



Section 75 Screening Form

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

Migration of mail opening and scanning services to an outsourced provider.

Is this an existing, revised or a new policy?

Revised - Change of service provider from early 2026

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

The DFC Mail Opening Unit (MOU) opened in 2014 and is based at the Jobs and Benefits Office in Limavady. The MOU currently provides a hybrid Mail Opening service. Inbound Royal Mail and courier post for 20 different business areas is received, opened and scanned by DFC staff. The documents are then

sent electronically to the Department for Work and Pensions outsourced Mail Opening Provider, Restore UK, for indexing and upload to the electronic filing service. The MOU uses a bespoke DWP supported scanning solution for processing and exporting the scanned documents. In 2024 the Department for Work and Pensions began the migration of all desktop services to new Cloud First infrastructure. The DWP Project team determined that the DFC scanning solution is not technically compatible with the Cloud First infrastructure. This means that the current DFC hybrid mail opening service cannot be maintained and an alternative service is required. Agreement has been reached with the DWP to migrate the DFC Mail Opening and Scanning activity to the DWP Inbound Mail and Document Management Service mail opening provider, Restore UK in early 2026. This will ensure business continuity and deliver a robust and secure end to end mail opening and scanning service for DFC.

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

No

Who initiated or wrote the policy?

This is a change to an existing service that supports multiple benefit processing areas. The change is being made as a result of technology change that means the existing service can no longer be supported.

Who owns and who implements the policy?

This is a shared service across Operational Delivery and Work and Health.

Implementation factors

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

If yes, are they

- Yes, financial, the migration of the service will deliver a reduction in costs.
- 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

Capita Business Services

Other policies with a bearing on this policy

What are they and who owns them?

N/A

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	The service provider is changing for mail opening and scanning there will be no discernible change to the service delivery for any DFC customers. The service supports the opening, scanning, indexing and processing of customer documents and ensures they are uploaded to the correct customer account whilst notifying the appropriate business unit that the document has been received. There is no data collected for this category in relation to this policy.
Political opinion	The service provider is changing for mail opening and scanning there will be no discernible change to the service delivery for any DFC customers. The service supports the opening, scanning, indexing and processing of customer documents and ensures they are uploaded to the correct customer account whilst notifying the appropriate business unit that the document has been received. There is no data collected for this category in relation to this policy.
Racial group	The service provider is changing for mail opening and scanning there will be no discernible change to the service delivery for any DFC customers. The service supports the opening, scanning, indexing and processing of customer documents and ensures they are uploaded to the correct customer account whilst notifying the appropriate business unit that the document has

Section 75 category	Details of evidence/information
	been received. There is no data collected for this category in relation to this policy.
Age	The service provider is changing for mail opening and scanning there will be no discernible change to the service delivery for any DFC customers. The service supports the opening, scanning, indexing and processing of customer documents and ensures they are uploaded to the correct customer account whilst notifying the appropriate business unit that the document has been received. There is no data collected for this category in relation to this policy.
Marital status	The service provider is changing for mail opening and scanning there will be no discernible change to the service delivery for any DFC customers. The service supports the opening, scanning, indexing and processing of customer documents and ensures they are uploaded to the correct customer account whilst notifying the appropriate business unit that the document has been received. There is no data collected for this category in relation to this policy.
Sexual orientation	The service provider is changing for mail opening and scanning there will be no discernible change to the service delivery for any DFC customers. The service supports the opening, scanning, indexing and processing of customer documents and ensures they are uploaded to the correct customer account whilst notifying the appropriate business unit that the document has been received. There is no data collected for this category in relation to this policy.

Section 75 category	Details of evidence/information
Men and women generally	The service provider is changing for mail opening and scanning there will be no discernible change to the service delivery for any DFC customers. The service supports the opening, scanning, indexing and processing of customer documents and ensures they are uploaded to the correct customer account whilst notifying the appropriate business unit that the document has been received. There is no data collected for this category in relation to this policy.
Disability	The service provider is changing for mail opening and scanning there will be no discernible change to the service delivery for any DFC customers. The service supports the opening, scanning, indexing and processing of customer documents and ensures they are uploaded to the correct customer account whilst notifying the appropriate business unit that the document has been received. There is no data collected for this category in relation to this policy.
Dependants	The service provider is changing for mail opening and scanning there will be no discernible change to the service delivery for any DFC customers. The service supports the opening, scanning, indexing and processing of customer documents and ensures they are uploaded to the correct customer account whilst notifying the appropriate business unit that the document has been received. There is no data collected for this category in relation to this policy.

Note to reader - If you are aware of and would like the Department to take into account any further evidence or information relevant to this policy, please send this to **[insert contact details]**

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	There is no evidence to suggest that people of different religious belief have different needs, experiences and priorities in relation to this change.
Political opinion	There is no evidence to suggest that people of different political opinion have different needs, experiences and priorities in relation to this change.
Racial group	There is no evidence to suggest that people of different racial groups have different needs, experiences and priorities in relation to this change.
Age	There is no evidence to suggest that people of different age have different needs, experiences and priorities in relation to this change.
Marital status	There is no evidence to suggest that people of different marital status have different needs, experiences and priorities in relation to this change.
Sexual orientation	There is no evidence to suggest that people of different sexual orientation have different needs, experiences and priorities in relation to this change.

