# Warwickshire County Council (WCC) Equality Impact Assessment (EIA) Form

The purpose of an EIA is to ensure WCC is as inclusive as possible, both as a service deliverer and as an employer. It also demonstrates our compliance with Public Sector Equality Duty (PSED).

This document is a planning tool, designed to help you improve programmes of work by considering the implications for different groups of people. A guidance document is available here.

Please note that, once approved, this document will be made public, unless you have indicated that it contains sensitive information. Please ensure that the form is clear and easy to understand. If you would like any support or advice on completing this document, please contact the Equality, Diversity and Inclusion (EDI) team via equalities@warwickshire.gov.uk, or if it's relating to health inequalities, please contact Public Health via phadmin@warwickshire.gov.uk.

EIA
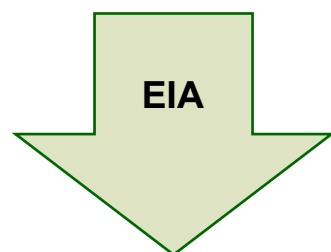
➢ Having identified an EIA is required, ensure that the EIA form is completed before any work is started. This includes gathering evidence and / or engaging the relevant stakeholders to inform your assessment.
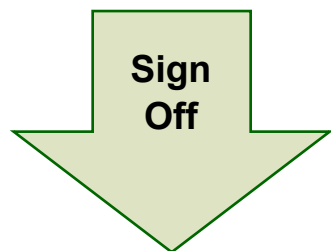
Sign Off

➢ Brief the relevant Assistant Director for sign off and upload the completed form here: **Upload Completed Equality Impact Assessments.** Please name it "EIA [project] [service area] [year]"
➢ Undertake further research / engagement to further understand impacts (if identified).
➢ Undertake engagement and / or consultation to understand if EIA has identified and considered impacts.
➢ Amend accordingly to engagement / consultation feedback and brief decision makers of any changes.
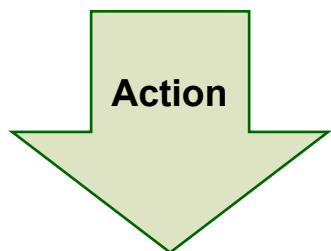
Action

➢ Implement proposed activity.
➢ Monitor impacts and mitigations as evidence of duty of care.

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Section One: Essential Information

Service / policy / strategy / practice / plan being assessed	New Customer Platform
Business Unit / Service Area	Enabling Services - ICT Strategy & Commissioning
Is this a new or existing service / policy / strategy / practice / plan? If existing, please state date of last assessment.	This is a new programme of work to implement a new customer platform, replacing the existing CRM platforms, delivering efficiencies to the business, and improving the experience for our customers. Subsequent creation of new / non-digital services on the customer platform, or changes to access channels, will be subject to individual EIAs at those points.
EIA Authors **N.B.** It is best practice to have more than one person complete the EIA to bring different perspectives to the table.	Paul Inman
Do any other Business Units / Service Areas need to be included?	No

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Does this EIA contain personal and / or sensitive information?	No
Are any of the outcomes from this assessment likely to result in complaints from existing services users, members of the public and / or employees?	If **yes,** please let your Assistant Director and the Customer Relations Team know as soon as possible

1. **Please explain the background to your proposed activity and the reasons for it.**

The Council's Digital and Data Strategy 2022-2025 sets out the approach to achieving the ambitions set out within the Council Plan, while the Digital Roadmap provides a sequential approach to realising the strategy.

For a customer platform to support the digital and data needs of the Digital Roadmap and Council Plan, a new approach is needed. We need to think about our customers and all their interactions with us, to minimise the barriers to them doing so digitally, and to make our delivery processes as efficient as possible.

The implementation of a new 'digital-first' customer platform, a strategic CRM (customer relationship management system), is the foundation stone in the delivery of the Digital Roadmap. The Microsoft Technology suite of products that the Council has already purchased provides functionality for the kind of strategic CRM that the Council requires into the future.

