

Equality Impact Assessment (EqIA)

This document fulfils the ICO's requirements to conduct Equality Impact Assessments, as a requirement to have due regard under the Equality Act 2010, S75 of the Northern Ireland Act 1998 and the public sector equality duty. This document helps you to assess the equality relevance of a policy or procedure on one or more groups of people with protected characteristics. Guidance is also available for Equality Impact Assessments (EqIAs), along with a glossary of issues to consider. The purpose of an EqIA is to ensure that equality issues are identified and mitigated. The guidance and 'issues to consider' documents are intended to assist with this, but they are not a substitute for consultation with people with lived experience of any of the protected characteristics. Therefore, you should, wherever appropriate, consult with the relevant EDI staff networks or other colleagues to discuss potential impacts.

You must read the [guidance](#) and [glossary of issues to consider](#) before completing the document.

Completed EqIAs will be published [on the ICO's website](#).

Summary

Prepared by:

CH, Senior Policy Officer, Guidance and Policy Group, PADPCS.

What is the title of this piece of work?

Police and justice sector hub for the public (working title)

Briefly describe the overall purpose of this work.

The police and justice sector guidance for the public is being revised to meet public needs. Whilst the current

focuses on England and Wales, the suit of documents will better reflect the legal frameworks, processes and practices throughout all of the UK, including Northern Ireland and Scotland.

Additionally, the guidance will address common public enquiries and complaints, reducing the need for direct contact and supporting data protection complaint transformation. The guidance will also be updated to include information on LFR technology used by the police, anticipating increased public awareness and related complaints.

Overall, the revised guidance will be more inclusive, comprehensive, and user-friendly, empowering the public to navigate the police and justice sector effectively.

Initial screening questions

Q1. Does this work relate to an ICO policy, procedure, working practice or anything broadly similar? This includes both current policies and new policies under development.

Please answer Yes or No.
No.

*If you answer **No** to this question, you may not need to complete a EqIA.*

Q2. Is this work about the explanation of the laws which the ICO regulates, or about decisions to use or not use any of our regulatory powers (eg monetary penalties, enforcement notices, information notices etc)?

Please answer Yes or No.
Yes.

*If you answer **No** to this question, you may not need to complete a EqIA.*

If you answered no to both Q1 and Q2, it is best practice to rationalise why there are no negative impacts to each protected characteristic in the table below.

Impact on people with protected characteristics

Q3. For each of the protected characteristics, you should consider whether there are any **positive impacts** for people with each characteristic and set those out in the table below. If you think there are any **negative impacts**, set those out in the table below **and** explain how you will fully mitigate those impacts. It is best practice to include three mitigations per negative impact. Sign off can only be done with a minimum of two mitigations. If you think there is no impact, please explain why you think that is the case.

Protected characteristic	Is there likely to be a specific impact on people with this characteristic?	List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations.
Religion or belief	It is anticipated that there will be no impact, either positive or negative, on people on the basis of their religion or beliefs. The reason for this is that their religion or doesn't impact anyone's ability to access the guidance / template, exercise their data protection rights or to raise complaints with either the controller or the ICO.	N/A.
Race, nationality or cultural background	There may be instances where individuals who are unfamiliar with UK institutions or experience a language barrier, such as people who have immigrated or sought asylum, find	Where possible, the guidance will provide clarity regarding which organisations should be contacted in relation to a data protection or personal information rights matter. This

Protected characteristic	Is there likely to be a specific impact on people with this characteristic?	List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations.
	it challenging to raise a data protection complaint with the controller or the ICO.	<p>will help individuals overcome barriers regarding how to initially complain. This mitigation will be integrated into the draft guidance in the initial stages.</p> <p>We will also ensure that we direct individuals to other relevant places when the concern / complaint goes beyond data protection or our remit This will help mitigate barriers to ensure that the reader can pursue the matter further.</p> <p>Additional support may also be provided to the public through our live services or casework.</p>
Disabled people	<p>In some, instances the online guidance and template letter may be inaccessible to customers with certain disabilities.</p> <p>The proposed template letter may assist customers who are experiencing difficulties when raising a complaint with the controller.</p>	<p>The ICO can provide a copy of the guidance and template letter directly to individuals through email or post. Therefore, customers who cannot access or download the information from our website can still access a copy of it.</p> <p>For customers who require text on non-white backgrounds, the ICO can send out two copies: a copy on coloured paper to ensure</p>

