQIA2019052211

**What is the report trying to achieve?:**

Evaluate the impact of introduction of on-line repairs reporting.

**What evidence/data is being used to support this equality analysis?:**

Data provided during the implementation of the Customer access strategy

**Supporting documents (if available):**

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**Is there potential for positive or negative impact on any of the protected characteristics?**

- **Age:** *No Impact*
- **Disability:** *No Impact*
- **Marriage & Civil Partnership:** *No Impact*

- **Race:** *Positive*
- **Pregnancy & Maternity:** *No Impact*
- **Religion or Belief:** *No Impact*
- **Gender Reassignment:** *No Impact*
- **Sex:** *No Impact*
- **Sexual Orientation:** *No Impact*

**If 'No Impact' explain why**

Age; - On-line reporting is available to all ages and for those who do not have access to the internet the call centre will still be available.

Disability;- On-line reporting is available to all abilities and for those who do not have access to the internet the call centre will still be available.

Marriage & Civil Partnership;- On-line reporting is available to all and for those who do not have access to the internet the call centre will still be available.

Pregnancy & Maternity;- On-line reporting is available to all and for those who do not have access to the internet the call centre will still be available.

Religion or Belief;- On-line reporting is available to all and for those who do not have access to the internet the call centre will still be available.

Gender Reassignment;- On-line reporting is available to all and for those who do not have access to the internet the call centre will still be available.

Sex;- On-line reporting is available to all and for those who do not have access to the internet the call centre will still be available.

Sexual Orientation;- On-line reporting is available to all and for those who do not have access to the internet the call centre will still be available.

**If you have identified any negative impacts (above) how can they be minimised or removed?**

**The report helps us to 'eliminate unlawful discrimination, harassment & victimisation' in the following way(s):**

Reviewing of the proposed changes against each protected characteristic ensures that the affect on each group has been considered.

**The report helps us to 'advance equality of opportunity...' in the following way(s):**

Consideration of the effect of IBC decisions on each protected group helps to ensure equal opportunity.

**The policy helps us to 'foster good relations...' in the following way(s):** Providing additional access channels and making it easier to access services improves relationships between IBC and its customers.