

# **Section 75 Policy Screening Form**

## **Part 1. Policy scoping**

The first stage of the screening process involves scoping the policy under consideration. The purpose of policy scoping is to help prepare the background and context and set out the aims and objectives for the policy, being screened. At this stage, scoping the policy will help identify potential constraints as well as opportunities and will help the policy maker work through the screening process on a step by step basis.

Public authorities should remember that the Section 75 statutory duties apply to internal policies (relating to people who work for the authority), as well as external policies (relating to those who are, or could be, served by the authority).

## **Information about the policy**

Name of the policy

Customer Experience

Is this an existing, revised or a new policy?

Revised Policy

What is it trying to achieve? (intended aims/outcomes)

To maximise the impact of Invest NI's engagement with customers and businesses across the wider business base and core clients, as well as manage the customer experience right through Invest NI to ensure consistency of service delivery and tailored engagement and communications.

Are there any Section 75 categories which might be expected to benefit from the intended policy? If so, explain how.

All of Section 75 categories should benefit from an improved Customer Experience with Invest NI. This policy is being developed mindful of the diversity of the customer base and includes access to electronic technology.

With regards to digital engagement, Invest NI will ensure it meets all the requirements of the Central Office of Information (COI) Best Practice Framework against the following areas: accessibility, usability and design; legal and technical requirements; measuring quality and value; marketing communications; content management; platforms and devices and social media and Web 2.0 technologies.

Who initiated or wrote the policy?

Top Management Team (TMT) Transform initiative

Who owns and who implements the policy?

Invest NI's Top Management Team through the Transform Programme and its Project Board and Owners and Board.

## Implementation factors

Are there any factors which could contribute to/detract from the intended aim/outcome of the policy/decision?

If yes, are they

- |                                     |                       |   |
|-------------------------------------|-----------------------|---|
| <input checked="" type="checkbox"/> | Financial             | Yes, budget restrictions unable to support the new customer engagement model.                                     |
| <input checked="" type="checkbox"/> | Legislative           | Yes, adherence to best practice standards as detailed above.  |
| <input checked="" type="checkbox"/> | Other, please specify | Yes, the availability of the necessary resource and skills required to deliver the new customer engagement model. |

## Main stakeholders affected

Who are the internal and external stakeholders (actual or potential) that the policy will impact upon?

- |                                     |                                   |  |
|-------------------------------------|-----------------------------------|--|
| <input checked="" type="checkbox"/> | Staff                             | Yes  |
| <input checked="" type="checkbox"/> | Service users                     | Yes, existing Invest NI client base.   |
| <input checked="" type="checkbox"/> | Other public sector organisations | Yes  |
| <input checked="" type="checkbox"/> | Voluntary/community/trade unions  | Yes  |
| <input checked="" type="checkbox"/> | Other, please specify             | Yes, the wider business base including potential entrepreneurs and inward investors. |

## Other policies with a bearing on this policy

- What are they?: Customer Base, Programme Rationalisation, Organisational Design, Processes and Systems, Reporting and Communication, Brand Proposition and CRM Capability, as well as any policy which seeks to promote and improve economic development in Northern Ireland.

- Who owns them?: Invest NI's Top Management Team through the Transform Programme and its Project Board and Owners and Board.

### Available evidence

Evidence to help inform the screening process may take many forms. Public authorities should ensure that their screening decision is informed by relevant data.

What evidence/information (both qualitative and quantitative) have you gathered to inform this policy? Specify details for each of the Section 75 categories.

