# Enfield Council – Retrospective Equality Impact Assessment / Analysis

<table>
<thead>
<tr>
<th>Department:</th>
<th>FRCS</th>
<th>Service:</th>
<th>Corporate IT &amp; Enfield 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author:</td>
<td>Stephen Addison</td>
<td>Date completed:</td>
<td>24.5.2016</td>
</tr>
<tr>
<td>Contact name:</td>
<td>Stephen Addison</td>
<td>Contact phone number:</td>
<td>020 8379 4097</td>
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</tbody>
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## About the service

1. **Brief description of the service covered by this assessment.**
   
   Delivery of ICT Services to Council departments, Staff and Councillors.
   
   Delivery of the Enfield 2017 programme

2. **Please list the main partners, council departments, organisations and service user or target groups for this service.**

   - IT outsource Provider – Serco (until 30 June 16).
   - All departments and all staff.
   - Pythagorus & PWC & Ernest & Young

3. **If the service is provided by another organisation or agency please give their names and how you ensure they comply with the Council’s Equal Opportunities and Valuing Diversity policy**

   Service provided by LBE staff and contracted service providers (circa. 250 app vendors).
   
   Appropriate contract conditions will be included in the business requirements for strategic suppliers only.

4. **Please list any performance objectives / targets relating to equality that your service has / uses.**

   If as a result of this assessment you are going to introduce new targets, please detail these in your action plan at the end of this form

   N/A
Equalities data collection and monitoring

5. Does your service collect data from service users /applicants for equalities monitoring purposes? **NO**
   If YES please detail below how and when this data is collected and where it is stored e.g. *equalities data is collected at application stage and entered into the SAP database.*

6. Does your service carry out equalities monitoring to review the take up / accessibility of your service? **NO**
   If YES please detail which aspects of your service are monitored and how frequently, then proceed to Q8. If NO please complete Q7.

7. If your service does **NOT** monitor equalities, please detail how you comply with the Council’s Equal Opportunities and Valuing Diversity policy and how you achieve the council’s aim of Fairness for all’ - serving the whole borough fairly and tackle inequality

   Service provided to all staff, the business / user needs of customers are assessed at the requirements gathering stage.
   The IT Service is provided to ensure that all staff are effectively supported to deliver the business objectives of the Council.
   Focus groups for digital delivery / customer feedback are used to shape future service delivery.

8. Monitoring information:
   Indicate YES, NO or NA (Not Applicable) for each characteristic

   N/A – no information gathered to profile service users.
   Enfield 2017 - Each of the new service delivery areas are responsible for gathering the needs of their respective service users.

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Disability</th>
<th>Gender</th>
<th>Age</th>
<th>Race</th>
<th>Religion &amp; Belief</th>
<th>Sexual Orientation</th>
<th>Gender reassignment</th>
<th>Pregnancy &amp; Maternity</th>
<th>Marriage &amp; Civil Partnerships</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does monitoring enable you to <strong>profile</strong> service users / applicants by the following characteristics?*</td>
<td>NA</td>
<td></td>
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<tr>
<td>Does monitoring enable you to profile the <strong>satisfaction</strong> of service users by the following characteristics?*</td>
<td>NA</td>
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<tr>
<td>Does a comparison against baseline demographic data show that service users are representative of the local population in relation to the following characteristics?</td>
<td>NA</td>
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</table>
Does monitoring show that there are any under-represented groups within the following characteristics?

**IF YES PLEASE LIST THE ACTIONS YOU ARE TAKING/WILL TAKE TO ADDRESS UNDER-REPRESENTATION OF PROTECTED GROUPS IN THE ACTION PLAN AT THE END OF THIS ASSESSMENT.**

* If you do not include all protected characteristics in your equalities monitoring please explain why below:

### Equalities impact

**9. Protected characteristics equalities impact:**

Please indicate **YES, NO** or **NA** (Not Applicable) for each characteristic

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<td>IT N/A – no information gathered to profile service users</td>
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Do satisfaction levels identify any concerns arising from vulnerable groups within the following characteristics?

