

Screening flowchart and template (taken from Section 75 of the Northern Ireland Act 1998 – A Guide for public authorities April 2010 (Appendix 1)).

Introduction

Part 1. Policy scoping – asks public authorities to provide details about the policy, procedure, practice and/or decision being screened and what available evidence you have gathered to help make an assessment of the likely impact on equality of opportunity and good relations.

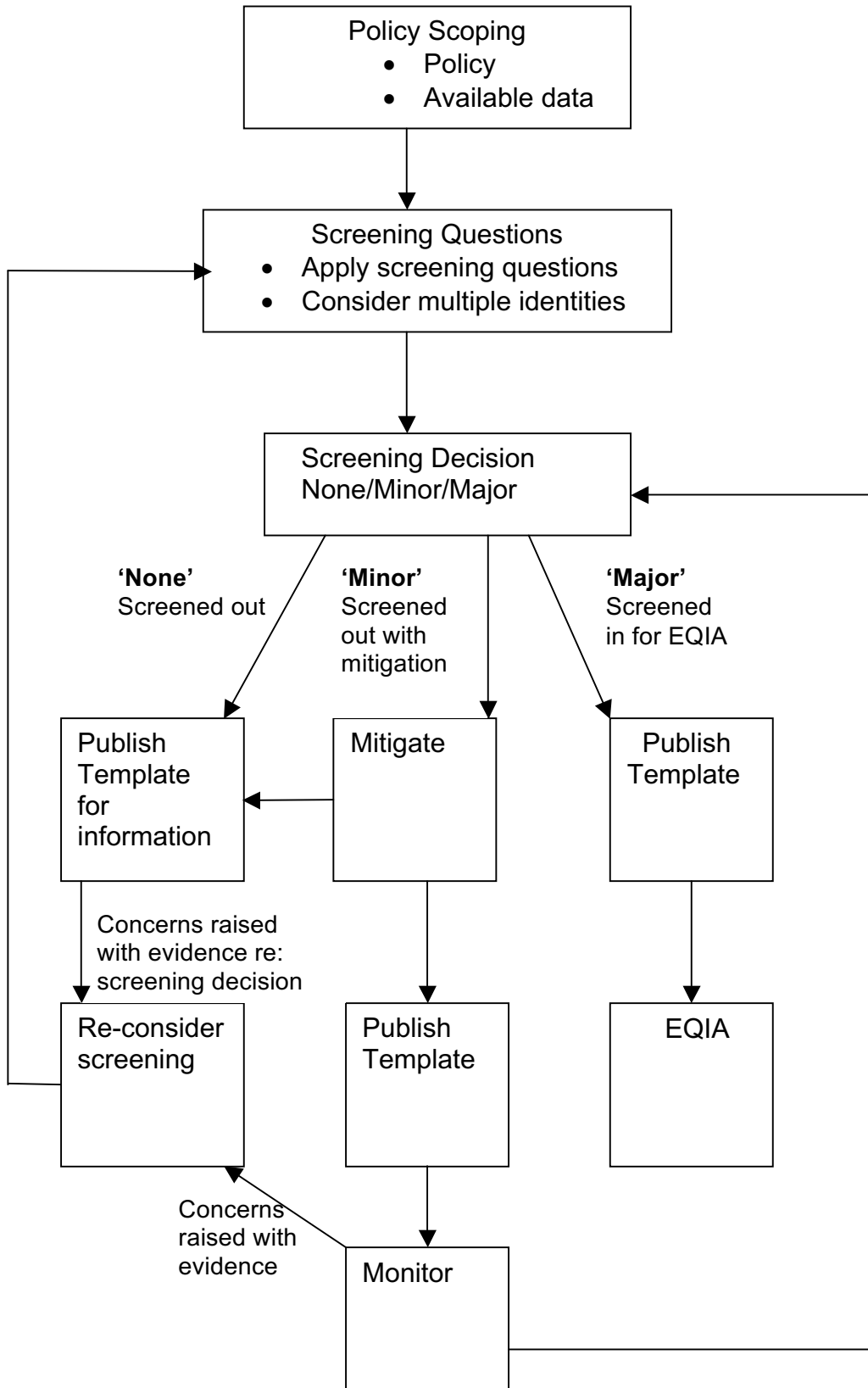
Part 2. Screening questions – asks about the extent of the likely impact of the policy on groups of people within each of the Section 75 categories. Details of the groups consulted and the level of assessment of the likely impact. This includes consideration of multiple identity and good relations issues.