<b>Section 75 category</b>	<b>Details of evidence/information</b>
Religious belief	This policy has been informed by accumulated evidence from the existing customer base, including previous EQIA's on AES, BDS, the Corporate Plan and the draft Communications and Access EQIA.
Political opinion	This policy has been informed by accumulated evidence from the existing customer base, including previous EQIA's on AES, BDS, the Corporate Plan and the draft Communications and Access EQIA.
Racial group	This policy has been informed by accumulated evidence from the existing customer base, including previous EQIA's on AES, BDS, the Corporate Plan and the draft Communications and Access EQIA.
Age	This policy has been informed by accumulated evidence from the existing customer base, including previous EQIA's on AES, BDS, the Corporate Plan and the draft Communications and Access EQIA.
Marital status	This policy has been informed by accumulated evidence from the existing customer base, including previous EQIA's on AES, BDS, the Corporate Plan

	<b>and the draft Communications and Access EQIA.</b>
<b>Sexual orientation</b>	<b>This policy has been informed by accumulated evidence from the existing customer base, including previous EQIA's on AES, BDS, the Corporate Plan and the draft Communications and Access EQIA.</b>
<b>Men and women generally</b>	<b>This policy has been informed by accumulated evidence from the existing customer base, including previous EQIA's on AES, BDS, the Corporate Plan and the draft Communications and Access EQIA.</b>
<b>Disability</b>	<b>This policy has been informed by accumulated evidence from the existing customer base, including previous EQIA's on AES, BDS, the Corporate Plan and the draft Communications and Access EQIA.</b>
<b>Dependants</b>	<b>This policy has been informed by accumulated evidence from the existing customer base, including previous EQIA's on AES, BDS, the Corporate Plan and the draft Communications and Access EQIA.</b>

**Needs, experiences and priorities**

Taking into account the information referred to above, what are the different needs, experiences and priorities of each of the following categories, in relation to the particular policy/decision? Specify details for each of the Section 75 categories

<b>Section 75 category</b>	<b>Details of needs/experiences/priorities</b>
<b>Religious belief</b>	No specific needs identified. Flexibility to accommodate individual circumstances.
<b>Political opinion</b>	No specific needs identified. Flexibility to accommodate individual circumstances.

Racial group	No specific needs identified. Flexibility to accommodate individual circumstances.
Age	Access and familiarity to technology.
Marital status	No specific needs identified. Flexibility to accommodate individual circumstances.
Sexual orientation	No specific needs identified. Flexibility to accommodate individual circumstances.
Men and women generally	No specific needs identified. Flexibility to accommodate individual circumstances.
Disability	No specific needs identified. Flexibility to accommodate individual circumstances and accessibility.
Dependants	No specific needs identified. Flexibility to accommodate individual circumstances.

## Part 2. Screening questions

### Introduction

In making a decision as to whether or not there is a need to carry out an equality impact assessment, the public authority should consider its answers to the questions 1-4 which are given on pages 66-68 of this Guide.

If the public authority's conclusion is **none** in respect of all of the Section 75 equality of opportunity and/or good relations categories, then the public authority may decide to screen the policy out. If a policy is 'screened out' as having no relevance to equality of opportunity or good relations, a public authority should give details of the reasons for the decision taken.

If the public authority's conclusion is **major** in respect of one or more of the Section 75 equality of opportunity and/or good relations categories, then consideration should be given to subjecting the policy to the equality impact assessment procedure.

If the public authority's conclusion is **minor** in respect of one or more of the Section 75 equality categories and/or good relations categories, then consideration should still be given to proceeding with an equality impact assessment, or to:

- measures to mitigate the adverse impact; or
- the introduction of an alternative policy to better promote equality of opportunity and/or good relations.

### **In favour of a 'major' impact**

- a) The policy is significant in terms of its strategic importance;
- b) Potential equality impacts are unknown, because, for example, there is insufficient data upon which to make an assessment or because they are complex, and it would be appropriate to conduct an equality impact assessment in order to better assess them;
- c) Potential equality and/or good relations impacts are likely to be adverse or are likely to be experienced disproportionately by groups of people including those who are marginalised or disadvantaged;
- d) Further assessment offers a valuable way to examine the evidence and develop recommendations in respect of a policy about which there are concerns amongst affected individuals and representative groups, for example in respect of multiple identities;
- e) The policy is likely to be challenged by way of judicial review;
- f) The policy is significant in terms of expenditure.