Protected characteristic	Is there likely to be a specific impact on people with this characteristic?	List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations.
		<p>the customer can read the text on the letter, and a copy on white paper to be sent to the controller. This may help prevent the customer's identity/disability from being disclosed to the controller through the template letter and any reasonable adjustments.</p> <p>The template will be uploaded in a Word document rather than a PDF. This will ensure that customers can amend the font and size of text to suit their needs. ICO staff can also amend the font, size and colours when sending a copy to the individual.</p> <p>Customers will still also be able to contact live services, where they can speak, or live chat, with a case officer if they are unable to view</p>
Sexual orientation	It is anticipated that there will be no impact, either positive or negative, on people on the basis of their sexual orientation. The reason for this is that their sexual orientation or doesn't impact anyone's ability to access the guidance / template, exercise their data protection rights or to raise complaints with either the controller or the ICO.	N/A

Protected characteristic	Is there likely to be a specific impact on people with this characteristic?	List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations.
Sex (see note 1)	It is anticipated that there will be no impact, either positive or negative, on people on the basis of their sex. The reason for this is that their sex doesn't impact anyone's ability to access the guidance / template, exercise their data protection rights or to raise complaints with either the controller or the ICO.	N/A
Age	<p>There is a potential risk here that this may disadvantage older people who are not technologically literate or confident using the internet (ONS data from 2020 suggests that only 54% of people ages 75 and older are recent internet users). This may prevent sections of the population from downloading, and printing, a copy of the template.</p> <p>In some instances, the template letter may assist younger customers (for example, children) with regards to wording and raising their complaint.</p>	<p>Whilst we will encourage individuals to self-serve by reading the new guidance, they remain able to contact the ICO for further assistance. Complaints received by the ICO will be handled and addressed as normal, and in line with our legal obligations.</p> <p>The ICO can provide a copy of the template letter, or guidance, directly to individuals through email or post. Therefore, customers who cannot download the information can still access a copy of it.</p> <p>We will also ensure that we direct individuals to other relevant places (ie the police) when the concern / complaint goes beyond data protection (where relevant and where we can).</p>

Protected characteristic	Is there likely to be a specific impact on people with this characteristic?	List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations.
Gender reassignment (see note 2)	It is anticipated that there will be no impact, either positive or negative, on people with gender reassignment. The reason for this is that a persons gender reassignment status doesn't impact anyone's ability to access the guidance / template, exercise their data protection rights or to raise complaints with either the controller or the ICO.	N/A.
Marital status	It is anticipated that there will be no impact, either positive or negative, on people on the basis of their marital status. The reason for this is that marital status does not impact anyone's ability to access the guidance / template, exercise their data protection rights or to raise complaints with either the controller or the ICO.	N/A.
Pregnancy and maternity	It is anticipated that there will be no impact, either positive or negative, on people on the basis of their pregnancy or maternity status. The reason for this is that this status does not impact anyone's ability to access the guidance / template, exercise their data protection rights or to raise complaints with either the controller or the ICO.	N/A.
Political opinions	It is anticipated that there will be no impact, either positive or negative, on people on the	N/A.

Protected characteristic	Is there likely to be a specific impact on people with this characteristic?	List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations.
	basis of their political opinions. The reason for this is that their political opinions doesn't impact anyone's ability to access the guidance / template, exercise their data protection rights or to raise complaints with either the controller or the ICO.	
People with dependants	It is anticipated that there will be no impact, either positive or negative, on people with dependants. The reason for this is that their dependant status doesn't impact anyone's ability to access the guidance / template, exercise their data protection rights or to raise complaints with either the controller or the ICO.	N/A.
People without dependants	It is anticipated that there will be no impact, either positive or negative, on people without dependants. The reason for this is that their dependant status doesn't impact anyone's ability to access the guidance / template, exercise their data protection rights or to raise complaints with either the controller or the ICO.	N/A.
Socio-economic groups or social classes (see note 3)	Individuals who do not have access to technology, or the internet, may not be able to quickly access a copy of our guidance, the	Whilst we will encourage individuals to self-serve by referring to the guidance, we will ensure that they still have a visible route access information from, and complain to,

