

# Equality Analysis Form

Delivering for Croydon

**CROYDON**  
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## 1. Introduction

### 1.1 Purpose of Equality Analysis

The council has an important role in creating a fair society through the services we provide, the people we employ and the money we spend. Equality is integral to everything the council does. We are committed to making Croydon a stronger, fairer borough where no community or individual is held back.

Undertaking an Equality Analysis helps to determine whether a proposed change will have a positive, negative, or no impact on groups that share a protected characteristic. Conclusions drawn from Equality Analyses helps us to better understand the needs of all our communities, enable us to target services and budgets more effectively and also helps us to comply with the Equality Act 2010.

An equality analysis must be completed as early as possible during the planning stages of any proposed change to ensure information gained from the process is incorporated in any decisions made.

In practice, the term '**proposed change**' broadly covers the following:-

- Policies, strategies and plans;
- Projects and programmes;
- Commissioning (including re-commissioning and de-commissioning);
- Service review;
- Budget allocation/analysis;
- Staff restructures (including outsourcing);
- Business transformation programmes;
- Organisational change programmes;
- Processes (for example thresholds, eligibility, entitlements, and access criteria).

## 2. Proposed change

<b>Directorate</b>	<b>Croydon Digital Service</b>
<b>Title of proposed change</b>	<b>Core Re-Procurement of End User Services</b>
<b>Name of Officer carrying out Equality Analysis</b>	<b>Bernie Harrison</b>

## 2.1 Purpose of proposed change (see 1.1 above for examples of proposed changes)

The End User Services contract is due to end in March 2024. Therefore, the tender process needs to commence. The contract consists of the services detailed below and is currently outsourced to a single supplier. The service is used by council staff.

- Service Desk.
- Deskside Support.
- End User Device Management.
- Technical Support (i.e., Active Directory, Citrix, Application Layer services for line of business application).
- Service Integration and Management (SIAM)

It is not anticipated that the procurement of a new supplier will have a detrimental impact on any of the groups that share protected characteristics, as there are no changes to current Council policies, procedures or technology planned. This procurement is to ensure a continuation of services and support to the End User support services.

## 3. Impact of the proposed change

**Important Note:** It is necessary to determine how each of the protected groups could be impacted by the proposed change. Who benefits and how (and who, therefore doesn't and why?) Summarise any positive impacts or benefits, any negative impacts and any neutral impacts and the evidence you have taken into account to reach this conclusion. Be aware that there may be positive, negative and neutral impacts within each characteristic.

Where an impact is unknown, state so. If there is insufficient information or evidence to reach a decision you will need to gather appropriate quantitative and qualitative information from a range of sources e.g. Croydon Observatory a useful source of information such as Borough Strategies and Plans, Borough and Ward Profiles, Joint Strategic Health Needs Assessments <http://www.croydonobservatory.org/> Other sources include performance monitoring reports, complaints, survey data, audit reports, inspection reports, national research and feedback gained through engagement with service users, voluntary and community organisations and contractors.

### 3.1 Deciding whether the potential impact is positive or negative

#### Table 1 – Positive/Negative impact

For each protected characteristic group show whether the impact of the proposed change on service users and/or staff is positive or negative by briefly outlining the nature of the impact in the appropriate column. . If it is decided that analysis is not relevant to some groups, this should be recorded and explained. In all circumstances you should list the source of the evidence used to make this judgment where possible.

