




1. Somerset Equality Impact Assessment

2. Before completing this EIA please ensure you have read the EIA guidance notes – available from your Equality Officer or www.somerset.gov.uk/impactassessment

3. Organisation prepared for (mark as appropriate)	 4. Somerset Council	5. X	 6. NHS Somerset	7.	 8. NHS Somerset NHS Foundation Trust	9.
10. Version	1	11. Date Completed		12. May 2024		
13. Description of what is being impact assessed						
<p>Consolidating 4 Revenues and Benefits systems into one. To consolidate the four existing contracts to just have the one contract and system. To also consolidate existing as is work processes and procedures into a to be state that all staff can follow when using the new system.</p> <p>At the moment, some customers can access their accounts online. During this change there will also be a new online customer access portal. This will enable customers to view their account and make amendments online. We have the ability to change the look and feel of the forms to make minimal impact on customers. Future monitoring of customer access and impacts will need to be carried out i.e. does the level of internet transactions go up or down? Does the level of customer interactions with the contact centre go up or down?</p> <p>Those that have already signed up for online billing will have to do this again to re-register on the new system.</p> <p>All staff in the Revs and Bens teams will need to learn how to work with the new system. One of the legacy District Council's already use the system chosen but there will be elements that will change and therefore so will the way they work.</p>						

14. Evidence

What data/information have you used to assess how this policy/service might impact on protected groups? Sources such as the [Office of National Statistics](#), [Somerset Intelligence Partnership](#), [Somerset's Joint Strategic Needs Analysis \(JSNA\)](#), Staff and/ or [area profiles](#), should be detailed here

We have consulted with multiple application providers to see what functionality was available to us. We have also spoken to other Council's using the providers that we were considering gaining their views, opinions and usability. Through the tendering process we have asked questions of the providers regarding their impact. This specifically includes accessibility. As this system is browser based any accessibility needs that are already in place will be carried forward when using the new system.

Who have you consulted with to assess possible impact on protected groups and what have they told you? If you have not consulted other people, please explain why?

We have had several consultations with staff to discuss impacts on customers and the impacts on the staff themselves. During the process and procedure redesign we will delve into these impacts in more detail and will be recording them on a change impact assessment. We will also be looking at ways to mitigate any impacts.

15. Analysis of impact on protected groups

16. The Public Sector Equality Duty requires us to eliminate discrimination, advance equality of opportunity and foster good relations with protected groups. Consider how this policy/service will achieve these aims. In the table below, using the evidence outlined above and your own understanding, detail what considerations and potential impacts against each of the three aims of the Public Sector Equality Duty. Based on this information, make an assessment of the likely outcome, before you have implemented any mitigation.

Protected group

Summary of impact

**Negative
outcome**

**Neutral
outcome**

**Positive
outcome**

Age	<ul style="list-style-type: none"> The direction of travel will be to use digital access. An assumption could be made that the older generation would not prefer this way. There is also the option to use the contact centre to ask questions, make amendments and receive updates. We are not taking this facility away so there should not be any negative impacts. 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<ul style="list-style-type: none"> The new system is browser based so any accessibility settings will still remain. 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<ul style="list-style-type: none"> Having considered the available evidence there is likely to be no impact on this characteristic. 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage and civil partnership	<ul style="list-style-type: none"> Having considered the available evidence there is likely to be no impact on this characteristic. 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<ul style="list-style-type: none"> Having considered the available evidence there is likely to be no impact on this characteristic. Any colleagues on maternity/parental leave that may not be in work for the go-live or system training, will be communicated with and trained upon their return to work 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race and ethnicity	<ul style="list-style-type: none"> Having considered the available evidence there is likely to be no impact on this characteristic. 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Religion or belief	<ul style="list-style-type: none"> Having considered the available evidence there is likely to be no impact on this characteristic. 	□	⊗	□
Sex	<ul style="list-style-type: none"> Having considered the available evidence there is likely to be no impact on this characteristic. 	□	⊗	□
Sexual orientation	<ul style="list-style-type: none"> Having considered the available evidence there is likely to be no impact on this characteristic. 	□	⊗	□
Armed Forces (including serving personnel, families and veterans)	<ul style="list-style-type: none"> Having considered the available evidence there is likely to be no impact on this characteristic. 	□	⊗	□
Other, e.g. carers, low income, rurality/isolation, etc.	<ul style="list-style-type: none"> Having considered the available evidence there is likely to be no impact on this characteristic. 	□	⊗	□

Negative outcomes action plan

Where you have ascertained that there will potentially be negative outcomes, you are required to mitigate the impact of these. Please detail below the actions that you intend to take.

Action taken/to be taken	Date	Person responsible	How will it be monitored?	Action complete
Any colleagues on maternity/parental leave that may not be in work for the go-live or system training, will be	30/08/2024	Abbie Sweeting Emma Hockey		□

<p>communicated with and trained upon their return to work. Project Team to identify any staff that may be in this group and adjust training and comms plans.</p>				
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If negative impacts remain, please provide an explanation below.

Completed by:	Emma Hockey
Date	May 2024
Signed off by:	
Date	
Equality Lead sign off name:	
Equality Lead sign off date:	
To be reviewed by: (officer name)	
Review date:	