

# Equality Impact Assessment [version 2.9]



Title: People Major Systems - 20ST611	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input type="checkbox"/> Service <input checked="" type="checkbox"/> Other [please state] <i>Full Business Case</i>	<input type="checkbox"/> New <input type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: People	Lead Officer name: Sarah Evens
Service Area: All	Lead Officer role: Senior Project Manager

## Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

### 1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

The People Major Systems Project plans to reprocure the case management systems for children’s social care (currently LCS & EHM) adult social care (currently LAS) and education (currently EYES), all currently provided by Liquid Logic. The current contracts also include ContrOCC, a finance solution for adult social care which is integrated with Liquid Logic Adult System. There is currently no integrated finance solution for children social care, nor for education. The Full Business Case details the plan to direct award the contract to the current supplier, and the opportunity to include in the re-procurement a finance solution for children and education which integrates with LCS, EHM and EYES respectively. In addition, the Full Business Case includes the proposal to migrate the hosting arrangements for the adult social care major systems (LAS and ContrOCC) from the Bristol City Council Azure tenant to a private cloud hosted by Liquid Logic.

The Equality Impact of the option to continue with the current supplier for adults, children and education case management systems, to add an integrated financial system for children and education and migrate the hosting arrangements for adult systems to the supplier, are assessed in the following EqIA.

### 1.2 Who will the proposal have the potential to affect?

<input checked="" type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community
<input checked="" type="checkbox"/> Commissioned services	<input checked="" type="checkbox"/> City partners / Stakeholder organisations	
Additional comments:		

### 1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If ‘No’ explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

Yes  No

The case management systems and their associated integrated financial systems are used by many members of staff, members of partner agencies and members of the public. They store and process sensitive information about the most vulnerable citizens in Bristol.

## Step 2: What information do we have?

### 2.1 What data or evidence is there which tells us who is, or could be affected?

Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics: <https://www.bristol.gov.uk/people-communities/measuring-equalities-success>.

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data e.g. from national or local research, available data or previous consultations and engagement activities.

Outline whether there is any over or under representation of equality groups within relevant services - don't forget to benchmark to the local population where appropriate. Links to available data and reports are here [Data, statistics and intelligence \(sharepoint.com\)](#). See also: [Bristol Open Data \(Quality of Life, Census etc.\)](#); [Joint Strategic Needs Assessment \(JSNA\)](#); [Ward Statistical Profiles](#).

For workforce / management of change proposals you will need to look at the diversity of the affected teams using available evidence such as [HR Analytics: Power BI Reports \(sharepoint.com\)](#) which shows the diversity profile of council teams and service areas. Identify any over or under-representation compared with Bristol economically active citizens for different characteristics. Additional sources of useful workforce evidence include the [Employee Staff Survey Report](#) and [Stress Risk Assessment Form](#)

Data / Evidence Source [Include a reference where known]	Summary of what this tells us			
<a href="#">Workforce Diversity - Power BI</a>  Accessed on 22.02.22	There is no equality information collected on the users of the case management systems. However, the table below shows the number of disabled and older people within Adult Social Care (primary users of LAS and ContrOCC), Children and Families (primary users of LCS, EHM and new finance system) and Education services (primary users of EYES, EHM and new finance system). This gives an indication of the scale of any potential adverse effects on these groups.			
		Adult Social Care	Children and Families	Education
Employees over the age of 65yrs	4.6%	1.4%	5.8%	
Disabled Employees	Disabled	10.8%	7.9%	6.5%
	Not disabled	76.2%	71.4%	65.4%
	Prefer not to state	2.3%	2.2%	5.2%
	Unknown	10.7%	18.4%	22.9%
Ethnicity	Asian or Asian British	3.1%	1.9%	2.8%

		Black or Black British	7.6%	5.2%	5.7%
		Mixed	3.5%	4.1%	2.6%
		Other Ethnic Groups	0.8%	0.6%	0.2%
		White	79.9%	80.3%	70.4%
		Prefer not to state ethnicity	1.2%	0.9%	1.5%
		Unknown Ethnicity	3.8%	7.1%	16.9%
Gender		Female	79.9%	81.6%	79.7%
		Male	20%	18.3%	19.8%
		I use another term	0.1%	0	0.3%
		Prefer not to say	0	0.1%	0.2%
Religion or belief		Christian	26.9%	23.1%	24.8%
		Other religion of belief	7.2%	5.6%	6.9%
		No religion or belief	40%	47.9%	32.2%
		Prefer not to state religion	20.1%	14.6%	18.4%
		Unknown religion	5.7%	8.7%	17.7%
Sexual Orientation		LGB	5.7%	7.4%	4.3%
		Heterosexual	70.2%	70.5%	62.7%
		Prefer not to state	19.4%	15.2%	16.7%
		Unknown	4.7%	6.9%	16.4%
Trans		Yes	0	0.1%	0
		No	27.2%	33%	22%
		Prefer not to state	0.7%	0.5%	0.3%
		Unknown	72%	66.4%	77.6%
Marital Status		Civil Partnership	0.4%	0.1%	0.2%
		Declared Partnership	0.2%	0.2%	0.2%
		Divorced	1.1%	0.7%	0.5%
		Married	77%	11%	11.9%
		Partner	2.2%	4.5%	1.9%
		Single	7.5%	12%	5.9%
		Widowed	0.1%	0	0.2%
		Prefer not to state	1%	1.4%	0
	Unknown	77%	70%	79.3%	

There is a high percentage of employees were who would prefer not to say, and or their characteristic is unknown.

