

EQUALITY IMPACT ASSESSMENT

Project Ref: EC003 – 05 One Contact Centre

What is the proposed budget saving? (Use same wording as Change Programme template)

This project will give the opportunity to undertake a full re-design of the way in which customers transact with the Council. It will allow for the management of customer contact more effectively, consistently and improve the customer journey. One of the main routes to this will be by establishing an omni channel contact centre.

Screening Process

Does the proposed saving involve or have consequences for the people the council serves or employs?

Yes No

If yes, proceed to Step 1 of the Full Equality Impact Assessment on page 2.

If No, please state why not.

If no, the budget saving is not relevant and no further action is required.

Impact Assessment Carried Out By: _____

Date: _____

Please forward to Catriona Ferrier (ferrierc@angus.gov.uk)

EQUALITY IMPACT ASSESSMENT FULL ASSESSMENT

Step 1

What data/research is available to assess the likely impact of the proposed saving?

Quantitative and qualitative data gathered as part of the review process including :-
data gathered from employee survey
data gathered from managers
data gathered from project group
financial information
data from telephone reporting system (TIGER)

Step 2

Is there any reason to believe the proposal could affect people differently due to their protected characteristic ie age; disability; gender; gender re-assignment; pregnancy/maternity; marriage and civil partnership; race; religion and belief; and sexual orientation? **NO**

Please **place a cross** in each box that applies, and give details alongside.

Age Digital channels may not be easily accessible to individuals elderly users who have little or no experience with computers. It is therefore important that the telephone channel is available to those who require additional assistance.

Disability Digital channels may not be easily accessible to individuals with disabilities who have little or no experience with computers. It is therefore important that the telephone channel is available to those who require additional assistance.

Gender _____

Gender Re-assignment _____

Pregnancy/maternity _____

Marriage and civil Partnership _____

Race _____

Religion and belief _____

Sexual orientation _____

Step 3

Is there evidence to suggest that any part of the proposed saving could unlawfully discriminate against people?

Yes No

If Yes, please give details.

Step 4

Can the proposed saving be seen to favour one section of the community?

Yes No

or deny opportunities to another?

Yes No

If Yes, please give details.

Step 5

Does the proposed saving advance equality?

Yes No

Or restrict equality?

Yes No

If Yes, please give details.

Step 6

Based on the work you have done, rate the level of impact for any of the equality groups of the proposed saving.

High Medium Low Unknown

However this will required to be carefully monitored to ensure that our customers and service users are able to access services to which they are entitled and that no-one sector of the community is disadvantaged by our digital transformation.

Step 7

If during **Steps 2 - 5** there has been an adverse impact identified, consider if any adverse impact can be justified.

Yes No

Please give details.

Impact Assessment Carried Out By: Claire Gherxi, Senior ACCESLine Co-ordinator

Date: 8 January 2018

Please forward to Catriona Ferrier (ferrierc@angus.gov.uk)