

APPENDIX 2: EQUALITY IMPACT ASSESSMENT FORM

Equality impact assessment is a requirement for all strategies, plans, functions, policies, procedures and services under the Equalities Act 2010. We are also required to publish assessments so that we can demonstrate how we have considered the impact of proposals.

Section 1: Description

Department	ICT Services		Lead officer responsible for assessment		Programme Manager	
Service	Chief Operating Officer		Other members of team undertaking assessment		Investment Programme Team	
Date	23/01/2017		Version		Draft	
Type of document (mark as appropriate)	Strategy	Plan	Function	Policy	Procedure	Service
Is this a new/existing/revision of an existing document (mark as appropriate)	New		Existing		Revision	
Title and subject of the impact assessment (include a brief description of the aims, outcomes, operational issues as appropriate and how it fits in with the wider aims of the organisation) Please attach a copy of the strategy/plan/function/policy/procedure/service	<p><u>ICT Services 5-year Investment Programme 2017-2022</u></p> <p>The next few years will see significant changes across the entire public sector. The shape and size of our councils will change but the need to provide high levels of service to our citizens will remain, and be set against a backdrop of financial austerity. With these challenges will come new opportunities; information and communications technology (ICT) will be able to help both Councils to achieve efficiencies, providing the mechanism to support shared services and most importantly, keep pace with citizens' changing needs and expectations. During the next 24 months, this transformational investment programme will enable ICT Services to contribute to achieving the strategic objectives of both Councils in their mission to deliver high quality services to the residents and people of Cheshire.</p>					
Who are the main stakeholders? (e.g. general public, employees, Councillors, partners, specific audiences)	<p>CEC & CWaC Portfolio holders, Members and Councillors ICT Services CEC and CWaC Officers CEC and CWaC Residents and Businesses</p>					

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	<p>ASDVs and Joint Ventures Partners and Service Providers Schools and Academies General Public</p>
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Section 2: Initial screening

<p>Who is affected? (This may or may not include the stakeholders listed above)</p>	<p>CEC & CWaC Portfolio holders, Members and Councillors ICT Services CEC and CWaC Officers CEC and CWaC Residents and Businesses ASDVs and Joint Ventures Partners and Service Providers Schools and Academies General Public</p>
<p>Who is intended to benefit and how?</p>	<p>All of the above through improved ICT Service delivery; systems' performance and digital solutions adopting Councils' 'Cloud First' and Central Government Policy of 'Digital by Design' principles; improved data quality and release of staff time within in existing ways of working. Opportunities for new ways of working to be developed that can maximise the efficiencies of mobility; flexibility and simplified system management.</p> <p>Both Councils currently experience issues due to lack of robust and efficient reporting to enable well informed decision making due to the complex and organic nature of legacy ICT estate there is little reliable management information readily available. Resulting in duplication of effort and disjointed business functionality across services/Councils.</p> <p>Current silo'd systems and methods of working means that Councils' have no 'Single View of Truth' for the Councils themselves or for residents/services.</p> <p>This leads to difficulties achieving the Council's objective of 'Tell us Once' approach due to lack of compliant or</p>

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	manageable data sharing capabilities throughout the organisations. This also makes it increasingly difficult for Councils to offer a 'Single Front Door' to access Councils Services.
Could there be a different impact or outcome for some groups?	<p>Yes. Some groups are less likely to use or may be unable to use digital channels to access online services. The CE Digital Customer Service Programme principle of 'Assisted Digital Services' (ADS) will be adopted during the transformation of ICT Service. ADS will support the groups who are more likely to be digitally excluded. It will include traditional telephony and face to face services and as legacy channels are retired, they are replaced with 'Digital Access Points' which will guide customers through the use of digital platforms for requesting Councils' Services/Information (e.g. helping customers to use self service machines in selected locations, such as Customer Service Centres) and provide a safety net for the more vulnerable users.</p> <p>The aim of the programme is to design and implement a compliant solution, process framework and technical infrastructure that will support lean business solutions working through appropriate procurement, business process review, de-duplication of effort and shared solutions. The underpinning requirements will be flexible and secure supported by an Information assurance and governance model. Clearly defined policies and process will clarify best practice and will be implemented through staff training. The programme should provide all staff with the skills, confidence and tools to work flexibly to best meet their needs and the needs of their service and the wider organisation.</p>
Does it include making decisions based on individual characteristics, needs or circumstances?	Yes. The nature of the programme is that it provides flexibility and options within a defined framework that ensure compliance and management of risk.
Are relations between different groups or communities likely to be affected? (e.g. will it favour one particular group or deny opportunities for others?)	No – this programme is designed to impact all stakeholders equally and provide the benefits associated with flexible digital working.
Is there any specific targeted action	No. Given the nature of the programme and the training that will be required to ensure adoption, this is not

