

Introduction:

The EIA it is an effective way of improving decision making, policy development and service delivery by making sure that managers consider the needs of all service users, the community and employees. It is also designed to identify potential steps to promote equality and good relations and avoid unintentional discrimination. Please ensure you read the guidelines before completing this form.

Document Management

Service:	Project Voice - Skype For Business & Enghouse Interactive Contact Centre
Business Unit:	ICT
Manager:	Ian Farmery
Title:	Project Manager
Due Date:	TBC
Name of group(s) consulted on draft version:	Telephony and Contact Centre Focus Group
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1. What is the overall purpose and aim of the policy/project/practice or service? **The Skype for Business migration will replace the existing Avaya telephone system and some of the functional elements of the NetCall contact centre tools. Enghouse Interactive Contact Centre (EICC) will replace Netcall contact centre functionality for customer facing teams. The removal of conventional telephone handset will require staff to use a headset to make and receive calls through laptop or micro PC.**

2. What are the main aspects of the policy/project/practice or service where consideration of equality impacts and issues need to be incorporated? **There is potential for staff with hearing impediments to be impacted by this change. This low impact this will be mitigated by offering staff special equipment to enable them to continue to carry out their roll effectively. All existing staff have already been issued a headset for use with Skype calling.**

3. Relevance Assessment - which group(s) of people (if any), do you think will, or potentially can be, affected by this policy/project/practice or service? Please state your reasons. **There is potentially a low impact on using a telephone headset with hearing aids**

Please indicate if you think the impact is none, low, medium or high?

Age	Sex	Belief	Disability	Race	Sexual Orientation	Marriage/Civil partnership	Transgender	Maternity
N/A	N/A	N/A	Low	N/A	N/A	N/A	N/A	N/A

Detailed Assessment

In relation to (protected group), what do you know about the people who use your service/s? **Staff with hearing issues have been identified during the discovery phase of the project. In all cases they have already been identified as having additional occupational health needs.**

What evidence do you have and how does this compare to the profile of residents? **No impact on residents**

What negative/disproportionate impacts will this proposal have on protected group(s)? **No impact**

In seeking to advance equality, promote good relations and improve access, what positive impacts could this proposal have on the protected group(s)? **No change required**

On the evidence you do have, if there is an adverse impact, what steps will be taken to remove/minimise it? Please complete the Action Plan. **No impact**

How will you know if the agreed actions have had the desired results? What monitoring and performance measures/indicators will be reported? **Local managers will continue to support staff with recognised occupational health requirements.**

Who has been consulted with on this EIA and what were the comments made? **A focus group from across the council has been established as part of the project. They have identified staff in the protected groups that may be impacted by this project.**

Any further comments:

