

Strategic Procurement and County Supplies Contracting Activity and Approvals for 2019/20

Equality Impact Assessment Appendix – Memberships, Bookings and Electronic Point of Sale (EPOS)

Application of Regulation 32

This appendix supports the use of a specific procurement procedure within The Public Contract Regulations 2015, regulation 32. Positive and Neutral Equality impacts have been identified within this appendix which impacts on individuals or groups of individuals that have protected characteristics within Section 149 of the Equality Act 2010.

EIA reference number is EIA120646411.

Name of project or proposal : Memberships, Booking and EPOS (Electronic Point Of Sales) system.

Is this project a Transformation project : T19

Name of accountable officer : John Tickle

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Department : Culture, Communities and Business Services

Date of assessment : 24/05/2019

Is this a detailed or overview EIA : Overview

Describe the current service or policy.

Memberships/Loyalty/Booking & Tills (or Electronic Point of Sale devices) is delivered in varying ways across Outdoor Centres, Country Parks and Sir Harold Hillier Gardens and the catering outlets at these sites. There is a combination of electronic and manual booking, loyalty and membership processes at each site. The till functionality is also a mixture of manual (cash box) and basic electronic tills which do not communicate with the loyalty, membership and bookings systems. There are The Sir Harold Hillier Gardens, 3 outdoor centres, 8 Countryside sites and catering outlets at 7 sites which are in-scope of this project, with a view to expand to other Hampshire County Council services.

Geographical impact : All Hampshire

Describe the proposed change. Implement electronic systems to allow the online purchase of memberships, events, other bookings and products and enable the use of electronic vouchers and loyalty schemes at the proposed sites which will integrate with each other and the till systems.

Who does this impact assessment cover : Service users

Has engagement or consultation been carried out : No

Describe the consultation or engagement you have performed or are intending to perform :

Engagement in the form of data collection and workshops with in-scope Hampshire County Council services (front line staff and management) and the market sector for membership and bookings and Tills (or Electronic Point of Sale devices) to find a suitable

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system to continue delivery of existing services has taken place.

By following a local government procurement process to select a supplier, negotiation with one supplier are now coming to an end.

Age : Positive

Impact : Customers of all age groups who are IT literate will have greater access to plan and book services online. For those who are not IT literate there is still the option to purchase goods in the same way as before (in person/on phone).

Disability : Positive

Impact : Customers who less able to communicate on the phone or in person but are IT literate will have greater access to plan and book services online. For those who are not IT literate there is still the option to purchase goods in the same way as before (in person/on phone).

Sexual orientation : Neutral

Race : Positive

Impact : The proposed software includes the ability to provide translations online. All previous translation material will still be available.

Religion or belief : Neutral

Gender reassignment : Neutral

Gender : Neutral

Marriage or civil partnership : Neutral

Pregnancy and maternity : Neutral

Poverty : Neutral

Rurality : Neutral

Please confirm that the accountable officer has agreed the contents of this form : Yes