**APPENDIX 1**


**EQUALITIES IMPACT ASSESSMENT**


**EQUALITY ANALYSIS (EA)**


| | |
|---|---|
| **POLICY/PROPOSAL:** | To upgrade the system Acolaid to IDOX Cloud |
| **DEPARTMENT:** | Customer and Digital Services |
| **TEAM:** | Digital Transformation |
| **LEAD OFFICER:** | Joanna Little |
| **DATE:** | 29.03.22 |

*NB: Please ensure you have read the accompanying EA guidance and instructions in full.*

**SECTION A – INITIAL SCREENING**

1. Please provide a description of the policy, proposal, change or initiative, and a summary its objectives and the intended results.

> To upgrade the Acolaid system to IDOX Cloud. Acolaid is used by Planning, Environmental Services, Private Housing and the Contact Centre. It is a very old system that is no longer being developed by IDOX. It will soon no longer be supported by the company. There is therefore a need to move to a new system.

2. Who may be affected by this policy or proposal?

> Officers – around 200 officers use Acolaid and more use the property gazetteer
> The public – in particular anyone wishing to submit a planning application

3. Is there relevance to equality and the council's public sector equality duty? Please explain why. If your answer is no, you must still provide an explanation.

This is a move from an old IT system to a newer and better one. It will still cover the same service areas and system requirements, will meet accessibility standards and should be a better product for both officers and residents. The move to a new system will be a change project from the officer perspective, but should ultimately be to the advantage of all equality groups and should not have a negative impact on any equality group.

4.  Please indicate with an "X" the potential impact of the policy or proposal on groups with each protected characteristic. Carefully consider if the proposal will impact on people in different ways as a result of their characteristics.

| Characteristic | IMPACT | | |
|---|---|---|---|
| | Positive | Neutral/None | Negative |
| Age | X | | |
| Sex | X | | |
| Race | X | | |
| Disability | X | | |
| Sexual orientation | X | | |
| Gender reassignment | X | | |
| Religion or belief | X | | |
| Pregnancy or maternity | X | | |
| Marriage | X | | |

5.  Please complete **each row** of the checklist with an "X".

| SCREENING CHECKLIST | | |
|---|---|---|
| | YES | NO |
| Have you established that the policy or proposal *is* relevant to the council's public sector equality duty? | X | |
| Does the policy or proposal relate to an area with known inequalities? | | X |
| Would the policy or proposal change or remove services used by vulnerable groups of people? | | X |

| Has the potential for negative or positive equality impacts been identified with this policy or proposal? | **X** | |
|---|---|---|

**If you have answered YES to ANY of the above, then proceed to section B.**
**If you have answered NO to ALL of the above, then proceed straight to section D.**

### SECTION B – IMPACTS ANALYSIS

1. Outline what information and evidence have you gathered and considered for this analysis. If there is little, then explain your judgements in detail and your plans to validate them with evidence. If you have monitoring information available, include it here.

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All four of the customer portals on the proposed IDOX Cloud system are WCAG compliant.

2. For each "protected characteristic" provide details of all the potential or known impacts identified, both positive and negative, and explain how you have reached these conclusions based on the information and evidence listed above. Where appropriate state "not applicable".

| AGE | |
|---|---|
| **Details of impacts identified** | No specific impact |

| DISABILITY | |
|---|---|
| **Details of impacts identified** | All four of the customer portals on the proposed IDOX Cloud system are WCAG compliant. If customers do have difficulties in accessing the system, then they will be supported by staff in customer services. |

| RACE | |
|---|---|
| **Details of impacts identified** | No specific impact |

| SEX | |
|---|---|
| **Details of impacts identified** | No specific impact |

| SEXUAL ORIENTATION | |
|---|---|
| **Details of impacts identified** | No specific impact |

| PREGANCY AND MATERNITY | |
|---|---|
| **Details of impacts identified** | No specific impact |

| RELIGION OR BELIEF | |
|---|---|
| **Details of impacts identified** | No specific impact |

| GENDER REASSIGNMENT | |
|---|---|
| **Details of impacts identified** | No specific impact |

| MARRIAGE & CIVIL PARTNERSHIP | |
|---|---|
| **Details of impacts identified** | No specific impact |

3.  Could any of the impacts you have identified be unlawful under the Equality Act 2010?

> No

4.  Were the participants in any engagement initiatives representative of the people who will be affected by your proposal and is further engagement required?

> Officers from across different service areas were consulted on the move to IDOX Cloud.

5.  Please detail any areas identified as requiring further data or detailed analysis.

> N/A

6.  If, following your action plan, negative impacts will or may remain, please explain how these can be justified?

> N/A

7.  Outline how you will monitor the actual, ongoing impact of the policy or proposal?

> The benefits of the project will be monitored, but there is no reason to presume they will especially affect any equality group.

## SECTION C - CONCLUSIONS

Based on the analysis above, please detail your overall conclusions. State if any mitigating actions are required to alleviate negative impacts, what these are and what the desired outcomes will be. If positive equality impacts have been identified, consider what actions you can take to enhance them. If you have decided to justify and continue with the policy despite negative equality impacts, provide your justification. If you are to stop the policy, explain why.

> This is a move from an old IT system to a newer one. It will still cover the same service areas and specification, will meet accessibility standards and should be a better product for both officers and residents. The move to a new system will be a change project from the officer perspective, but should ultimately be to the advantage of all equality groups and should not have a negative impact on any equality group.
>
> All four of the customer portals on the proposed IDOX Cloud system are WCAG compliant.
>
> The same officers will be using the new system as the current one and there will be user groups and sufficient training options to ensure that staff are comfortable in using the new system.
>
> Before deployment, a further equality analysis will be undertaken to ensure that no negative impacts have arisen and to mitigate any that have.

## SECTION D – RESULT

| | Please select one of the following options. Mark with an "X". | |
|---|---|---|
| **A** | **CONTINUE WITH THE POLICY/PROPOSAL UNCHANGED** | **X** |
| **B** | **JUSTIFY AND CONTINUE THE POLICY/PROPOSAL** | |
| **C** | **CHANGE / ADJUST THE POLICY/PROPOSAL** | |
| **D** | **STOP OR ABANDON THE POLICY/PROPOSAL** | |

## SECTION E - ACTION PLAN

This will help you monitor the steps you have identified to reduce the negative impacts (or increase the positive); monitor actual or ongoing impacts; plan reviews and any further engagement or analysis required.

| Action | Expected outcome | Officer | Completion Date |
|---|---|---|---|
| Second equality assessment close to deployment. | Check that no negative impacts have emerged and mitigate any where possible | Digital Workstream lead | TBC – approximately one year from now |
| Test impact on residents closer to deployment | Unearth any negative impacts and mitigate where possible | Digital Workstream lead | TBC – prior to deployment |
| Training for all staff affected (range of times and approaches to be offered) | All staff are comfortable in using the new system | Digital Workstream lead | TBC – prior to deployment |

## SECTION F – SIGN OFF

Please ensure this section is signed and dated.

| OFFICER: | Joanna Little – Workstream Lead 29.03.22 |
|---|---|
| REVIEWING OFFICER: | Rehana Ramesh – Head of Digital Transformation 07.06.22 |
| HEAD OF SERVICE: | Sadie East – Director of Transformation 08.06.22 |