



Appendix B3

## Equality Impact/Fairer Scotland Duty Assessment Form

### Step 1

**Name of Proposal** (includes e. g. budget savings, committee reports, strategies, policies, procedures, service reviews, functions):

**Budget saving - Migrating to a new Telephony solution for both our core telephone system and for the Contact Centre software. The new systems will provide additional functionality at a reduced cost. Both systems have been implemented.**

### Step 2

Is this only a **screening** Equality Impact Assessment

**No**

**(A)** If Yes, please choose from the following options **all** reasons why a full EIA/FSD is not required:

(i) It does not impact on people

**No**

(ii) It is a percentage increase in fees which has no differential impact on protected characteristics

**No**

(iii) It is for information only

**No**

(iv) It is reflective e.g. of budget spend over a financial year

**No**

(v) It is technical

**No**

If you have answered yes to any of points above, please go to **Step 16**, and sign off the Assessment.

**(B)** If you have answered No to the above, please indicate the following:

Is this a full Equality Impact Assessment

**Yes**

Is this a Fairer Scotland Duty Assessment

**No**

If you have answered Yes to either or both of the above, continue with Step 3.

If your proposal is a **strategy** please ensure you complete Step 13 which is the Fairer Scotland Duty Assessment.

### Step 3

(i)Lead Directorate/Service:

**HR, OD, Digital Enablement, IT & Business Support / Digital Enablement & IT**

(ii)Are there any **relevant** statutory requirements affecting this proposal? If so, please describe.

**No**

(iii)What is the aim of the proposal? Please give full details.

**The aim of the proposal is to replace the existing Telephony & Contact Centre systems to reflect the new working practices in a digital working environment. Both systems will have increased functionality compared with the current systems.**

**The Telephony system will allow further integration with 0365 and further provisioning of softphones (delivered via laptops & mobile phones), further enabling agile working.**

**The Contact Centre system will allow staff to be able to work from home, the current system is not capable of allowing staff to work from home and staff must come into the office. The new system will also allow for additional functionality with the provision of multi/Omni channels functionality. The additional channels will enable service users / members of the public the opportunity to interact with the council via channels more suitable to them (i.e. webchat, email, text message etc). The introduction of multi / omni channels will allow for contact centre staff to deal with a higher volume of requests.**

(iv)Is it a new proposal?      **No**      Please indicate      OR

Is it a review of e.g. an existing budget saving, report, strategy, policy, service review, procedure or function?      Yes/No      Please indicate

**The proposal is a replacement / upgrade of the telephony and contact centre system which will lead to savings and allow for service changes for handling contact with staff / service users and members of the public. The new system is now in place.**

### Step 4: Which people does your proposal involve or have consequences for?

Please indicate all which apply:

Employees	Yes
Job Applicants	Yes
Service users	Yes
Members of the public	Yes

**Step 5: List the evidence/data/research that has been used in this assessment (links to data sources, information etc which you may find useful are in the Guidance). This could include:**

**Internal data** (e.g. customer satisfaction surveys; equality monitoring data; customer complaints).

**Customer complaints indicate a desire to be able to answer enquiries quicker. A new contact centre system will support staff being able to deal with a higher number of requests more efficiently.**

**Internal consultation** (e.g. with staff, trade unions and any other services affected).

**Consultation has been undertaken by Business Support Service with the trade unions with regards to agile working / working from home for contact centre staff.**

**External data** (e.g. Census, equality reports, equality evidence finder, performance reports, research, available statistics)

**Organisations that implement contact centre systems with multiple contact channels e.g. chat, text message benefit from fewer telephone calls, higher volumes of requests dealt with and increased customer satisfaction.**

**External consultation** (e.g. partner organisations, national organisations, community groups, other councils).

**Both the IT and Business Support services have carried out market research and reached out to partner organisations to determine product suitability and understand benefits and opportunities.**

**Other** (general information as appropriate).

**N/A**

### **Step 6: Evidence Gaps.**

Are there any gaps in the equality information you currently hold? **No**

If yes, please state what they are, and what measures you will take to obtain the evidence you need.