This project is only looking at providing a platform to enable change by the business. Changes to existing non-digital channels are out of scope and would be picked up by the business / service owners as part of any future service transformation they may wish to explore. Any new services that arise in the future would also require service-specific EIAs.

2. **Please outline your proposed activity including a summary of the main actions.**

The implementation of the Microsoft Technology Platform as the Council's customer platform and as a replacement for the existing Firmstep solution.

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Having determined to adopt the Microsoft Technology Platform as our new customer platform, it is recognised that a detailed and comprehensive implementation programme will be required.

It is envisaged that implementation will be undertaken in distinct phases which will allow for scoping, designing, and testing before fully transitioning to the new system:

- Phase 1 - optimising the business processes currently in Firmstep and developing them for reuse in the platform. This scope is expected to provide the capabilities currently used in the Customer Service Centre;
- Phase 2 – development of new digital services, prioritised on impact to our residents, businesses, and officers; and
- Phase 3 – Adult Social Care processes are transferred to the new system – timing to be determined depending on the pace of implementing the national Adult Social Care reform agenda.

The adoption of the Microsoft Technology Platform will also provide the opportunity to remove existing applications which provide CRM functions to a range of other services across the Council. This is consistent with the Council's current application rationalisation agenda and associated savings.

3. Who is this going to impact and how?

Customers	Members of the Public	Employees	Job Applicants
New web pages / forms through which they can apply for services and monitor progress.		Staff processing service transactions will do so through new customer platform technology.	
Other, please specify:			

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Section Two: Evidence
Please include any evidence or relevant information that has influenced the decisions contained in this EIA. This could include demographic profiles; audits; research; health needs assessments; national guidance or legislative requirements and how this relates to the protected characteristic groups and additional groups outlined in Section Four.

A – Quantitative Evidence
This is evidence which is numerical and should include the number people who use the service and the number of people from the protected characteristic groups who might be affected by changes to the service.

Approx 860 staff members in total, based on analysis of license requirements for new customer platform.
Number of public customers interacting with digital services – unknown.

B – Qualitative Evidence

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This is data which describes the effect or impact of a change on a group of people, e.g. some information provided as part of performance reporting.	

Microsoft Forms and Microsoft Power Apps Portals – the elements of the Microsoft Technology Platform that customers will primarily interact with – meet the WCAG 2.1 standard to a AA level:

- MS Forms - https://aat-acr-api-prod.azurewebsites.net/api/file/d/p/377c3f4d-2633-44f3-a1e7-ae5f38207955/a/7595eb08-1b9f-41ed-9102-c73e70284fc2/f/Microsoft%20Forms.Web.WCAG.docx
- Power Apps portals - https://aat-acr-api-prod.azurewebsites.net/api/file/d/p/a3f0f858-8a76-45f8-801a-3642d565f18e/a/614e85cb-e722-49ca-b4db-8e8ec94a6959/f/Power%20Apps%20portals.Web.WCAG.docx

Section Three: Engagement
Engagement with individuals or organisations affected by the proposed activity must take place. For further advice and support with engagement and consultations, click here.

Has the proposed activity been subject to engagement or consultation with those it's going to impact, taking into account their protected characteristics and socio-economic status?	Yes
If YES, please state who with.	Workshops were held with staff/managers who own the services included in the customer platform migration, identifying requirements for a new platform.

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If NO engagement has been conducted, please state why.		
How was the engagement carried out?	Yes / No	What were the results from the engagement? Please list…
Focus Groups	Yes	Identification of Microsoft Technology Platform as appropriate platform to deliver their services going forwards.
Surveys	No	
Public Event	No	
Displays / Exhibitions	No	
Other (please specify)		
Has the proposed activity changed as a result of the engagement?	No	
Have the results of the engagement been fed back to the consultees?	No	Service owners will be engaged with following Cabinet decision and will be involved in further service design during the implementation phases.
Is further engagement or consultation recommended or planned?	Yes	Service owners will be engaged following Cabinet decision and will be involved in further service design during the implementation phases.