### **In favour of 'minor' impact**

- a) The policy is not unlawfully discriminatory and any residual potential impacts on people are judged to be negligible;
- b) The policy, or certain proposals within it, are potentially unlawfully discriminatory, but this possibility can readily and easily be eliminated by making appropriate changes to the policy or by adopting appropriate mitigating measures;

- c) Any asymmetrical equality impacts caused by the policy are intentional because they are specifically designed to promote equality of opportunity for particular groups of disadvantaged people;
- d) By amending the policy there are better opportunities to better promote equality of opportunity and/or good relations.

**In favour of none**

- a) The policy has no relevance to equality of opportunity or good relations.
- b) The policy is purely technical in nature and will have no bearing in terms of its likely impact on equality of opportunity or good relations for people within the equality and good relations categories.

Taking into account the evidence presented above, consider and comment on the likely impact on equality of opportunity and good relations for those affected by this policy, in any way, for each of the equality and good relations categories, by applying the screening questions given overleaf and indicate the level of impact on the group i.e. minor, major or none.



## Screening questions

1 What is the likely impact on equality of opportunity for those affected by this policy, for each of the Section 75 equality categories? minor/major/none		
Section 75 category	Details of policy impact	Level of impact? minor/major/none
Religious belief	The policy will accommodate all issues arising geographic dispersal and location.	None
Political opinion	The policy will accommodate all issues arising geographic dispersal and location.	None
Racial group	The policy will accommodate all language considerations for sections of the community where English is not the first language.	Minor
Age	The policy will accommodate all issues with access and familiarity to technology and digital channels of communication and ensure alternative engagement channels are made available to those that wish it.	Minor
Marital status	The policy will accommodate all requirements for flexible working hours and flexible access.	None
Sexual orientation	The policy will accommodate all requirements for staff training to ensure the highest quality of service delivery.	None

Men and women generally	The policy will accommodate all requirements for flexible working hours and flexible access.	None
Disability	The policy will meet all DDA legislative requirements and obligations, as well as accommodate all issues arising geographic dispersal and location.	Minor
Dependants	The policy will accommodate all requirements for flexible working hours and flexible access.	None

<b>2 Are there opportunities to better promote equality of opportunity for people within the Section 75 equalities categories?</b>		
<b>Section 75 category</b>	<b>If <b>Yes</b>, provide details</b>	<b>If <b>No</b>, provide reasons</b>
Religious belief		No. At this stage of implementation there is no indication that the policy can have an effect on promoting equality of opportunity.
Political opinion		No. At this stage of implementation there is no indication that the policy can have an effect on promoting equality of opportunity.
Racial group		No. At this stage of implementation there is no indication that the

		policy can have an effect on promoting equality of opportunity.
Age		No. At this stage of implementation there is no indication that the policy can have an effect on promoting equality of opportunity.
Marital status		No. At this stage of implementation there is no indication that the policy can have an effect on promoting equality of opportunity.
Sexual orientation		No. At this stage of implementation there is no indication that the policy can have an effect on promoting equality of opportunity.
Men and women generally		No. At this stage of implementation there is no indication that the policy can have an effect on promoting equality of opportunity.
Disability		No. At this stage of implementation there is no indication that the policy can have an effect on promoting equality of opportunity.

Dependants		No. At this stage of implementation there is no indication that the policy can have an effect on promoting equality of opportunity.
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<b>3 To what extent is the policy likely to impact on good relations between people of different religious belief, political opinion or racial group? minor/major/none</b>		
Good relations category	Details of policy impact	Level of impact minor/major/none
Religious belief	No impact	None
Political opinion	No impact	None
Racial group	No impact	None

<b>4 Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?</b>		
Good relations category	If <b>Yes</b> , provide details	If <b>No</b> , provide reasons
Religious belief		No. At this stage of implementation there is no indication that the policy can have an effect

		on promoting good relations, over and above the existing Good Relations Action Plan.
Political opinion		No. At this stage of implementation there is no indication that the policy can have an effect on promoting good relations, over and above the existing Good Relations Action Plan.
Racial group		No. At this stage of implementation there is no indication that the policy can have an effect on promoting good relations, over and above the existing Good Relations Action Plan.