Report held by IT with numbers of users of the People Major Systems who use accessibility software	<b>Accessibility Software</b>	<b>LAS</b>	<b>ContrOCC</b>	<b>LCS</b>	<b>EYES</b>	<b>EHM</b>	<b>TOTAL</b>
	Claro Read Plus	5	0	3	4	3	15
	Dolphin Supernova	3	1	0	0	0	4
	Dragon Professional	25	2	30	25	30	112

Global Auto Correct	3	0	1	0	0	4
Inspiration	3	1	4	2	4	14
JAWS	0	0	1	0	0	1
Mind View	1	0	1	1	1	4
RSI Guard	0	0	0	0	0	0
Text Help Read & Write	12	0	7	4	6	29
<b>TOTAL Users</b>	<b>901</b>	<b>164</b>	<b>1585</b>	<b>1115</b>	<b>1293</b>	<b>5058</b>

*NOTE: Some users of accessibility software may use more than one system, so will count more than once in the total figure.*

**Additional comments:** Data on all groups is available in this report but it is considered that the only significant impact from a change to a case management system or the addition of a new financial system for children and education will be on older and disabled colleagues, or those who are on maternity leave during the implementation period.

## 2.2 Do you currently monitor relevant activity by the following protected characteristics?

- |  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> Age                            | <input checked="" type="checkbox"/> Disability          | <input checked="" type="checkbox"/> Gender Reassignment |
| <input checked="" type="checkbox"/> Marriage and Civil Partnership | <input checked="" type="checkbox"/> Pregnancy/Maternity | <input checked="" type="checkbox"/> Race                |
| <input checked="" type="checkbox"/> Religion or Belief             | <input checked="" type="checkbox"/> Sex                 | <input checked="" type="checkbox"/> Sexual Orientation  |

## 2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps, then state this clearly with a justification.

For workforce related proposals all relevant characteristics may not be included in HR diversity reporting (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require an action to address under-reporting.

### Workforce

Equality monitoring for non-BCC users of the People Major Case Management Systems. The Early Help Module (EHM) is accessed by users external to BCC, including health professionals and others. The school application portal in EYES is accessed by parents and carers when making school applications. The project team were unable to discover equality monitoring information for these users.

### Equality monitoring captured by the Case Management System

The current case management systems only allow for the capture of Male / Female categories for service users. Although Sex is legally recorded in the UK as either female or male, we recognise that gender expression is more wide ranging, and some service users self-identify will e.g., non-binary or gender fluid descriptors.

## 2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this had been of Bristol's diverse communities. See <https://www.bristol.gov.uk/people-communities/equalities-groups>.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to [Managing change or restructure \(sharepoint.com\)](#) for advice on consulting with employees etc. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups and trades unions as well as affected staff.

The Business Analyst assigned to the project has consulted with several disabled employees to gain an understanding where the current software works and does not work for their needs.

We have asked the Disabled Colleagues Network on two occasions to promote the project to affected employees, however this has not resulted in much feedback to date. We have found some disabled employees who use the relevant social care software via other routes and spoken to them.

## 2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation is required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend to undertake it, please set out your justification. You can ask the Equality and Inclusion Team for help in targeting particular groups.

If the Full Business Case is accepted, and the contract awarded to the incumbent supplier with the addition of a new finance system, then there will be the following avenues for continued engagement:

1. People Major Systems Help Desk available during working hours to provide support and liaise with the supplier with any immediate issues.
2. Bi-monthly user groups for users to report any concerns with the system, including accessibility issues
3. The implementation of the new finance system will need to include regular consultation with potential users of the system to ensure accessibility needs are met, and adequate training is provided by the supplier and BCC's internal People Major Systems support team.

## Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above, and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal. See detailed guidance documents for advice on identifying potential impacts etc. [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#)

### 3.1 Does the proposal have any potentially adverse impacts on people based on their protected or other relevant characteristics?

Consider sub-categories (different kinds of disability, ethnic background etc.) and how people with combined characteristics (e.g. young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the 'Action Plan' Section 4.2 below.

#### GENERAL COMMENTS (highlight any potential issues that might impact all or many groups)

Where there are benefits or disbenefits these are foreseen for the following groups:

- **Council personnel** – for older and/or disabled employees, which may affect how they access the case management software. In addition, those on maternity leave or other long term leave during the roll-out of the new finance system have the potential to be affected if they are not considered in the training plans for the roll out.
- **Service Users** whose data is stored on the case management system. All service users are vulnerable by nature of them needing a service provided by Adult Social Care, Children's Social Care, or Educational support. Data must be securely stored and appropriately accessed by relevant professionals.