Does your evidence show an adverse impact on any group/s within the following characteristics?

Are there known or potential barriers to participation for any group/s within the following characteristics?

**IF YES PLEASE LIST THE ACTIONS YOU ARE TAKING/WILL TAKE TO MITIGATE ADVERSE IMPACTS / BARRIERS / CONCERNS IN THE ACTION PLAN AT THE END OF THIS ASSESSMENT.**

**10. Could the service or policy discriminate, directly or indirectly, according to the accompanying definitions?**

**YES / NO**

If **YES**, please set out how it is justifiable under legislation in the box below.

ICT - No – incident management undertaken via an on-line portal or over the telephone / Service to be provided based on business or customer requirements.

Enfield 2017 - No – This is partnership working led by senior managers in the Council and the programme sponsor is responsible to ensure governance and appropriate compliance.
11. Could the service or policy have an adverse impact on relations between different groups / community cohesion? 
   If YES, describe below and add any actions to mitigate this impact in your action plan.

ICT - No
   Enfield 2017 is responsible for implementing agreed corporate decisions / strategic direction for the future management of Council services.

12. Have you received any complaints about your service in respect of equality issues?   NO
   If YES, please give a brief description and what action has been taken as a result.

13. How does the service contribute to eliminating discrimination, advancing equality of opportunity and fostering good relations between different groups in the community?

N/A

14. Please give specific examples of success / best practice your service can evidence in terms of ‘narrowing’ the gap through improved outcomes / reduced inequality for service users

N/A

15. Does your service or policy provide financial support for the protected groups?   NO
   If YES, please list below and the value of the financial support.

16. Socio-economic equalities impact:
   Indicate YES, NO or NA (Not Applicable) for each characteristic

   No

Does the service or policy specifically impact on people / communities disadvantaged through the following socio-economic factors?
17. If YES answered above – please describe the impact (including any positive impact on social economic inequality) and any mitigation if applicable.

Consultation and engagement

18. Please list any recent consultation activity on your service, any specific equalities groups that were targeted, how the results have been publicised and what action has been taken in response to the results. (Please state the source of data)
   (If more information is needed to understand the views of disadvantaged groups please add this to your action plan)

   ICT - Staff survey, we do not gather any data on user status ethnicity etc.
   Enfield 2017 - Each programme will determine if it is appropriate to gather such information and this will feed through into future service plans.

Staff training and development

19. Please set out below the staff training undertaken on equalities.
    If there is a need for additional staff training please detail this in your action plan.

   Evidence of staff training:
   ICT - No training to date - the service will consider if this needs to be introduced following the Serco insourcing.
   Enfield 2017 - The range of courses offered corporately is considered for all staff to meet the needs of the service as part of the PAR process.

   Outcomes from such training:
   N/A

Review and publicity

20. Please set out in your action plan when you will review this assessment and how it will be publicised
    (Note: all EQIAs sent to the Performance Management Team are published on the Council’s website)
Enfield Council – Retrospective Equality Impact Assessment / Analysis

Action plan template for existing services

Name of service/policy: .............................................................................................................................................................................

Team: ............................................................................................................. Department: FRCS .........................................................................................

Service manager: .............................................................................................

<table>
<thead>
<tr>
<th>Identified Issue</th>
<th>Action Required</th>
<th>Lead Officer</th>
<th>Timescale/By When</th>
<th>Costs</th>
<th>Review Date/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publicity of this assessment and when it will be reviewed</td>
<td>Publish on Enfield.gov.uk and review in 3 years</td>
<td></td>
<td>NA</td>
<td>June 2019</td>
<td></td>
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Please insert additional rows if needed

Date to be reviewed: ...........................................

APPROVAL BY THE RELEVANT ASSISTANT DIRECTOR - NAME: Rocco Labellarte SIGNATURE: Approved by Email