Protected characteristic	Is there likely to be a specific impact on people with this characteristic?	List the mitigations proposed for each impact, stating whether the impact will be reduced or removed. Please state proposed timescale for mitigations.
	template letter, or make a complaint to the ICO.	<p>the ICO. Members of the public can access information such as guidance through our website, by contacting our helpline, using our live chat facility, emailing us, writing to us, and more. Complaints and enquiries received by the ICO will be handled and addressed as normal, and in line with our legal obligations.</p> <p>A copy of the guidance, and template letter, can also be sent to the individual via post or email. This may help facilitate access.</p> <p>We will also ensure that we direct individuals to other relevant places (ie the police) when the concern / complaint goes beyond data protection or when we are not the regulator.</p>
Multiple protected characteristics (see note 4)	There may be instances where an issue might affect someone with multiple protected characteristics (as described above).	<p>ICO staff can handle enquiries and cases on a case-by-case basis and decide how to appropriately support the customer.</p> <p>It is anticipated that there will be no impact on people with this characteristic.</p>

Q4. The ICO has a number of legal obligations in relation to the provision of Welsh language services. Is this work being delivered in Wales, or to the people of Wales, and if so will there be a need to consider the impact on the Welsh language?

Please answer Yes, No or Don't Know

Yes, our guidance will be targeted to Welsh stakeholders (the Welsh public) along with the wider UK public. WRO has been informed about the guidance and will assess if translation is necessitated by law.

*If you answer **Yes or Don't Know** to this question or would like further information, please contact the Welsh Regional office to discuss next steps via wales@ico.org.uk .*

Q5. In interests of best practice, you should consider whether this work may have a negative impact on or contravene any Human Rights. Click this link to find an overview of each of the human rights and further details about each. The Human Rights Act itself is available at this link. Please confirm that you have considered this and set out any actions you will take to mitigate any impacts.

Answer: It's not anticipated that the guidance would contravene an individual's human rights.

Contributing towards the ICO's equality objectives

Q6. How does this work contribute towards the ICO's equality objectives? Please explain contributions, state ways contribution could be increased, or state 'no contribution'.

Objective	Contribution to objective
<p>Objective 1: We will represent the communities and societies we serve We believe that diverse teams make better decisions, boost creativity and innovation, enable greater</p>	<p>The Inclusion network has been invited to contribute to this document.</p>

Objective	Contribution to objective
<p>professional growth and increase our understanding of the communities we regulate. As a workforce, we are the most effective and have the greatest impact when we are representative and consider different perspectives.</p>	
<p>Objective 2: Our culture will be inclusive We're at our best when we support and look out for one another, and when we trust and empower each other to be ourselves. That applies whether it's within the workplace or in the work that we do.</p> <p>We have measures in place to support our diverse workforce, such as reasonable adjustments. However, we will do more to remove the barriers that are preventing people from developing and progressing.</p>	<p>Other's at the ICO have been invited to contribute to this document.</p>
<p>Objective 3: We will better understand the needs of everyone to deliver services that are accessible to all We target our regulatory interventions on the areas of greatest harm and to make a real difference to people's lives. Technological innovation by businesses means the landscape we regulate is constantly transforming. We know we're at our best when we understand the needs of all our customers, including those who experience vulnerability and communities of unmet need.</p>	<p>This guidance was informed by research into the subject area, taking into consideration the types of concerns raised via live services, advice queries and complaint cases. Stakeholder engagement was also conducted and expertise have been sought from PADPCS's police and justice sector experts, as well as other areas of the business.</p> <p>When drafting the guidance, we will ensure that we follow the ICO's style guidance, conduct accessibility checks, and take onboard feedback from staff and customers in relation to accessibility.</p>

Monitoring and evaluation

Q7. What arrangements are in place, or will be put in place, to monitor and evaluate the impact of the work on equality?

Answer:

There are annual surveys conducted by ICS on customer service, and customers can raise complaints about our service at any time. The results of these will be monitored to identify any new or unresolved issues with equality and accessibility.

Individuals can also raise service complaints if they believe that they have been treated unfairly on the bases of a protected characteristic. If customers raise concerns about our guidance and template letters, then these can be recorded on our 'call wrap' forms or on manager reviews. Any complaints will be reviewed and we will reassess the guidance.

Q8. How long will these arrangements be in place?

Answer:

Ongoing.

Q9. When do you intend to review this EqIA? This should usually be done upon any change that is made to the original piece of work that this EqIA is for.

