DVLA Equality Impact Assessment Stage 1 - Screening template

The purpose of the EQIA process is to assess the known or potential impact of a function and consider the effect it will have on people when it is implemented. This screening template will help you check if a function is relevant to the equality public sector duties and if it requires further assessment. If it does you will need to complete the full EQIA template.

Function- this refers to any new, proposed or existing policy, activity, project, task etc

1. Name of function
2. What is the purpose of the function? Describe the aims, objectives and measurable intended outcomes. If this screening is on a project, focus on the service or policy the project aims to review or improve.
3. Who will benefit from the implementation of this function? (Stakeholders : consider individuals/ organisations/ representatives from affected groups)

1. DWP CISx link to DLO Project.

2. Aim: Department for Work and Pensions (DWP) has established a Customer Information System (CIS) database containing a single view of DWP's customers i.e. the citizens and residents of the UK who have been issued with a NINO (National Insurance Number). CIS is used by DWP and its departments as the master customer index. It has in excess of 100m records (including deceased). DWP also makes available a web-service electronic interface to allow authorised external parties to validate individuals against the CIS database.

The DWP CISx link to DLO project for DVLA is looking at how to best utilise CISx for validation purposes by establishing a link with the DWP in an attempt to validate more drivers online, as 1 stage applicants by using the DWP validation in conjunction with existing checks. For example, many young drivers fail the Experian check as they have no established credit history, but they do have a DWP record based on their NINO so may pass a DWP check.

3. Implementation of this function will benefit DVLA in terms of the following:

- Improve the authentication rate of successful 1 stage applications across all 5-web transactions.
- Improve Customer Experience with more customers being successful on the electronic channel (average of 13%) resulting in less customers having to partially complete on the web and following up their application via the paper process (2 stage). This will improve customer perception.
- Utilise government and putting more trust in government data for authentication purposes.
- Reduction in use of the Experian commercial service for the purposes of the Driving Licence Online. It is expected that for authentication purposes we will need to check against Experian 25% of the time, opposed to the current 100% of the time.
- Accuracy – Currently a small number of customers only transact with DVLA because application can be made via Web.
- Timeliness – 1 stage applications turnaround on average is 3 days, 2 stage applications turnaround on average is 12 days.
- Carbon footprint - reduction in postal applications by reducing 2 stage applications.
- An enabler for future initiatives e.g. Policy Initiatives, Tell Us Once (TUO).

Implementation of this function will benefit individuals in terms of the following:

- Improve Customer Experience with more customers being successful on the electronic channel (average of 13%) resulting in less customers having to partially complete on the web and following up their application via the paper process (2 stage). This will improve customer perception.
- Timeliness – 1 stage applications turnaround on average is 3 days, 2 stage applications turnaround on average is 12 days.

Please explain how this function will help us to:
- Promote equality of opportunity?
- Promote and encourage good relations between people of different groups?
- Eliminate discrimination and harassment?
- Promote positive attitudes towards disabled people?
- Encourage disabled people to take part in the full range of our business and staff activities?
- Consider when treating disabled people more favourably is appropriate?
- Protect and promote human rights?

Explain what you think the effect of implementing this function will be for some groups of people. This may be because they have particular needs or priorities. Consider how it might affect people according to their :
- Race
- Sexual orientation
- Religious belief
- Transgender / transsexual
- Disability
- Gender
- Age
- Other e.g. carers / part time workers

Describe if you think it will be a positive or negative effect or equality neutral.

- Race – equality neutral
- Sexual Orientation – equality neutral
- Religious Belief – equality neutral
- Transgender / transsexual – equality neutral
- Disability – negative effect
- Gender – equality neutral
- Age – positive effect

What evidence do you have for your assessment of the effect?
- **Describe and list your sources of evidence. Explain what you collected, how and why.**
- **Attach any documents you think may be useful.**
Evidence must be up-to-date and reliable.

I was able to base the above assessment on accessing and reviewing the Drivers Online System (DLO) and meeting with DLO representatives to discuss accessibility of the system.

- Race (equality neutral) – Foreign nationals can access the Drivers Online System through alternative pages for which comprehensive directions are provided.
- Sexual Orientation (equality neutral)
- Religious Belief (equality neutral)
- Transgender / transsexual (equality neutral)
- Disability (negative effect) - From meeting DLO representatives, I was able to establish that the DLO System had been built without a review of accessibility, etc. However on checking with DSD the system is compatible with BrowseAloud software. There is also work ongoing to attain Double A Compliance by March 2011.
- Gender (equality neutral)
- Age (positive effect) – Direct access to DWP CISx will help DVLA to authenticate driving licence applicants via the Driving Licence Online Service. This will have a positive effect on those who do not have a credit history but do have a National insurance Number.

Checkpoint
If you find a negative impact on any equality group or are not sure if there is a negative impact, you will need to complete stage one and move on to stage two and carry out a full EQIA.
A full EQIA will also be needed if this is a high profile or major policy that will either affect many people or have a severe effect on some people.

Is a full EQIA required?	Yes (go to stage two)	No

If no, briefly summarise reasons why you have reached this conclusion, the evidence for this and the nature of any stakeholder verification of your conclusion.

Any potential negative impact will be picked up by Double A Compliance.

Briefly describe any positive impacts identified that have resulted in improved access or services

Review date	
Person responsible for review	
Senior Manager signed off	
Date completed	

Keep a copy for own team and send a copy to PARER