Part 3. Screening decision – guides the public authority to reach a screening decision as to whether or not there is a need to carry out an equality impact assessment (EQIA), or to introduce measures to mitigate the likely impact, or the introduction of an alternative policy to better promote equality of opportunity and/or good relations.

Part 4. Monitoring – provides guidance to public authorities on monitoring for adverse impact and broader monitoring.

Part 5. Approval and authorisation – verifies the public authority's approval of a screening decision by a senior manager responsible for the policy.

A screening flowchart is provided overleaf.



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

Travel Centre Cancellation and Refund Policy - CS001

Is this an existing, revised or a new policy?

New

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

This policy explains the Travel Centre's policy in relation to cancellation and refunds for any customer using any of the bus or rail products offered by the Travel Centre, and the processes for staff to use to deal with any requests for cancellation or refund.

Are there any Section 75 categories which might be expected to benefit from the intended policy?

If so, explain how.

No

Who initiated or wrote the policy?

Recommendation made by PWC that a policy should be developed. This policy was written by the Translink Travel Centre Manager

Who owns and who implements the policy?

The Translink Travel Centre Manager owns and implements the policy on behalf of the Commercial Department.

Implementation factors

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

If yes, are they

- financial
- legislative
- other, please specify _____

Main stakeholders affected

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

- Staff
- service users
- other public sector organisations
- voluntary/community/trade unions
- other, please specify _____

Other policies with a bearing on this policy

- what are they?

Translink Cash Handling Policy

Other internal documents

Translink Conditions of Private Hire Document

Ulsterbus Tours Fair Trade Agreement

NIR Travel Fair Trade Agreement

Educational Tours – Fair Trade Charter

Coach and Sail – brochure and information

Day Tours – cancellation and refund information

Other External Documents

The Trainline – Refunds, changes and Cancellations (Rail and Sail Products)

- who owns them?

Translink Cash Handling Policy is owned by the Treasury Manager

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.

Section 75 category	Details of evidence/information
Religious belief	Evidence and information has been gathered in the form of existing Cancellation and Refund procedures for all products and amalgamated all the information into this Policy.
Political opinion	Evidence and information has been gathered in the form of existing Cancellation and Refund procedures for all products and amalgamated all the information into this Policy.
Racial group	Evidence and information has been gathered in the form of existing Cancellation and Refund procedures for all products and amalgamated all the information into this Policy.
Age	Evidence and information has been gathered in the form of existing Cancellation and Refund procedures for all products and amalgamated all the information into this Policy.
Marital status	Evidence and information has been gathered in the form of existing Cancellation and Refund procedures for all products and amalgamated all the information into this Policy.
Sexual orientation	Evidence and information has been gathered in the form of existing Cancellation and Refund procedures for all products and amalgamated all the information into this Policy.
Men and women generally	Evidence and information has been gathered in the form of existing Cancellation and Refund procedures for all products and amalgamated all the information into this Policy.
Disability	Evidence and information has been gathered in the form of existing Cancellation and Refund procedures for all products

	and amalgamated all the information into this Policy.
Dependants	Evidence and information has been gathered in the form of existing Cancellation and Refund procedures for all products and amalgamated all the information into this Policy.