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to promote equality? Is there a history of unequal outcomes (do you have enough evidence to prove otherwise)?			anticipated.								
Is there an actual or potential negative impact on these specific characteristics? (Please tick)											
Age	Y	N	Marriage & civil partnership	Y	N	Religion & belief	Y	N	Carers	Y	N
Disability	Y	N	Pregnancy & maternity	Y	N	Sex	Y	N	Socio-economic status	Y	N
Gender reassignment	Y	N	Race	Y	N	Sexual orientation	Y	N			
What evidence do you have to support your findings? (quantitative and qualitative) Please provide additional information that you wish to include as appendices to this document, i.e., graphs, tables, charts										Consultation/involvement carried out	
										Yes	No
Age	ADS will mitigate the impact of this project on this protected characteristic										No
Disability	ADS will mitigate the impact of this project on this protected characteristic										No
Gender reassignment	The effect of this project is deemed neutral on this protected characteristic.										No
Marriage & civil partnership	The effect of this project is deemed neutral on this protected characteristic.										No
Pregnancy & maternity	The effect of this project is deemed neutral on this protected characteristic.										No
Race	The effect of this project is deemed neutral on this protected characteristic.										No

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Religion & belief	The effect of this project is deemed neutral on this protected characteristic.		No
Sex	The effect of this project is deemed neutral on this protected characteristic.		No
Sexual orientation	The effect of this project is deemed neutral on this protected characteristic.		No
Carers	The effect of this project is deemed neutral on this protected characteristic.		No
Socio-economic status	ADS will mitigate the impact of this project on this protected characteristic		No
Proceed to full impact assessment? (Please tick)	Yes	No	Date 23/01/2017

If yes, please proceed to Section 3. If no, please publish the initial screening as part of the suite of documents relating to this issue

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Section 3: Identifying impacts and evidence

This section identifies if there are impacts on equality, diversity and cohesion, what evidence there is to support the conclusion and what further action is needed

Protected characteristics	Is the policy (function etc....) likely to have an adverse impact on any of the groups? Please include evidence (qualitative & quantitative) and consultations	Are there any positive impacts of the policy (function etc....) on any of the groups? Please include evidence (qualitative & quantitative) and consultations	Please rate the impact taking into account any measures already in place to reduce the impacts identified High: Significant potential impact; history of complaints; no mitigating measures in place; need for consultation Medium: Some potential impact; some mitigating measures in place, lack of evidence to show effectiveness of measures Low: Little/no identified impacts; heavily legislation-led; limited public facing aspect	Further action (only an outline needs to be included here. A full action plan can be included at Section 4)
Age	No	No	Low	None
Disability	No	No	Low	None
Gender reassignment	No	No	Low	None
Marriage & civil partnership	No	No	Low	None
Pregnancy and maternity	No	No	Low	None

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Race	No	No	Low	None
Religion & belief	No	No	Low	None
Sex	No	No	Low	None
Sexual orientation	No	No	Low	None
Carers	No	No	Low	None
Socio-economics	No	No	Low	None
Is this project due to be carried out wholly or partly by contractors? If yes, please indicate how you have ensured that the partner organisation complies with equality legislation (e.g. tendering, awards process, contract, monitoring and performance measures) Yes – number currently unknown.				

Section 4: Review and conclusion

Summary: provide a brief overview including impact, changes, improvement, any gaps in evidence and additional data that is needed			
Ensure that the partner organisation/s and contractors complies with equality legislation			
Specific actions to be taken to reduce, justify or remove any adverse impacts	How will this be monitored?	Officer responsible	Target date
Please provide details and link to full action plan for actions	To be developed with strategic partner		

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When will this assessment be reviewed?	June 2017		
Are there any additional assessments that need to be undertaken in relation to this assessment?	None		
Lead officer signoff	Programme Manager	Date	9.2.2017
Head of service signoff	CIO and Head of ICT Services, Gareth Pawlett	Date	9.2.2017

Please publish this completed EIA form on your website