



South Cambridgeshire District Council Equality Impact Assessment (EqIA)

Introduction – Please read

Equality Impact Assessments (EqIAs) allow the Council to:

- Show that the Council are meeting its legal duty, demonstrating due regard for the provisions of the [Public Sector Equality Duty](#) as below:
 - Eliminate unlawful discrimination, harassment, and victimisation
 - Advance equality of opportunity between those who share a protected characteristic and those who do not
 - Foster good relations between those who share a relevant protected characteristic and those who do not
- Methodically consider and assess the impacts of proposals across the [nine protected characteristics](#)
- Allow the Council to develop and implement high quality proposals that maximise positive outcomes for all.

EqIAs should be completed during the development and review of all Council policies, strategies, procedures, projects or functions. Where there is any doubt, the completion of an EqIA is always recommended.

When the form is completed, please send an electronic copy to equality.schemes@scambs.gov.uk. Further support and guidance available on Insite or contact the Policy and Performance Team.

Equality Impact Assessment Complete Form

Section 1: Identifying Details

- 1.1 Officer completing EqIA:
Eddie Spicer
- 1.2 Team and Service:
Property Services
- 1.3 Title of proposal:
New Repairs Contract
- 1.4 EqIA start date:
01/05/2021
- 1.5 Proposal implementation date:
01/10/2021
- 1.6 Who will be responsible for implementing this proposal (Officer and/or Team):
Eddie Spicer as Lead with members of the team and contractor supporting

Section 2: Proposal to be Assessed

- 2.1 Type of proposal:
Service
If other, please specify
[Click or tap here to enter text.](#)
- 2.2 Is the proposal:
New
- 2.3 State the date of any previous equality impact assessment completed in relation to this proposal (if applicable):
[Click or tap to enter a date.](#)

2.4 What are the headline aims of the proposal and the objectives that will help to accomplish these aims? (Max 250 words)

This is to replace the existing repairs and maintenance contract which has expired, the aim is to reinvent the service to provide a fully new and improved service to the customer, this will include additional ways to communicate with the contractor, via an integrated portal allowing the customer to book and plan repairs at a time suitable to them via the online portal. Improved technology in the back office will allow for cleaner and quicker data transfer between systems with the added benefit of analytic tools to allow better planning and targeting of resources. There will also be a complete change to the way the contract is managed and delivered to the customer with a higher focus on customer service and satisfaction, providing a more one visit solution to repairs using the diagnostic technology when booking repairs.

2.5 Which of the Council's equality objectives (as detailed in the Council's Equality Scheme) does this proposal link to or help to achieve?

- Identify, prioritise and deliver actions that will narrow the gap in outcomes between disadvantaged groups and the wider community
- SCDC is an employer that values difference and recognises the strength that a diverse workforce brings.
- Protected characteristic groups have a voice and are represented in forming the future shape of the district.
- None.

2.6 Which groups or individuals will the proposal affect:

- Service Users Councillors
- External Stakeholders Other
- Employees

If other, please specify [Click or tap here to enter text.](#)

2.7 Broadly speaking, how will these groups or individuals be affected? (you will be asked to provide more detail on the specific impacts on different protected characteristic groups later in the form) (max 250 words)

All customers and relevant employees will be affected by the new contract, we are intending to deliver a better more well designed service which will involve new technologies but will also remain accessible for all in much easier ways

2.8 If any part of the proposal is being undertaken by external partners, please specify how the Council will ensure that they will meet equality standards? (Max 250 words)

The delivery of the new contract will be by external contractor, they will meet or exceed our criteria for GDPR policy integrity and this will be reviewed at regular performance meeting throughout the contract duration.

Section 3: Evidence and Data

3.1 Describe any work you have done (this could include consultation) to understand any effects on groups of people, including those within [9 protected characteristic groups](#)? Please list any key sources (e.g. web-search, previous versions of document, customer feedback etc) that you used to reach your conclusions.