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

Section 75 category	Details of needs/experiences/priorities
Religious belief	Experience and priorities have been informed by existing Refund and Cancellation procedures in place for each product.
Political opinion	Experience and priorities have been informed by existing Refund and Cancellation procedures in place for each product.
Racial group	Experience and priorities have been informed by existing Refund and Cancellation procedures in place for each product.
Age	Experience and priorities have been informed by existing Refund and Cancellation procedures in place for each product.
Marital status	Experience and priorities have been informed by existing Refund and Cancellation procedures in place for each product.
Sexual orientation	Experience and priorities have been informed by existing Refund and Cancellation procedures in place for each product.
Men and women generally	Experience and priorities have been informed by existing Refund and Cancellation procedures in place for each product.
Disability	Experience and priorities have been informed by existing Refund and Cancellation procedures in place for each product.
Dependants	Experience and priorities have been informed by existing Refund and Cancellation procedures in place for each product.

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	All products sold by the Travel Centre detail the cancellation and refund procedures (e.g. Ulsterbus Tours Fair Trade Agreement) ensuring all customers/potential customers are aware of this policy. All staff will be trained to understand each products cancellation and refund procedures to ensure these are adhered to.	
Political opinion	All products sold by the Travel Centre detail the cancellation and refund procedures (e.g. Ulsterbus Tours Fair Trade Agreement) ensuring all customers/potential customers are aware of this policy. All staff will be trained to understand each products cancellation and refund procedures to ensure these are adhered to.	
Racial group	All products sold by the Travel Centre detail the cancellation and refund procedures (e.g. Ulsterbus Tours Fair Trade Agreement) ensuring all customers/potential customers are aware of this policy. All staff will be trained to understand each products cancellation and refund procedures to ensure these are adhered to.	
Age	All products sold by the Travel Centre detail the cancellation and refund procedures (e.g. Ulsterbus Tours Fair Trade Agreement) ensuring all customers/potential customers are aware	

	of this policy. All staff will be trained to understand each products cancellation and refund procedures to ensure these are adhered to.	
Marital status	None envisaged in relation to this policy.	
Sexual orientation	None envisaged in relation to this policy.	
Men and women generally	None envisaged in relation to this policy.	
Disability	All products have detailed procedures for cancellation and refund in written form and are available on the web and in the brochures. Should a passenger have issues regarding viewing these documents (e.g. sight issues), staff will verbally assist the passenger to understand our cancellation and refund procedure for the product they are buying.	
Dependants	None envisaged in relation to this policy.	

2 Are there opportunities to better promote equality of opportunity for people within the Section 75 equalities categories?		
Section 75 category	If Yes , provide details	If No , provide reasons
Religious belief	None envisaged in relation to this policy.	
Political opinion	None envisaged in relation to this policy.	

Racial group	None envisaged in relation to this policy.	
Age	None envisaged in relation to this policy.	
Marital status	None envisaged in relation to this policy.	
Sexual orientation	None envisaged in relation to this policy.	
Men and women generally	None envisaged in relation to this policy.	
Disability	JAM card – makes staff aware that the individual needs assistance to carry out their purchase	
Dependants	None envisaged in relation to this policy.	

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		
Good relations category	Details of policy impact	Level of impact minor/major/none
Religious belief	No immediate benefits envisaged in relation to this policy.	
Political opinion	No immediate benefits envisaged in relation to this policy.	
Racial group	No immediate benefits envisaged in relation to this policy.	

4 Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?		
Good relations category	If Yes , provide details	If No , provide reasons
Religious belief		No immediate benefits envisaged in relation to this policy.
Political opinion		No immediate benefits envisaged in relation to this policy.
Racial group		No immediate benefits envisaged in relation to this policy.

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).

None envisaged

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

None envisaged

Part 3. Screening decision

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

No potential adverse impacts have been identified in relation to any section 75 group which would require further inspection.

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.

Not applicable – no potential adverse impacts have been identified and so mitigations are not necessary.

Issues identified regarding customers with difficulties viewing the procedures for cancellation and refund will be addressed with the staff member ensuring that the customer is verbally informed as to how the procedures could affect them at time of booking. This has been noted in the policy document as a requirement for staff.

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

Not applicable

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.



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	1
Social need	1
Effect on people's daily lives	1
Relevance to a public authority's functions	2

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
Kay Sharkey	Travel Centre Manager	16.4.19
Approved by:		
David Cowan	Commercial Director	16.4.19

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.