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What process have you got in place to review and evaluate?	Customer satisfaction surveys and feedback options will form an integral part of the customer platform solution. These will be monitored, analysed, and actions identified as services are launched.

Section Four: Assessing the Impact

Protected Characteristics and other groups that experience greater inequalities

What will the impact of implementing this proposal be on people who share characteristics protected by the Equality Act 2010 or are likely to be affected by the proposed activity? This section also allows you to consider other impacts, e.g. health inequalities such as deprivation, socio-economic status, vulnerable groups such as individuals who suffer socio-economic disadvantage, armed forces, carers, homelessness, people leaving prison, young people leaving care etc.

On the basis of evidence, has the potential impact of the proposed activity been judged to be positive (+), neutral (=), negative (-), or positive and negative (+&-), for each of the protected characteristic groups below and in what way?

N.B In our Guidance to EIAs we have provided you with potential questions to ask yourself when considering the impact of your proposed activity. Think about what actions you might take to mitigate / remove the negative impacts and maximize on the positive ones. This will form part of your action plan at Section Six.

	Impact type (+) (=) (-) or (+&-)	Nature of impact including health inequalities Will your proposal have negative or positive implications for each group, including on health inequalities? Think about whether outcomes vary across groups and who benefits the most and least, for example, the outcome for a woman on a low income may be different to the outcome for a woman a high income.	Mitigating Actions for Negative Impacts What can you do to mitigate any identified negative impacts or health inequalities? Think about offering for example benefits advice, access to bus routes, community support, flexible opening times, creche facilities etc.

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Age	=	No negative impacts are foreseen for this group.	This will be continually monitored and if negative impacts arise, mitigating actions will be put in place.
Disability Consider: • Physical disabilities • Sensory impairments • Neurodiverse conditions (e.g. dyslexia) • Mental health conditions (e.g. depression) • Medical conditions (e.g. diabetes)	+	For customers - The new customer platform solution will offer improved accessibility to customers / visitors across a range of physical disabilities, sensory impairments, and neurodiverse conditions, compared to the existing customer platform solution(s) used currently by the organisation. For staff – The new customer platform solution uses existing Microsoft technologies, covered by pre-existing EIAs. As with customers, the new platform will offer improved accessibility compared to the existing platform. Training, support and guidance will be provided to staff in order to use the new customer platform.	
Gender Reassignment	=	No negative impacts are foreseen for this group.	This will be continually monitored and if negative impacts arise, mitigating actions will be put in place.
Marriage and Civil Partnership	=	No negative impacts are foreseen for this group.	This will be continually monitored and if negative impacts arise, mitigating actions will be put in place.
Pregnancy and Maternity	=	No negative impacts are foreseen for this group.	This will be continually monitored and if negative impacts arise,

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			mitigating actions will be put in place.
Race Including: • Colour • Nationality • Citizenship • Ethnic or national origins	=	No negative impacts are foreseen for this group.	This will be continually monitored and if negative impacts arise, mitigating actions will be put in place.
Religion or Belief	=	No negative impacts are foreseen for this group.	This will be continually monitored and if negative impacts arise, mitigating actions will be put in place.
Sex	=	No negative impacts are foreseen for this group.	This will be continually monitored and if negative impacts arise, mitigating actions will be put in place.
Sexual Orientation	=	No negative impacts are foreseen for this group.	This will be continually monitored and if negative impacts arise, mitigating actions will be put in place.
Groups who may require support: • Individuals who suffer socio-economic disadvantage • Armed Forces (WCC signed the Armed Forces Covenant in June 2012) • Carers	=	No negative impacts are foreseen for this group.	This will be continually monitored and if negative impacts arise, mitigating actions will be put in place.

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• Homelessness • People leaving Prison • People leaving Care			
Other Identified Health Inequalities (HI) Many issues can have an impact on health: is it an area of deprivation, does every population group have equal access, unemployment, work conditions, education, skills, our living situation, rural, urban, rates of crime etc.	=	No negative impacts are foreseen for this group.	This will be continually monitored and if negative impacts arise, mitigating actions will be put in place.
Other Groups If there are any other groups			

Public Sector Equality Duty (PSED)

Public Authorities must have 'due regard' to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. Please evidence how your proposed activity meets our obligations under the PSED.