Answer:

The EQIA will be reviewed after guidance has been drafted and internal consultation has been completed. After publication, the EQIA will be reviewed every three years alongside the review of the guidance.

Publication

Q10. As stated above and in the guidance, we intend to publish all completed EqIAs on the ICO's website. Please provide detail of any necessary redactions and the intended publication date.

You should also review the wording to ensure that it is as clear as possible for any staff or public to read.

Answer:

Please only redact personal data of staff members

Governance and sign-off

The person who completes this document must be content that all potential equality issues have been identified and considered, that appropriate monitoring will be in place and the publication issues have been considered.

Please tick here to confirm that you have consulted with other colleagues and those it would largely impact where appropriate.

Please state here who has completed the EqIA:

Signed by: CH

Date: 02 September 2024

Approved by line manager:

Signed by: GS

Date: 13 September 2024

You **must** send your completed form to corporategovernance@ico.org.uk for storage and publication.

The EDI Board provides overall assurance that the EqIA process is operating effectively, but it is not for them to review or approve EqIAs.

If you have identified any negative impacts to any protected characteristics that you cannot fully mitigate, please contact Inclusion and Wellbeing for advice via inclusionandwellbeingteam@ico.org.uk.

Section 75 The Northern Ireland Act

To meet the NI section 75 consultation requirement, we must incorporate the following into our EqIA process. Please read through the below and implement as appropriate whilst completing your EqIA

1. We will externally publish a list of all EqIA screenings we complete. We should publish these quarterly. The spreadsheet will be 'housed' on the ICO website [Equality and diversity | ICO](#) (these will include **all** EqIA screenings we complete)
2. Where an EqIA screen results in the need for a full EqIA on a policy, procedure or change that relates directly to the ICO carrying out its external statutory functions; we will consult with key stakeholders at the earliest opportunity for 12 weeks. By law we must consult with the Northern Ireland stakeholder list, but good practice would be to include other relevant stakeholders from across the UK. The author/approval manager will be best placed to determine who these should be.
3. We have clarified that if we don't receive a response from these stakeholders to a consultation, that is fine. We record no response and move on with the policy, procedure or change.
4. We have clarified that we do not need to consult under s75 for policies that only impact our staff. Whilst it is good practice to consult with staff, TU etc about changes that impact employees, ways of working etc, this type of internal change would not engage s75. We should of course complete an EqIA at the earliest opportunity, it's just that the s75 consultation requirement is unlikely to be engaged.
5. We have agreed that it would be for the manager who approves the EqIA to determine if a s75 consultation is needed. The Inclusion and Wellbeing team can provide support, but the author and manager will know

their business area and will be best placed to assess if a new/change to a policy impacts external customer and stakeholders as part of our statutory function and should therefore be consulted on.

6. We have agreed that it should be for the author/approving manager to send the EqIA screening form or full EQIA form to corporate governance.

EqIA version control (to be updated by the person completing the EqIA)

Version number	0.1
Status	Draft
Relevant or related policies	Equality Impact Assessment Guidance
Author/owner	Ceri Hall
Approved by	George Serjeant
Date of sign off	
Review date	

Version	Changes made	Date	Made by

Template version control (to be updated by the person updating the EqIA template)

Version number	2.4
Status	Not approved
Relevant or related policies	Equality Impact Assessment Guidance
Author/owner	EDI Board (EqIA sub group)
Approved by	Suzanne Gordon
Date of sign off	10 February 2023
Review date	February 2024

Version	Changes made	Date	Made by
0.1	Created new document.	June 2021	Chris Braithwaite
0.2	Amendment of title to EqIA and minor amendments	July 2021	Chris Braithwaite
0.2a	Amended to put protected characteristics and objectives into a table as an option to consider	July 2021	Chris Braithwaite
0.3	Added wording in relation to publishing the EqIA	August 2021	Chris Braithwaite
1.0	Links added and approved	September 2021	Chris Braithwaite
2.0	Reviewed form and process	8 August 2022	DOC, AT, JT, RS (IWT)
2.1	DOC added in sections and review of content	28 August	DOC
2.2	Amended changes after collaboration and feedback from the EDI Steering Group	30 August 2022	IWT
2.3	Updated to include best practice consideration of the Human Rights act	26 January 2023	Chris Braithwaite
2.4	Updated to include EDI objectives	6 September 2023	Roshini Mylvaganam