(Max 250 words)

The contract has been through a rigorous procurement process in line with the guidelines, all employed members of the evaluation team have been trained in values, diversity, and inclusion, there were also representatives from the customer base and members used within the evaluation panel, there are specific references within the tender document to safeguarding, inclusion and GDPR policies which must be in place and monitored throughout the contract term. [No major issues, changes or areas for concern were highlighted as a result of the consultation process. Overall there were no high levels of agreement for the proposed changes to the provider](#)

3.2 If you have not undertaken any consultation, please detail why not, or when consultation is planned to take place.

(Max 250)

Consultation has taken place between the resident representative groups, councillors who took part in the evaluation, there will be a S20 Leaseholder consultation during April 2022 and a further customer engagement session later in the year.

Section 4: Impact of proposal on those with protected characteristics

4.1 Please select all characteristics that may or will be impacted (positive or negative). When providing details of the impact please consider the following questions

- whether each impact is positive, neutral or negative
- whether it is a high, medium or low impact. (both the number of persons affected and the severity of the impact)
- you will be asked to set out actions to manage these impacts in the following question (4.2)

All - general to all protected Characteristics.

Details: The new contract will impact on all of our customers equally in a positive way as any changes to the service delivery will be of a positive nature. Any technology that is implemented will have secondary systems to mirror the existing way customers can interact with the service

Age

Details: Click or tap here to enter text.

Disability

Details: Click or tap here to enter text.



Gender reassignment

Details: [Click or tap here to enter text.](#)

Marriage and Civil Partnership

Details: [Click or tap here to enter text.](#)

Pregnancy and maternity

Details: [Click or tap here to enter text.](#)

Race

Details: [Click or tap here to enter text.](#)

Religion and belief

Details: [Click or tap here to enter text.](#)

Sex

Details: [Click or tap here to enter text.](#)

Sexual orientation

Details: [Click or tap here to enter text.](#)

Other (socio economic, rural isolation, covid)

Details [Rurality and socio-economic impacts on those who are unable to access technology such as sufficient broadband or due to economic restrictions. SCDC supports Cambridgeshire Online which seeks to provide products and support to those in the community in need of either tech hardware or support learning how to utilise devices and services such as the internet, software packages etc.](#)

None of the above

4.2 Considering the above impacts you have identified above, please detail any actions (specific or general) which may help to enhance or mitigate impacts.

Please include the timescale for completing the action.

Action and timescale	Officer
Technology used to interact with the contractor and or ourselves may be more advanced or different to the technology used by customers at present, where this is or	Eddie Spicer / Contractor

would have a negative impact alternative methods that reflect the way they communicate currently can be employed, this can be initiated if known during contract mobilisation as well as being monitored via the performance review process.	
Any communications will be available in multi formats, languages, large text, braille or via an interpretation service	Eddie Spicer / Contractor / Contract administrators
Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.

4.3 How will you monitor that the above actions have been completed and that this proposal, once implemented, is impacting fairly on everyone it affects? In answering this question, please include information about feedback you will seek and/or data you will collect and analyse, and how often you will do this

This will be an agenda item for discussion at monthly performance meetings, feedback from customer satisfactions, star surveys, complaints and general communications will be used to determine any effects on our customers

Section 5: Summary

5.1 Briefly summarise the key findings of the EqIA and any significant equality considerations that should be taken into account when deciding how to proceed with the proposal (this section can be included within the 'equality implications' section of any committee reports). (Max. 250 words)

There will be an affect on our customers overall as the delivery of the service will be changing but the overall outcome is intended to be a better experience for the customer and be all inclusive in the approach to providing that service to them

5.2 Confirm the recommendation of the officer completing the EqIA:

Proceed with the proposal (with any actions identified as required within Section 4 of the EqIA). Analysis demonstrates that the proposal is robust, we have taken all appropriate opportunities to advance equality and foster good relations between groups.

Reject the proposal: Analysis demonstrates that the proposal will cause unlawful discrimination and it must be removed or changed

Section 6: Sign Off

6.1 Signature of individual completing EqIA:



6.2 Date of completion:

02/03/2022

6.3 When will this proposal next be reviewed and who will this be? (when in doubt 3 years minimum)

This will form part of the annual review of the contract

6.4 Approving officer signature *, this should be your Head of Service, Service Area Manager, or Project Sponsor:



6.5 Date of approval:

02/03/2022



Please send the completed document to Equality.Schemes@scambs.gov.uk for publishing on the website.

**in the event that this EqIA is completed by Head of Service, then no additional approving signature is required.*