**Additional considerations**

**Multiple identity**

Generally speaking, people can fall into more than one Section 75 category. Taking this into consideration, are there any potential impacts of the policy/decision on people with multiple identities?  
*(For example; disabled minority ethnic people; disabled women; young Protestant men; and young lesbians, gay and bisexual people).*

No data.

Provide details of data on the impact of the policy on people with multiple identities. Specify relevant Section 75 categories concerned.

No data.

### **Part 3. Screening decision**

If the decision is not to conduct an equality impact assessment, please provide details of the reasons.

As the programme continues to evolve Section 75 principles will continue to inform policy development. At any stage where significant adverse impact is identified, then consideration will be given to EQIA.

If the decision is not to conduct an equality impact assessment the public authority should consider if the policy should be mitigated or an alternative policy be introduced.

Section 75 will continue to inform the emerging strategy.

If the decision is to subject the policy to an equality impact assessment, please provide details of the reasons.

All public authorities' equality schemes must state the authority's arrangements for assessing and consulting on the likely impact of policies adopted or proposed to be adopted by the authority on the promotion of equality of opportunity. The Commission recommends screening and equality impact assessment as the tools to be utilised for such assessments.

Further advice on equality impact assessment may be found in a separate Commission publication: Practical Guidance on Equality Impact Assessment.

## **Mitigation**

When the public authority concludes that the likely impact is 'minor' and an equality impact assessment is not to be conducted, the public authority may consider mitigation to lessen the severity of any equality impact, or the introduction of an alternative policy to better promote equality of opportunity or good relations.

Can the policy/decision be amended or changed or an alternative policy introduced to better promote equality of opportunity and/or good relations?

If so, give the **reasons** to support your decision, together with the proposed changes/amendments or alternative policy.

As the Transform Programme continues to develop so Section 75 principles will inform the emerging policy and associated procedures. Where potential adverse effect is identified when further screening may be carried out as appropriate.

## Timetabling and prioritising

Factors to be considered in timetabling and prioritising policies for equality impact assessment.

If the policy has been '**screened in**' for equality impact assessment, then please answer the following questions to determine its priority for timetabling the equality impact assessment.

On a scale of 1-3, with 1 being the lowest priority and 3 being the highest, assess the policy in terms of its priority for equality impact assessment.

Priority criterion	Rating (1-3)
Effect on equality of opportunity and good relations	
Social need	
Effect on people's daily lives	
Relevance to a public authority's functions	

Note: The Total Rating Score should be used to prioritise the policy in rank order with other policies screened in for equality impact assessment. This list of priorities will assist the public authority in timetabling. Details of the Public Authority's Equality Impact Assessment Timetable should be included in the quarterly Screening Report.

Is the policy affected by timetables established by other relevant public authorities?

If yes, please provide details



## Part 4. Monitoring

Public authorities should consider the guidance contained in the Commission's Monitoring Guidance for Use by Public Authorities (July 2007).

The Commission recommends that where the policy has been amended or an alternative policy introduced, the public authority should monitor more broadly than for adverse impact (See Benefits, P.9-10, paras 2.13 – 2.20 of the Monitoring Guidance).

Effective monitoring will help the public authority identify any future adverse impact arising from the policy which may lead the public authority to conduct an equality impact assessment, as well as help with future planning and policy development.

## Part 5 - Approval and authorisation

Screened by:	Position/Job Title	Date
NOYONA CHUNDUR	HEAD OF CORPORATE MARKETING	19/08/10
Approved by:		
Donald Dawson	Director LS&C	13/8/10.

Note: A copy of the Screening Template, for each policy screened should be 'signed off' and approved by a senior manager responsible for the policy, made easily accessible on the public authority's website as soon as possible following completion and made available on request.