Protected characteristic group(s)	Positive impact	Negative impact	Source of evidence																																																						
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<p>Disability</p>	<p>The procurement is not expected to have a more positive impact on this group compared to other groups</p> <p>Disabled users will have continuity of service provision in respect of current reasonable adjustments.</p>	<p>No negative impacts identified</p>	<p>There are no changes to any services provided to staff. The only change may be the phone number for the service desk. It's just the supplier providing the service that will change. The Councils source data is below.</p> <table border="1" data-bbox="913 233 2078 592"> <thead> <tr> <th rowspan="2">Disability</th> <th colspan="2">Workforce</th> <th colspan="2">As of 31/03/23</th> </tr> <tr> <th>Unit</th> <th>Percentage</th> <th>Unit</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Not disabled</td> <td>2,448</td> <td>67.96%</td> <td>2,184</td> <td>68.66%</td> </tr> <tr> <td>Prefer not to say</td> <td>52</td> <td>1.44%</td> <td>45</td> <td>1.41%</td> </tr> <tr> <td>Disabled</td> <td>286</td> <td>7.94%</td> <td>258</td> <td>8.11%</td> </tr> <tr> <td>Not specified/Unknown</td> <td>816</td> <td>22.65%</td> <td>694</td> <td>21.82%</td> </tr> <tr> <td><b>Grand Total</b></td> <td><b>3,602</b></td> <td><b>100.00%</b></td> <td><b>3,181</b></td> <td><b>100.00%</b></td> </tr> </tbody> </table>	Disability	Workforce		As of 31/03/23		Unit	Percentage	Unit	Percentage	Not disabled	2,448	67.96%	2,184	68.66%	Prefer not to say	52	1.44%	45	1.41%	Disabled	286	7.94%	258	8.11%	Not specified/Unknown	816	22.65%	694	21.82%	<b>Grand Total</b>	<b>3,602</b>	<b>100.00%</b>	<b>3,181</b>	<b>100.00%</b>
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**The positive impact of the new contract is that it will support the council's ICT priorities and will allow Croydon Council to deliver a more efficient ICT service for users. This will in turn offer an improved performance to residents of the borough.**

**If the council does not have End User support services in place it means the Council cannot meet core business needs. The failure to have these services in place will have a negative impact on residents and staff, because all staff across the council are dependent on support services to be able to do their jobs thereby affecting the provision to residents.**

**Important note:** You must act to eliminate any potential negative impact which, if it occurred would breach the Equality Act 2010. In some situations this could mean abandoning your proposed change as you may not be able to take action to mitigate all negative impacts.



When you act to reduce any negative impact or maximise any positive impact, you must ensure that this does not create a negative impact on service users and/or staff belonging to groups that share protected characteristics. **Please use table 4 to record actions that will be taken to remove or minimise any potential negative impact**

### 3.2 Additional information needed to determine impact of proposed change

**Table 2 – Additional information needed to determine impact of proposed change**

If you need to undertake further research and data gathering to help determine the likely impact of the proposed change, outline the information needed in this table. Please use the table below to describe any consultation with stakeholders and summarise how it has influenced the proposed change. Please attach evidence or provide link to appropriate data or reports:

Additional information needed and or Consultation Findings	Information source	Date for completion
NA		

For guidance and support with consultation and engagement visit <https://intranet.croydon.gov.uk/working-croydon/communications/consultation-and-engagement/starting-engagement-or-consultation>

### 3.3 Impact scores

Example

If we are going to reduce parking provision in a particular location, officers will need to assess the equality impact as follows;

1. Determine the Likelihood of impact. You can do this by using the key in table 5 as a guide, for the purpose of this example, the likelihood of impact score is 2 (likely to impact)
2. Determine the Severity of impact. You can do this by using the key in table 5 as a guide, for the purpose of this example, the Severity of impact score is also 2 (likely to impact )
3. Calculate the equality impact score using table 4 below and the formula **Likelihood x Severity** and record it in table 5, for the purpose of this example - **Likelihood (2) x Severity (2) = 4**

**Table 4 – Equality Impact Score**

<b>Severity of Impact</b>	3	3	6	9
	2	2	4	6
	1	1	2	3
		1	2	3

	<b>Likelihood of Impact</b>
--	-----------------------------

**Key**

<b>Risk Index</b>	<b>Risk Magnitude</b>
6 – 9	High
3 – 5	Medium
1 – 3	Low

**Table 3 – Impact scores**

<b>Column 1</b>  <b>PROTECTED GROUP</b>	<b>Column 2</b>  <b>LIKELIHOOD OF IMPACT SCORE</b>  Use the key below to <b>score</b> the <b>likelihood</b> of the proposed change impacting each of the protected groups, by inserting either 1, 2, or 3 against each protected group.  <b>1 = Unlikely to impact</b> <b>2 = Likely to impact</b> <b>3 = Certain to impact</b>	<b>Column 3</b>  <b>SEVERITY OF IMPACT SCORE</b>  Use the key below to <b>score</b> the <b>severity</b> of impact of the proposed change on each of the protected groups, by inserting either 1, 2, or 3 against each protected group.  <b>1 = Unlikely to impact</b> <b>2 = Likely to impact</b> <b>3 = Certain to impact</b>	<b>Column 4</b>  <b>EQUALITY IMPACT SCORE</b>  Calculate the <b>equality impact score</b> for each protected group by multiplying scores in column 2 by scores in column 3. Enter the results below against each protected group.  <b>Equality impact score = likelihood of impact score x severity of impact score.</b>
Age	3	1	3
Disability	3	1	3
Gender	3	1	3
Gender reassignment	3	1	3
Marriage / Civil Partnership	3	1	3
Race	3	1	3
Religion or belief	3	1	3
Sexual Orientation	3	1	3
Pregnancy or Maternity	2	1	2

