

**Working together to create a borough of opportunity
Predictive Equality Impact Assessment (PEIA) (V.4)
FOR ALL COUNCIL DECISIONS ONLY**



Title of report or proposal:

**IMPLEMENTATION OF REPLACEMENT PAYMENT CAPTURE AND INCOME DISTRIBUTION SYSTEM
(PART EXEMPT)**

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

The Council needs to comply with increased data security requirements set out by the credit card industry (Visa and Mastercard). Compliance requires a replacement of the current technology and systems used to take and process payments.

To provide the greatest value for money whilst achieving compliance, the report recommends a solution which will ensure compliance and increase back office efficiency. The report seeks Cabinet approval for the selection of the preferred vendor, and a draw down from the Finance IT reserve to fund that part of the project which cannot be funded by further efficiencies.

Department:

FCS

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

Leigh Whitehouse; 0208 753 2501; leigh.whitehouse@lbhf.gov.uk

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

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

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

Signed off by Khadijah Rafiq on 20/08/09 . Email PEIA@lbhf.gov.uk Tel 020 8753 1874

PLEASE ANSWER THE FOLLOWING QUESTIONS:

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

This decision will affect all customers and service users who make card payments to LBHF, by offering improved functionality when paying through the website, and greater security for their card details. However, as most of the changes will affect back office functionality, many users will not notice a difference when making their payments.

2. Identify the risks that could prevent the planned outcomes

The key risks for this project are a failure to implement PCI compliance by the required national deadline which could lead to fines being imposed, and that the business process work which is needed to support the change takes longer than planned.

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) The proposal will provide an enhanced online payment service for all LBHF customers and service users. It will not have a positive impact on one of the category groups (a to f) in particular.

4. Could the proposal have a differential 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) The proposal should not have a negative impact on any LBHF customers or service users.

5. Could the proposal have any differential impact (either positive, negative or neutral) on the health outcomes of the local population? Please provide details.

No – this proposal will have no impact on the health outcomes of the local population

6. Can any differential negative impact of the decision be justified?

There is no differential negative impact from this decision

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

Research was undertaken into whether the current provider of the payments system (CIVICA ICON) could meet PCI compliance standards. Further research was then undertaken into the other PCI compliant products which are available.

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

No further consultation is required

9. If any differential negative impact is predicted, what actions are you planning to implement which would help lessen any adverse impact? Please give details.

No differential negative impacts are predicted

PLEASE EMAIL COMPLETED FORM TO PEIA@lbhf.gov.uk

Contact: Equalities & Diversity Officer, 020 8753 1874
London Borough of Hammersmith & Fulham