

# 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](mailto: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:  
Jodie Insley
- 1.2 Team and Service:  
Transformation
- 1.3 Title of proposal:  
South Cambs Connected Phase 2 (SCC2)
- 1.4 EqIA start date:  
08/01/2024
- 1.5 Proposal implementation date:  
08/01/2024
- 1.6 Who will be responsible for implementing this proposal (Officer and/or Team):  
South Cambs Connected 2 Project Team overseen by Head of  
Transformation

## 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 **South Cambs Connected Phase 2 (SCC2)** project is to enhance the efficiency and effectiveness of the Environmental Health & Licensing services by leveraging digital technology. This involves expanding the functionality of the Tascomi system to improve customer engagement, streamline processes, and reduce manual work.

### **Objectives to Accomplish These Aims -**

#### **Expand Customer Engagement:**

- Implement a channel shift strategy (60/30/10) and adopt a Digital by Default approach to service delivery through the customer portal.
- Focus on digitising and integrating a prioritised list of eForms into the Tascomi system.

#### **Enable Self-Service:**

- Ensure customers can self-serve at any time by making services visible and accessible on the website and portal 24/7.

#### **Provide Automatic Updates:**

- Automatically update customers on the progress of their applications or requests to reduce avoidable contact with Shared Waste & Environment teams and Customer Service Centre staff.

#### **Support Customer Service Staff:**

- Provide Customer Service Centre staff with access to Licensing/Environmental Health data from Tascomi to reduce avoidable contact and potentially save on Tascomi licenses.

#### **Ensure System Integration:**

- Ensure the Tascomi system interfaces successfully with required IEG4 tools for the prioritised list of forms.
- Integrate with Finance systems to automate payments from the prioritised list of forms.

#### **Improve Data Quality:**

- Ensure that questions on forms are clear and understandable to customers, which will help in continually improving the service.

**Realise Time and Cost Efficiencies:**

- Review business processes to reduce time spent on manual processing, thereby realising time and cost efficiencies.

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
- Councillors
- External Stakeholders
- Other
- Employees

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 **South Cambs Connected Phase 2 (SCC2)** project will positively impact various groups by enhancing accessibility with 24/7 digital services, providing real-time updates, and improving service quality for customers. Customer Service Centre staff will benefit from increased efficiency and enhanced skills through training.



Environmental Health & Licensing teams will experience streamlined processes and improved data quality. The Council will achieve cost savings and strategic alignment, while the general public will enjoy increased transparency and overall improved public services.

- 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)

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

### **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)

Survey from customers in 2019 resulted in the majority of respondents saying that they would use a customer portal and the enhanced forms that would be available in it. We consulted with IEG4 to ensure the products are accessible, only collect relevant data and are utilised on a variety of platforms. The form text can be reduced or enlarged, language changed and can be used with a screen reader. SCC2 specifically is to support the Tascomi project: creating automated eForms that reduce the manual processing required in the back office, getting accurate data from the outset which in turn speeds up the application for the customer. Our policy with designing eForms is to only collect data that is required. We work with the services to understand what information is needed as a minimum and we take that via the automated eForms. We do not ask for information related to protected characteristics, unless this is specified from the business process. An example of that might

be "setting up a benefit claim", we would need to capture date of birth and marital status to be able to assess the claim.

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

(Max 250)

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

## 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: **Positive Impacts:** Enhanced accessibility for users with disabilities, convenience for younger users and expectant/new mothers. **Negative Impacts:** Potential digital exclusion for older users.

Age

Details: **Impact: Positive:** Younger users may find digital services more convenient and accessible. **Negative:** Older users may face challenges with digital exclusion. Whilst this could potentially be classed as a negative impact, the continued availability of telephone-based customer service (through our Customer Contact Centre) for those who need this, and to help provide support less confident users to submit engage with services digitally, will help mitigate any negative impacts.

Disability

Details: **Impact:** Positive **Details:** Improved accessibility through digital forms, accessible on a large variety of browsers and devices and languages. Designed to be compatible with assistive technologies. We are also designing forms now with customers in mind ensuring questions are set out logically and only required questions are gathered.

Gender reassignment

Details: **Positive Impacts:** Inclusive and gender-neutral language in all communications and also free text fields on forms. Free text fields offer flexibility and capture detailed information, enhancing user experience and data richness. Non-mandatory fields reduce form completion barriers, improve data quality, and respect user comfort.

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: Some risk of exclusion from some digital forms of communication if they do not have access to a reliable internet connection. The forms can be accessed through other facilities eg library internet access. Eligible customers are offered telephone support or face-to-face support by one of our contact centre advisors.

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

Details: Click or tap here to enter text.

Rurality

Details There may be a positive impact in relation to those who may suffer from rural isolation and difficulty travelling to access services within the district, with an increased ability to access services remotely. Conversely, those living in particularly rural areas may be at risk of exclusion from some digital forms of communication if they do not have access to a reliable internet connection. The forms can be accessed through other facilities eg library internet access or indeed travel to South Cambridgeshire Hall. Eligible customers are offered telephone support or face-to-face support by one of our contact centre advisors.

Socio-economic

Details This may also be the case in relation to lower socio-economic groups, who may not be able to afford devices or internet connection, or indeed travel to South Cambridgeshire Hall. We have set up assisted digital service support to ensure that nobody is excluded from completing an online application or e-form because of their digital skills or access to a computer. Eligible customers are offered telephone support or face-to-face support by one of our contact centre advisors.

The **local library** or **parish council hub** can also help you to access online services.



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
Provide comprehensive training for both staff and users to ensure smooth transition and effective use of digital services. Throughout the various processes.	Project Team
Inform users about new services, support options, and alternative access methods. Throughout the various processes	Project Team
Introduction of performance indicators monitoring the proportion of calls to the contact centre that involve some form of digital assistance. This will demonstrate a commitment to assisting those who may require more support in accessing self-service channels online. Throughout the various processes	Project Team

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

Monitor, training, handover, comms plan (internal, external) digital assistance has been added into the wrap codes and is monitored.

## 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)

Broadly speaking this project has the opportunity to provide a number of positive impacts to those with and without protected characteristics. While we aim to increase the proportion of automated and digital transaction as an organisation, it is also recognised that for some groups, more traditional methods of communication may be more difficult to transition away from. Impacts on these groups will be mitigated through promotion and delivery of support that is available through channels such as our Customer Contact Centre

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:

Jodie Insley

6.2 Date of completion:

23/12/2024

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

11/11/2027

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

J Membery

6.5 Date of approval:



16/01/2025

Please send the completed document to [Equality.Schemes@scambs.gov.uk](mailto: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.*