## Equality Analysis

### 4. Statutory duties

#### 4.1 Public Sector Duties

Tick the relevant box(es) to indicate whether the proposed change will adversely impact the Council's ability to meet any of the Public Sector Duties in the Equality Act 2010 set out below.

Advancing equality of opportunity between people who belong to protected groups

Eliminating unlawful discrimination, harassment and victimisation

Fostering good relations between people who belong to protected characteristic groups

**Important note:** If the proposed change adversely impacts the Council's ability to meet any of the Public Sector Duties set out above, mitigating actions must be outlined in the Action Plan in section 5 below.

### 5. Action Plan to mitigate negative impacts of proposed change

**Important note:** Describe what alternatives have been considered and/or what actions will be taken to remove or minimise any potential negative impact identified in Table 1. Attach evidence or provide link to appropriate data, reports, etc:

**Table 4 – Action Plan to mitigate negative impacts**

Complete this table to show any negative impacts identified for service users and/or staff from protected groups, and planned actions mitigate them.				
Protected characteristic	Negative impact	Mitigating action(s)	Action owner	Date for completion
Disability	None identified			
Race	None identified			
Sex (gender)	None identified			
Gender reassignment	None identified			
Sexual orientation	None identified			
Age	None identified			

## Equality Analysis

Religion or belief	None identified			
Pregnancy or maternity	None identified			
Marriage/civil partnership	None identified			

### 6. Decision on the proposed change

Based on the information outlined in this Equality Analysis enter <b>X</b> in column 3 ( <b>Conclusion</b> ) alongside the relevant statement to show your conclusion.		
Decision	Definition	Conclusion - Mark 'X' below
No major change	<p>Our analysis demonstrates that the policy is robust. The evidence shows no potential for discrimination and we have taken all opportunities to advance equality and foster good relations, subject to continuing monitoring and review. <b>If you reach this conclusion, state your reasons and briefly outline the evidence used to support your decision.</b></p> <p><b>This conclusion is based on the fact that there will be no changes to the service from the staff's point of view other than the telephone number of the service desk changing. The only change will be the supplier providing the service.</b></p>	<b>X</b>
Adjust the proposed change	<p>We will take steps to lessen the impact of the proposed change should it adversely impact the Council's ability to meet any of the Public Sector Duties set out under section 4 above, remove barriers or better promote equality. We are going to take action to ensure these opportunities are realised. <b>If you reach this conclusion, you must outline the actions you will take in Action Plan in section 5 of the Equality Analysis form</b></p>	
Continue the proposed change	<p>We will adopt or continue with the change, despite potential for adverse impact or opportunities to lessen the impact of discrimination, harassment or victimisation and better advance equality and foster good relations between groups through the change. However, we are not planning to implement them as we are satisfied that our project will not lead to unlawful discrimination and there are justifiable reasons to continue as planned. <b>If you reach this conclusion, you should clearly set out the justifications for doing this and it must be in line with the duty to have due regard and how you reached this decision.</b></p>	
Stop or amend the	<p>Our change would have adverse effects on one or more protected groups that are not justified and cannot be mitigated. Our proposed change must be stopped or amended.</p>	

## Equality Analysis

proposed change		
Will this decision be considered at a scheduled meeting? e.g. Contracts and Commissioning Board (CCB) / Cabinet	Meeting title: Contracts and Commissioning Board (CCB)	Date:

### 7. Sign-Off

Officers that must approve this decision	
Equalities Lead	<p><b>Name: Denise McCausland</b></p> <p><b>Date: 22/05/2023</b></p> <p><b>Position: Equality Programme Manager</b></p>
Director	<p><b>Name: Paul Golland</b></p> <p><b>Date:</b></p> <p><b>Position: Chief Digital Officer</b></p>