

Equality Impact Assessment (EQIA) Screening Form – V2 Template – November 2024

A successful EQIA screening will look at 5 key areas:

1. Identify the Policy, Project, Service Reform or Budget Option to be assessed.

A clear definition of what is being screened and its aims.

2. Gathering Evidence and Stakeholder Engagement

Collect data to evidence the type of barriers people face to accessing services (research, consultations, complaints and/or consult with equality groups).

3. Assessment and Differential Impacts

Reaching an informed decision on whether or not there is a differential impact on equality groups, and at what level.

4. Outcomes, Action and Public Reporting

Develop an action plan to make changes where a negative impact has been assessed. Ensure that both the assessment outcomes and the actions taken to address negative impacts are publicly reported.

5. Monitoring, Evaluation and Review

Stating how you will monitor and evaluate the **Policy, Project, Service Reform or Budget Option** to ensure that you are continuing to achieve the expected outcomes for all groups.

Section 1: Identify the Policy, Project, Service Reform or Budget Option

Name of the Policy, Project, Service Reform or Budget Option to be screened	New Contact Centre and new telephony system for the whole council.
Reason for change in Policy or Policy Development	Replace the existing contact centre software and modernize the current telephony system.
List main outcome focus and supporting activities of the Policy, Project, Service Reform or Budget Option	Updated telephony system which will assist employees with hybrid working and enhanced contact centre.

Name of officer completing assessment (signed and date)	Claire Wright
Assessment verified by (signed and date)	

If applicable, please provide further details about the name and description of policy being analysed

Briefly summarise the policy including any key information such as aims, context etc; note timescales and milestones for new policies; use plain language – NO JARGON; refer to other documents if required

The Council is procuring a new Contact Centre and new telephony solution. This will replace the existing contact centre software used by the My Fenland team to support the delivery of our customer services. The new telephony solution will change the way that all officers, other than the My Fenland team who already use softphone technology, place and receive voice calls when conducting council business. There will be no change at this time to the use of mobile phones that are provided by the council to assist staff in their role.

The aim is to modernise the way we make use of voice technology by removing the need for a physical phone and enabling staff to place and receive calls from their work device e.g. laptop, tablet in a work location of their choosing. This is in line with our approach to hybrid working.

The new system will be hosted and cloud based. This will enhance the council's resilience and means that we are not reliant on physical servers.

Customers making contact with the council will not notice any changes due to this change of system. This software will impact staff as they will be using new software to place and receive calls.

Extensive training and on-going management support will be in place during the Lifecycle of this system.

Section 2: Gathering Evidence and Stakeholder Engagement

The best approach to find out if a policy, etc. is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those groups. You should list below any data, consultations (previous relevant or future planned), or any relevant research or analysis that supports the Policy, Project, Service Reform or Budget Option being undertaken.

Reminder – protected characteristics include age, disability, race and/or ethnicity, religion or belief (including lack of belief), gender, gender reassignment, sexual orientation, marriage and civil partnership, pregnancy and maternity.

Name any research, data, consultation or studies referred to for this assessment	State if this reference refers to one or more of the protected characteristics	Do you intend to set up your own consultation? If so, please list the main issues that you wish to address if the consultation is planned; or if consultation has been completed, please note the outcome(s) of consultation.
CMT consulted October 2023.		
Transformation project board, My Fenland Team, ICT and Procurement team from June 2023.		

If applicable, please provide further information about stakeholder engagement or detail used for customer analysis

Note relevant consultation; who took part and key findings; refer to, or attach other documents if needed; include dates where possible

Following a formal tender process and due to the value over the duration of the contract, 3 years with an option to extend for an additional 2, a report was taken to cabinet (January 2024) who have endorsed this approach and agreed the procurement.

Section 3: Assessment and Differential Impacts

Use the table below to provide some narrative where you think the Policy, Project, Service Reform or Budget Option has either a positive impact (contributes to promoting equality or improving relations within an equality group) or a negative impact (could disadvantage them) and note the reason for the change in policy or the reason for policy development, based on the evidence you have collated.

