

# Working together to create a borough of opportunity Predictive Equality Impact Assessment (PEIA) (V.2) FOR ALL COUNCIL DECISIONS ONLY



Title of report or proposal:

**UPGRADE OF E-PAYMENTS APPLICATION**

Describe in full the aims, objectives and purpose of the proposal, including desired outcomes:

The H&F corporate e-payments applications requires a major upgrade to improve security and enhance the customer experience by:

- enabling residents to see what they owe before paying;
- providing a seamless payment process for applications like online parking permits and electronic forms;
- providing the ability for residents to pre-pay against low value items; and
- providing the ability for residents to pay for multiple types of service charges in one transaction.

Department:

**HFBP**

Form and report **MUST** be checked and countersigned by the Principal Policy Officer (Organisational Development)

Officer Responsible: **(to be completed by the report author)**

**Claire Conaghan, x2918, [claire.conaghan@hfbp.co.uk](mailto:claire.conaghan@hfbp.co.uk)**

(Signature, Print Name, Contact Number and Email Address)

Principal Policy Officer: **(to be completed by the Principal Policy Officer (OD))**

Signed off by Pinakin Patel at **15.25** on **13/11/07**. Email [pinakin.patel@lbhf.gov.uk](mailto:pinakin.patel@lbhf.gov.uk) Tel 020 8753 5727

PLEASE ANSWER THE FOLLOWING QUESTIONS:

1. Who are the main people that this decision will affect?

**Council Staff, Residents and non residents who use the online epayments facility to pay for services (e.g. PCNs)**

2. Identify the risks that could prevent the planned outcomes

**None Identified**

3. Could the proposal have a positive impact on **a) race b) disability c) gender d) sexual orientation e) age f) belief system groups?** (Please provide evidence e.g. user feedback, complaints, monitoring?)

**a) b) c) d) e) f)Neutral**

4. Could the proposal have a negative impact on **a) race b) disability c) gender d) sexual orientation e) age f) belief system groups?** (Please provide evidence e.g. user feedback, complaints, monitoring,?)

**a) b) c) d) e) f)No**

5. Can any negative impact of the decision be justified?

**N/A**

6. If you have undertaken any internal/ external research or consultation(s) please list these below:

**N/A**

7. Do you need to undertake any further consultation? If so, what and with whom?

**N/A**