Section 75 category	Details of needs/experiences/priorities
Men and women generally	There is no evidence to suggest men and women have different needs, experiences and priorities in relation to this change
Disability	There is no evidence to suggest that people with disabilities have different needs, experiences and priorities in relation to this change.
Dependants	There is no evidence to suggest that people with dependents have different needs, experiences and priorities in relation to this change.

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	The Department does not expect there to be any adverse impact on people of different religious belief.	None
Political opinion	The Department does not expect there to be any adverse impact on people of different political opinion.	None
Racial group	The Department does not expect there to be any adverse impact on people of different racial groups.	None
Age	The Department does not expect there to be any adverse impact on people of different ages.	None
Marital status	The Department does not expect there to be any adverse impact on people of different marital status.	None
Sexual orientation	The Department does not expect there to be any adverse impact on people of different sexual orientation.	None

Section 75 category	Details of policy impact	Level of impact? minor/major/none
Men and women generally	The Department does not expect there to be any adverse impact on people of men and women generally.	None
Disability	The Department does not expect there to be any adverse impact on people with disabilities.	None
Dependants	The Department does not expect there to be any adverse impact on people with dependents.	None

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		No – there is no opportunity to better promote equality of opportunity for people within the Section 75 equalities categories. The change of service provider for the opening, scanning, indexing and processing of customer mail is purely technical in nature.

Section 75 category	If Yes , provide details	If No , provide reasons
Political opinion		No – there is no opportunity to better promote equality of opportunity for people within the Section 75 equalities categories. The change of service provider for the opening, scanning, indexing and processing of customer mail is purely technical in nature.
Racial group		No – there is no opportunity to better promote equality of opportunity for people within the Section 75 equalities categories. The change of service provider for the opening, scanning, indexing and processing of customer mail is purely technical in nature.
Age		No – there is no opportunity to better promote equality of opportunity for people within the Section 75 equalities categories. The change of service provider for the opening, scanning, indexing and processing of customer

Section 75 category	If Yes , provide details	If No , provide reasons
		mail is purely technical in nature.
Marital status		No – there is no opportunity to better promote equality of opportunity for people within the Section 75 equalities categories. The change of service provider for the opening, scanning, indexing and processing of customer mail is purely technical in nature.
Sexual orientation		No – there is no opportunity to better promote equality of opportunity for people within the Section 75 equalities categories. The change of service provider for the opening, scanning, indexing and processing of customer mail is purely technical in nature.
Men and women generally		No – there is no opportunity to better promote equality of opportunity for people within the Section 75 equalities categories. The change of service provider for the opening,

Section 75 category	If Yes , provide details	If No , provide reasons
		scanning, indexing and processing of customer mail is purely technical in nature.
Disability		No – there is no opportunity to better promote equality of opportunity for people within the Section 75 equalities categories. The change of service provider for the opening, scanning, indexing and processing of customer mail is purely technical in nature.
Dependants		No – there is no opportunity to better promote equality of opportunity for people within the Section 75 equalities categories. The change of service provider for the opening, scanning, indexing and processing of customer mail is purely technical in nature.

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	The proposals outlined in this screening exercise are not expected to have any impact on good relations between people of different religious belief.	None
Political opinion	The proposals outlined in this screening exercise are not expected to have any impact on good relations between people of different political opinion.	None
Racial group	The proposals outlined in this screening exercise are not expected to have any impact on good relations between people of different racial groups.	None

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 – there is no opportunity to better promote good relations between people of different religious belief. The change of service provider for the opening, scanning, of customer mail is purely technical in nature.
Political opinion		No – there is no opportunity to better promote good relations between people of different political opinion. The change of service provider for the opening, scanning, of customer mail is purely technical in nature.
Racial group		No – there is no opportunity to better promote good relations between people of different racial groups. The change of service provider for the opening, scanning, of customer mail is purely technical in nature.

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).

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

N/A

Part 3. Screening decision

In light of your answers to the previous questions, do you feel that the policy should: (please underline one)

1. Not be subject to an EQIA

If 1 or 2 (i.e. not be subject to an EQIA), please provide details of the reasons why:

The purpose of this exercise is to migrate the DFC Mail opening and scanning service to the DWP Inbound Mail Document Management Service mail opening provider, Restore UK. The only visible change for customers will be the address to which they will be asked to send mail. This is a technical change which has no relevance to equality of opportunity or good relations.

If 3. (i.e. to conduct an EQIA), please provide details of the reasons:

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.

N/A

Part 4. Monitoring

Effective monitoring will help identify any future adverse impacts arising from the policy which may lead you to conduct an EQIA, as well as help with future planning and policy development.

You 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, then you should monitor more broadly than for adverse impact (See Benefits, P.9-10, paras 2.13 – 2.20 of the Monitoring Guidance).

Please detail proposed monitoring arrangements below:

This is a technical change which has no relevance to equality of opportunity or good relations. The Inbound Mail and Document Management contract is managed by dedicated contract management team. The monitoring includes all aspects of the service including performance and customer service for the lifetime of the contract.

Part 5 - Approval and authorisation

Screened by:	Position/Job Title	Date
Kieran Ennis	MOU Future Service Project	23/03/26
Approved by:		
Leonora McLaughlin	Director of Pensions, Disability and Carers.	25/03/26

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.

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