Please note that:

- a Positive Impact could benefit an equality group and a negative impact could disadvantage an equality group
- for reasons of brevity race is not an exhaustive list – please edit the list if appropriate to reflect the complexity of other racial identities
- a definition of disability under the Equality Act 2010 is available on the [gov.uk website](http://gov.uk)
- there are too many faith groups to provide a list, therefore, please input the faith group e.g., Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts

Protected Characteristic	Specific Characteristics	Positive Impact	Neutral	Negative Impact	Socio Economic/Human Rights Impacts
Sex or Gender	Women		X	No identified negative impacts	
	Men		X	No identified negative impacts	
	Transgender		X	No identified negative impacts	
Race	White		X	No identified negative impacts	
	Mixed or Multiple Ethnic Groups		X	No identified negative impacts	
	Asian		X	No identified negative impacts	
	African		X	No identified negative impacts	
	Caribbean or Black		X	No identified negative impacts	

Protected Characteristic	Specific Characteristics	Positive Impact	Neutral	Negative Impact	Socio Economic/Human Rights Impacts
	Other Ethnic Group		X	No identified negative impacts	
Disability	Physical disability		X	No identified negative impacts	
	Sensory Impairment (e.g. sight, hearing)		X	No identified negative impacts	
	Mental health		X	No identified negative impacts	
	Learning disability		X	No identified negative impacts	
LGBT	Lesbians		X	No identified negative impacts	
	Gay Men		X	No identified negative impacts	
	Bisexual		X	No identified negative impacts	
Age	Older people (60+)		X	No identified negative impacts	
	Younger people (18-25)		X	No identified negative impacts	
	Children (0-16)		X	No identified negative impacts	
Marriage and Civil Partnership	Women		X	No identified negative impacts	
	Men		X	No identified negative impacts	
	Lesbians		X	No identified negative impacts	
Pregnancy and Maternity	Women		X	No identified negative impacts	

Protected Characteristic	Specific Characteristics	Positive Impact	Neutral	Negative Impact	Socio Economic/Human Rights Impacts
Religion and belief	See below		X	No identified negative impacts	

Summary of Protected Characteristics most impacted	<p>This software system is used as a tool to support staff to perform their role as the council's main communication tool.</p> <p>Some individuals may feel the impact of moving to softphone technology rather than making use of a traditional handset, more than others. This impact is not linked to any of these characteristics.</p> <p>Note: All staff will receive extensive training during the implementation phase of this project and on-going management support will be in place during the Lifecycle of this system</p>
Summary of Socio-Economic impacts	
Summary of Human Rights impacts	
Summary Explanation of the scoring against the protected characteristics	<p>Race / Sex / Gender / Age / Sexual orientation / Religion or belief / Pregnancy, Maternity, Paternity / Marriage, Civil Partnership: There is nothing to distinguish any of the above and therefore an individual's ability to make use of this system. Therefore, no further action is required.</p> <p>Disability: There are no known disabilities affecting telephone use currently. If there were any changes in the future Fenland District Council would act accordingly to assist and support the user.</p>

Section 4: Outcomes, Actions and Public Reporting

Screening Outcome	Yes, No or not at this stage
Was a significant level of negative impact arising from the project, policy or strategy identified?	No
Does the project, policy or strategy require to be amended to have a positive impact?	No
Does a Full Impact Assessment need to be undertaken?	No

If applicable, please state the overall outcome of the assessment, impacts and customer analysis

Section 5: Monitoring outcomes, evaluation and review

The Equalities Impact Assessment (EQIA) screening is not an end in itself but the start of a continuous monitoring and review process. The relevant Service responsible for the delivery of the Policy, Project, Service Reform or Budget Option, is also responsible for monitoring and reviewing the EQIA Screening and any actions that may have been taken to mitigate impacts.

Arrangements for Monitoring	The service is reviewed annually or if there
Timing of the current review	September 2024
Next scheduled review	September 2025

If applicable, please provide details of the arrangements for future monitoring:

Note when analysis will be reviewed; include any equality indicators and performance against those indicators

If applicable, please provide details of any supporting data/ research linked to monitoring arrangements (both FDC & Partners):

Legislation

Equality Act (2010) – the Equality Act 2010 (Specific Duties)

The 2010 Act consolidated previous equalities legislation to protect people from discrimination on grounds of race, sex, being a transsexual person (transsexuality is where someone is changed, is changing or has proposed changing their sex – called ‘gender reassignment’ in law), sexual orientation (whether being lesbian, gay, bisexual or heterosexual), disability (or because of something connected with their disability), religion or belief, having just had a baby or being pregnant, being married or in a civil partnership and age.