### **Step 7: Are there potential differential impacts on protected characteristic groups?**

Please complete for each group, including details of the potential impact on those affected. Please remember to take into account any particular impact resulting from **Covid-19**.

**Please state if there is a potentially positive, negative, neutral or unknown impact for each group. Please state the reason(s) why.**

Age

#### **Impact**

**Positive - some groups of people (i.e. younger people) are used to communicating through chat. text, social media and would prefer the option to engage with their Local**

**Authority using these familiar channels. The current option to phone will not be replaced so no impact on customers less familiar and comfortable with these new channels.**

Disability

**Impact**

**Positive - Customers with certain disabilities will find it easier communicating through different channels e.g. chat, text. The current option to phone will not be replaced so no impact on customers less familiar and comfortable with these new channels.**

Gender reassignment

**Impact**

**N/A**

Marriage and Civil Partnership

**Impact**

**N/A**

Pregnancy/Maternity

**Impact**

**N/A**

Race - (includes Gypsy Travellers)

**Impact**

**Neutral:- access to the Telephone Interpreting service is not affected by the new system**

Religion or Belief

**Impact**

**N/A**

Sex

**Impact**

**Positive - Most staff within the contact centre are women, the ability of working from home will allow for a better work life balance.**

Sexual orientation

**Impact**

N/A

**Step 8: Consultation with any of the groups potentially affected**

If you have consulted with any group potentially affected, please give details of how this was done and what the results were.

**Consultation with the contact centre staff and unions was undertaken by the Business Support service.**

If you have not consulted with any group potentially affected, how have you ensured that you can make an informed decision about mitigating action of any negative impact (Step 9)?

**Step 9: What mitigating steps will be taken to remove or reduce potentially negative impacts?**

**The additional functionality is in addition to being able to phone the contact centre so customers will have a choice and not be negatively impacted.**

**Step 10: If a potentially negative impact has been identified, please state below the justification.**

**Customers who are unable to use the new channels due to poor digital connectivity or lack of digital skills will be able to make contact using the phone.**

**Step 11: In what way does this proposal contribute to any or all of the public sector equality duty to: eliminate unlawful discrimination; advance equality of opportunity; and foster good relations between people of different protected characteristics?**

**This proposal advances equality of opportunity by allowing staff to be treated equally with regards to working from home.**

**Step 12: Is there any action which could be taken to advance equalities in relation to this proposal?**

N/A

**Step 13: FAIRER SCOTLAND DUTY**

This step is only applicable to **strategies** which are key, high level decisions. If your proposal is **not** a strategy, please leave this Step blank, and go to Step 14.

Links to data sources, information etc which you may find useful are in the Guidance.

**Step 13(A) What evidence do you have about any socio-economic disadvantage/inequalities of outcome in relation to this strategic issue?**

**Step 13(B) Please state if there are any gaps in socio-economic evidence for this strategy and how you will take measures to gather the evidence you need.**

**Step 13(C) Are there any potential impacts this strategy may have specifically on the undernoted groupings?** Please remember to take into account any particular impact resulting from **Covid-19**.

**Please state if there is a potentially positive, negative, neutral or unknown impact for each grouping.**

**Low and/or No Wealth** (e.g. those with enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future.

**Impact**

**Material Deprivation** (i.e. those unable to access basic goods and services e.g. repair/replace broken electrical goods, warm home, leisure and hobbies).

**Impact**

**Area Deprivation** (i.e. where people live (e.g. rural areas), or where they work (e.g. accessibility of transport).

**Impact**

**Socio-economic Background** i.e. social class including parents' education, people's employment and income.

**Impact**

**Other** – please indicate.

**Step 13(D) Please state below if there are measures which could be taken to reduce socio-economic disadvantage/inequalities of outcome.**

**Step 14: What arrangements will be put in place to monitor and review the Equality Impact/Fairer Scotland Duty Assessment?**

**The EIA will be kept under review should there be any developments to the proposal**

**Step 15: Where will this Equality Impact/Fairer Scotland Duty Assessment be published?**

**With the relevant Committee Report on the Council's Website.**

**Step 16: Sign off and Authorisation.** Please state name, post, and date for each:

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