

Stage 1: Scope of the Equality Impact Assessment

**** NB.** It is important that your Equality Champion (*See Corporate, Equality and Safeguarding on WySpace for a current list*) is aware that the EIA is being undertaken, and is kept updated throughout the entire process **

EIAs are designed to be proportionate and relevant and thus the time spent completing the EIA and the depth to which the questions are answered need to reflect the size and importance of what is being assessed

Your Equality Champion can help with completing the EIA if necessary, or guidance can be found in the Documents section of the Equality and Safeguarding page on WySpace (via the Corporate tab)

1. What is being assessed?

The procurement of ICT & CSC Managed Services

And who implements this policy, strategy, service or function?

Future provision of ICT & CSC Services. The current managed services contract currently provides the following to a user base of circa 500: -

ICT:

- Desktop support & management
- Server / SAN management
- Database administration
- Security
- Telephone / e-mail
- Application & business systems support & management
- GIS
- Helpdesk

CSC

- Switchboard & reception services
- Contact centre function (telephone & e-mail)
- Face to face customer services

Customer contact volumes: -

Telephone – 103,500 per year (8,500 per month) (2,000 per week)
Face to face – 43,000 per year (3,500 per month) (870 per week)
e-mails (general) – 7,500 per year???

2. What is the purpose?)

The ICT & CSC contracts currently held with Northgate Public Services are set to expire

in January 2015. Neither contract can be extended beyond this period.

Work is starting on the re-procurement of ICT & CSC services, following SMB approval in January 2013, in a single contract with an initial term of 5 years, with the possibility of 2 separate contract extensions of 2 year periods.

3. Who is affected? (The people it covers)

The CSC answers c100,000 telephone calls per year and 43,000 visitors.

The CSC provides services for: -

- **Revenues & Benefits (Council Tax, Housing Benefits, Business Rates)**
- **Building Control**
- **Electoral Services**
- **Environmental Health**
- **Licensing & Taxis**
- **Housing Options**
- **Planning**
- **General enquiries**

4. Are there any other organisations involved in delivery? (Other agencies, Voluntary sector) If so, please list them.

Northgate Public Services provide the ICT and CSC managed services.

5. What are the external drivers for change? (i.e. Legal, National Policy, Partnership, etc)

The ICT & CSC contracts currently held with Northgate Public Services are set to expire in January 2015. Neither contract can be extended beyond this period.

From 2015 and beyond, the Council will continue to be affected by significant financial challenges and changes in legislation (such as welfare reform) affecting the nature of public services and the way they are delivered. The exact nature of these changes continues to emerge. Any new arrangements for the provision of ICT & CSC services need to be capable of flexing to meet new, changed and/or reduced circumstances and requirements.

During the ICT contract with Northgate, servers have been virtualised and, in the majority, migrated to the Northgate data centre. The majority of business systems (including e-mail), data storage, internet connection and desktop infrastructure is located at the datacentre. Telephony and the network “backbone” and communications link with the datacentre is located within the Council’s server room at QVR.

Migrating services to the datacentre has provided for greater efficiency in the management of the ICT infrastructure, lower reliance on QVR offices, improved service resilience and business continuity.

With the implementation of virtual desktops, officers are able to work remotely

accessing their network applications. An extranet site and webmail is provided for Members.

It also provides the Council with the opportunity to exploit development in technology and software as a service and/or infrastructure as a service in the future as these markets develop and mature.

The new delivery arrangements from 2015 will need to: -

- **Deliver savings**
- **Maintain (or improve) customer satisfaction**
- **Be capable of flexing, to ensure that changes in service delivery and/or the way services are delivered result proportionately to changes in costs or fees.**
- **Be resilient.**

6. Does the service, or the way you implement it, affect the public, Members or staff directly?

Potentially, through offering a wider choice of channels customers can use to access services. This may offer improved customer services allowing customers access to web services, for example, which are available outside of normal office working hours and avoid the necessity for a customer to call or visit. The Council may also encourage customers to use web channels rather than telephoning or visiting in person, although recognise that some services will require mediation and need to be offered both face to face or over the telephone.

Changes in ICT facilitate new ways of working, for example, the current implementation of virtual desktops enhancing remote & home working arrangements.

7. Does it affect how other services are provided?

Changes in the services offered by the Customer Service Centre may also impact on back office services, for example, if the CSC undertakes either more or less of a service process.

8. Is there information e.g. survey data or complaints that suggest that it is affecting particular groups of people? If so, how?

Regular customer surveys are undertaken by CSC. Equally, a CSC Operations Board, consisting of client officers, service managers and Northgate Officers meet monthly to review performance, operational issues and matters (including any customer complaints or comments).

Similarly, monthly service review meetings considering the performance, issues and incidents arising from the delivery of ICT services.

The re-procurement of the ICT & CSC services is not anticipated to have a disproportional impact on any specific customer group.

9. Does it have employment implications? (e.g. Recruitment policy)

No

If you have answered 'yes' to one or more of questions 6,7,8 or 9 you will probably need to carry out a full Equality Impact Assessment immediately.

10. Using the assessment in Questions 6-9 above, should a full assessment be carried out at this time?

NO

11. If you have said NO what is the justification for your decision? (Please provide details. e.g. a top level assessment may need to be carried out now to meet Cabinet requirements but enough information for a full assessment isn't available at this time). If so a due date for the completion of the full EIA **MUST** be provided

*If the answer to Q10 is 'yes' continue with stages 2-4 . Head of Service sign off will be required after Stage 4 only and a **Word electronic copy** should be returned to the Equality Officer for publication.*

*If the answer to Q10 is 'no' the EIA will need to go through the **challenge process** to ensure that no further stages are required either at this time or ever, and needs to be sent to Claire Hook, Equality Officer for discussion and possible further explanation at claire_hook@wycombe.gov.uk. Then, if following the challenge process*

*a) it is agreed with the Equality Officer that no further Stages need to be completed the Head of Service needs to sign off the assessment (below) and return a **Word electronic copy** it to the Equality Officer for publication.*

OR

*b) it is agreed with the Equality Officer that Stages 2-4 need to be completed there is no need for Head of Service sign off until Stages 2-4 have been completed at which point a **Word electronic copy** should be returned to the Equality Officer for publication.*

12. Who undertook this assessment?

Name: John McMillan

Job Title:

Phone:

Email:

This impact assessment was approved by the following Head of Service:

Name: John McMillan

Service: HR ICT CSC

Date: 6 Nov 14

NB Heads of Service are responsible for ensuring that the EIA accurately reflects the service area and has been completed in line with the current programme.

Head of Service signature... ..
Service Area
Date
An electronic Word version should now be sent to the Equalities Officer for publication.
Date received by Equalities Officer...6 Nov 14.....

NB Heads of Service are responsible for ensuring that the EIA accurately reflects the service area.