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	Evidence of Due Regard
Eliminate unlawful discrimination (harassment, victimisation and other prohibited conduct):	
Advance equality of opportunity: This involves • removing or minimising disadvantages suffered by people due to their protected characteristics; • taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people, for example, taking steps to take account of people with disabilities; • encouraging people with certain protected characteristics to participate in public life or in other activities where their participation is disproportionately low.	The new customer platform solution will offer improved accessibility to customers / visitors and staff across a range of physical disabilities, sensory impairments, and neurodiverse conditions, compared to the existing customer platform solution(s) used currently by the organization.
Foster good relations: This means tackling prejudice and promoting understanding between people from different groups and communities.	Better access to our services will help our customers. Ensuring digital services are accessible to people with disabilities, so that they are not excluded from accessing services.

Section Five: Partners / Stakeholders

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Which sectors are likely to have an interest in or be affected by the proposed activity?	Yes / No	Describe the interest / affect
Businesses	Yes	New web pages / forms through which they can apply for services and monitor progress.
Councils	No	
Education Sector	No	
Fire and Rescue	Yes	WFRS staff processing service transactions will do so through new customer platform technology.
Governance Structures	No	
NHS	No	
Police	No	
Voluntary and Community Sector	No	
Other(s): please list and describe the nature of the relationship / impact		

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Section Six: Action Planning
If you have identified impacts on protected characteristic groups in Section Four, please summarise these in the table below detailing the actions you are taking to mitigate or support this impact. It is also important to consider how often this E.I.A. will be reviewed, and who is responsible for doing this. If you are not taking any action to support or mitigate the impact, you should complete the No Mitigating Actions section below instead.

Mitigating Actions

Consider:

- Who else do you need to talk to? Do you need to engage or consult?
- How you will ensure your activity is clearly communicated
- Whether you could mitigate any negative impacts or build on positive impacts for protected groups or health inequalities
- Whether you could do more to fulfil the aims of the PSED
- How you will monitor and evaluate the effect of this work
- Anything else you can think of!

Identified Impact	Action(s)	Timescale incl. evaluation and review date	Name of person responsible
	Review and monitor EIA in line with developments, including engagement and consultation		
Improved accessibility to customers / visitors across a range of physical disabilities, sensory impairments, and neurodiverse conditions.	Ensure implementation of the customer platform continues to adhere to web accessibility standards and best practice.	Ongoing during the course of the implementation project.	Paul Inman

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No Mitigating Actions

Please explain why you do not need to take any action to mitigate or support the impact of your proposed activity.

Section Seven: Assessment Outcome

Only one of following statements best matches your assessment of this proposed activity. Please select one and provide your reasons.		
No major change required	✓	No change in the risk to, or impact on, protected characteristic groups and/or health inequalities.
The proposal has to be adjusted to reduce impact on protected characteristic groups and/or health inequalities		
Continue with the proposal but it is not possible to remove all the risk to protected characteristic groups and/or health inequalities		
Stop the proposal as it is potentially in breach of equality legislation		

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Section Eight: Sign Off
N.B To be completed after the EIA is completed but before the area of work commences.

Name of person/s completing EIA	Paul Inman
Name and signature of Assistant Director	*C Cusack.* Craig Cusack – Assistant Director for Enabling Services
Date	11 January 2023
Date of next review and name of person/s responsible	

Once signed off, please ensure the EIA is uploaded using the following form. Please name it "EIA [project] [service area] [year]": Upload Completed Equality Impact Assessments

These will be stored on a Sharepoint library which Warwickshire County Council colleagues can access.

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It is the responsibility of the individuals and teams who completed the EIA to review it regularly and to carry out any required activities in line with the action plan made.

For advice or support, please contact equalities@warwickshire.gov.uk.

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