

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, [including a video on how to fill out EqIAs](#), is available on Insite or you can contact the Policy and Performance Team.

Equality Impact Assessment Complete Form

Section 1: Identifying Details

- 1.1 Officer completing EqIA:
Jordan Hill
- 1.2 Team and Service:
Transformation – Service Review
- 1.3 Title of proposal:
Commercial Waste Back Office System
- 1.4 EqIA start date:
21/10/2024
- 1.5 Proposal implementation date:
01/06/2025
- 1.6 Who will be responsible for implementing this proposal (Officer and/or Team):
Service Review Team

Section 2: Proposal to be Assessed

- 2.1 Type of proposal:
Project
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)

The primary aim of the project is to acquire a system for the Commercial Waste team's daily operations. This will include customer account management, operational management of refuse collection vehicles, and data/documentation storage relevant to the service. Additionally, the procured software should include a customer facing portal for businesses to access their waste service data, including account information and refuse data.

We are tendering for a system, and will then begin a system implementation project once a contract is awarded.

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
- External Stakeholders
- Employees
- Councillors
- Other

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)



The purpose of this project is to provide a system that can help the Commercial Waste team achieve a standard way of working. This should improve their daily work experience as their team will be able to operate in a more standardised manner, and will help them to consolidate their service specific data into a single system where it is easily accessible to all users.

Service Users will have an improved experience of accessing their service related data, a service that is more and more often requested with businesses being required to report on their waste data to central government. This single interface should also allow them to make changes to their service without having to directly contact the office.

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)

We are looking to purchase an existing software from an external provider. The requirements document includes requirements that all site should be WGAC 2.2 compliant, additionally we ask that any interfaces should be intuitive. We also ask that the supplier provides us with details of their internal quality management standards and procedures.

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)

Click or tap here to enter text.



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

(Max 250)

We do not envisage that this change will disproportionately disadvantage any protected characteristics as the service customers are businesses. While some of these businesses are individual owner operated businesses, we are also not removing the existing methods of contacting the Commercial Waste team (i.e. telephone/email), so for users that would struggle to use an online portal, alternative methods will still be available.

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

Age

Details: [Neutral, Low Impact](#)

There is the potential that older business owners, who may not have the requisite skills to access the self-service portal, may be disadvantaged from this change. However, the existing access to the back office staff via email and telephone are not being removed, therefore these customer can continue to access their services as they have previously.



Disability

Details: Neutral, Low Impact.

We are requiring that any system we procure is WGAC 2.2 compliant and that they maintain compliance with any updates going forward to ensure users are not disadvantaged. As this is a requirement of the system under procurement, we would expect the supplier to maintain compliance with any future updates to WGAC guidance and update any customer facing aspects of the system. We will undertake regular meetings with the supplier as part of contract management, and will periodically review the suitability of the system so this can be added to the agenda for those meetings.

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.](#)

None of the above

4.2 Other characteristics

Some characteristics are not yet protected in law, but the Council has made declarations it will consider them in policy making.

Digital inclusion [\(what is this?\)](#)

Details: Neutral, Low Impact

Given the population of customers that exist for the trade service and that a majority of these customers are operating from business premises, most will have reasonable access to internet services that will allow them to load modern websites. For individuals where this is not the case, the telephone service in the office is not being removed, and they will still have access to the account manager to make changes for them.

Care experience [\(what is this?\)](#)

Details: Click or tap here to enter text.

Rurality

Details Click or tap here to enter text.

Socio-economic

Details Click or tap here to enter text.

4.3 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
Include WGAC 2.2 compliance in the requirements document to reduce impact on users who are visually impaired or require screen readers. This action is complete.	Jordan Hill
As part of this project, we will not be removing the existing methods of contacting the Commercial Waste team (i.e. email, telephone), this should reduce the impact on users who struggle to use IT, or who live in areas of poor internet connectivity. This action has been completed.	Service Review Team
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.

4.4 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

The requirements for the proposed system include ongoing compliance with WCAG we also require that the supplier sends us a copy of their quality practices. We would expect these requirements to be fulfilled for the duration of the contact. Given the likely low impact of this project, we would expect to deal with any concerns raised by customers on an case by case basis where those concerns are raised by customers, and put in place adjustments for customers affected.

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)

Based on the consideration take to complete this document, there does not seem to be any disproportionate disadvantage to any protected characteristics from this project. There may be a minor disadvantage to individuals with poor access to IT systems. However, we are not intending to remove the existing methods of communication with the back office (i.e. telephone and email) therefore this will mitigate any disadvantage for that group.

We do expect to see reduced email/telephone traffic as more customers use the self service options, potentially making more time available for customers that cannot access the self service system.



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:

Jordan Hill

6.2 Date of completion:

21/10/2024

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

21/10/2027

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

Cat Quy

6.5 Date of approval:

22/10/2024

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.*