The detailed solution in the Full Business Case is to remain with the incumbent supplier. Only council employees who use the relevant systems will be affected. This reduces the risk of the adverse impact on equalities groups increasing from the current position, as there would have been a risk that a new system may have been less accessible and the associated disruption of implementing a new system may have been more adversely felt by equality groups. There may be opportunity to positively impact for disabled employees if the contract re-procurement can improve accessibility within its current infrastructure.

Better management of the contract could mean more opportunities to provide better access for disabled employees and reduce down-time during working hours. Downtime during working hours creates stress and difficulties for all employees but with a particular impact disabled people. Generally, the current system works well with most access software used within the council and has additional facilities such as colour and light adjustment options which many employees benefit from. However, there are some improvements that could be made that would ensure access to the system for more employees. There is an opportunity to bring in a commitment from the supplier to make these improvements.

One employee has been identified and interviewed who is unable to access LAS without support, despite needing to access the system in their role due. This is due to the lack of compatibility with their specific accessibility software (Super Nova). Alongside this issue, the gap in the functionality to record more than just male/female gender expression will be discussed with the supplier as part of the procurement process.

**PROTECTED CHARACTERISTICS**

<b>Age: Young People</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	Bringing in a new system for children and education finance may adversely impact young services users
Mitigations:	Ensure the system is integrated smoothly
<b>Age: Older People</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Bringing in a new system for children and education finance may adversely impact older people who are not as familiar with digital solutions
Mitigations:	
<b>Disability</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Bringing in a new system for children and education finance may adversely impact disabled people if the system accessibility is inappropriate, or if bespoke training is not provided. We have identified a service user who is not able to use the system due to inaccessibility of software.
Mitigations:	This will form part of the specification notes/ discussions with the supplier
<b>Sex</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	The current case management system for recording equality data for service users fails to recognise that gender expression is wider ranging than male and female, and some service users self-identify with other terms e.g., non-binary or gender fluid descriptors. This needs to be addressed in re-procurement of a new contract, if the current supplier is to continue. Bristol City Council have recorded that more women use the system than men, we need to be mindful that women are not unduly disadvantaged by any changes to the system
Mitigations:	
<b>Sexual orientation</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	The current supplier system does not allow
Mitigations:	
<b>Pregnancy / Maternity</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Being on leave during the 'roll out' of the new system may result in adverse impact if this group are not considered in the training plan.
Mitigations:	
<b>Gender reassignment</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
<b>Race</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
<b>Religion or Belief</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
<b>Marriage &amp;</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

<b>civil partnership</b>	
Potential impacts:	The current supplier system does not allow
Mitigations:	
<b>OTHER RELEVANT CHARACTERISTICS</b>	
<b>Socio-Economic (deprivation)</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
<b>Carers</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	See analysis above
Mitigations:	
<b>Other groups</b> [Please add additional rows below to detail the impact for other relevant groups as appropriate e.g. Asylums and Refugees; Looked after Children / Care Leavers; Homelessness]	
Potential impacts:	See analysis above
Mitigations:	

### 3.2 Does the proposal create any benefits for people based on their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our Public Sector Equality Duty to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

See analysis in 3.1 – includes possible benefits.

## Step 4: Impact

### 4.1 How has the equality impact assessment informed or changed the proposal?

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This summary can be included in decision pathway reports etc.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary, and appropriate despite this.

#### Summary of significant negative impacts and how they can be mitigated or justified:

Potential negative impacts for people over 65, disabled users of the systems and pregnancy/maternity are mitigated through careful planning of the implementation process and in conversation with the supplier, particularly around accessibility and training plans.

#### Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:

Remaining with the incumbent supplier brings maximum opportunity for potential benefits in the future and removes risks associated with wholesale case management system change.

Installing a new solution for children and education finance should increase the Council's ability to monitor inequality in spend for equality groups.

Better data about service users would provide better clarity on service user needs and requirements



## 4.2 Action Plan

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group please specify this.

Improvement / action required	Responsible Officer	Timescale
Include need for improved accessibility in updated specification if remaining with the incumbent supplier.	Project Manager	Spring/Summer 2022
Consider equality impacts in implementation planning for the new system, including accessibility issues and training	Systems Support Manager	Spring/Summer 2022
Supplier to improve quality data monitoring to include all protected characteristics (this should be included in the spec)	Project Manager	Spring/Summer 2022

## 4.3 How will the impact of your proposal and actions be measured?

How will you know if you have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective your approach is still appropriate.

Disabled employees will be consulted after the implementation of the new contract to assess if any improvements have been achieved.

Disabled, older people and people who are pregnant/on maternity leave during and after the phases of the implementation project for the new finance system, to ensure their needs have been considered during planning.

## Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the Equality and Inclusion Team before requesting sign off from your Director<sup>1</sup>.

<b>Equality and Inclusion Team Review:</b> <b><i>Reviewed by Equality and Inclusion Team</i></b>	<b>Director Sign-Off:</b> Hugh Evans
Date: 23 February 2022	Date: 20.07.22

<sup>1</sup> Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.