

# Equality Impact Assessment form

(see guide at end to help complete)

<b>Date of assessment</b>
05 September 2018
<b>Title of policy or practice (or decision) to be created (or changed)</b>
Net help desk a new web based application for staff to raise support calls to the service desk.
<b>What is the policy or practice (or decision) intended for?</b>
A new third party supplied web based application for raising of support calls and the management of these by the service desk.
<b>In relation to the general equality duty and the protected characteristics, which issues or groups do you think would or could be affected and how? Be specific</b>
Protected characteristics affected by this change - Disability  Nethelpdesk will help streamline processes around the raising and triaging of support calls that get raised by staff and are actioned by the service desk. The UI of this application will have a very limited user base as service desk colleagues will be the only direct users of the interface initially Any of those staff with visual impairments may have difficulty with the new Interface especially on mobile devices.
<b>Did you need to obtain further information? If yes, how did you do that?</b>
No
<b>Please summarise the relevant evidence you considered.</b>
The technology (.NET) that NetHelpdesk has been built on complies to all of the standards on accessibility and usability. The existing client base of the application is extensive and includes large public sector and commercial organisations Testimonials on the product have been cross checked by DST/DSMT.
<b>What do you conclude is the potential impact on these areas?</b>
Users may not be able to interact with the software especially if using mobile devices. This is mitigated by the vendors of the solution making it fully optimised to display on mobile devices.
<b>What will you do now?</b>
Work to the project plan to deliver the new solution.

**Date 05 September 2018**

**Signature David Mcgurk**

# Equality Impact Assessment

Part 2 – Form



## Introduction

Before carrying out this assessment, you will have had an initial discussion with a member (or members) of the Equality and Human Rights Steering Group about whether you thought an Equality Impact Assessment (EIA) is required (see EIA Part 1 - "Prompt").

Obviously, you decided to carry out an EIA, and the reasons you gave for doing it is a good place to start discussing the EIA itself.

You should carry out this assessment with the same person (or persons) that you had the initial discussion with, if at all possible, as this will give your discussion some context and consistency.

## Process

Before completing the short form (overleaf), you will find this easier to do if you discuss in more detail why you thought an EIA was needed in the first place, and talk in more detail about what this means for the policy, practice or decision, as well as any actions you need to take.

**Before completing the form, you need to consider our specific duties under the Equalities Act. In summary these are:**

- **Assess the impact of applying a proposed new or revised policy, practice or decision**
- **Consider relevant evidence relating to people with a protected characteristic, where this is appropriate**
- **Be able to demonstrate the evidence you have considered when making your decision**
- **Take into account the findings of any assessment on the potential impact of a new or revised policy, practice or decision**
- **Publish the results of any assessments made into the potential impact of a new or revised policy, practice or decision**
- **We review and where necessary revise any updated policy, practice or decision, ensuring on going compliance with equality duties**
- **Simply considering whether to assess a policy, practice or decision is not in itself an assessment.**

**You should also think about the following:**

- When considering whether or not to carry out an EIA in the first place, you thought about which issues or groups would or could be affected by the policy, practice or decision. Can you be more specific about this?
- Do you need further information about these areas, for example more data? If so, what exactly?
- Would it be helpful to contact any of the groups involved? You don't have to, but you can choose to involve others you think may be affected. Who would that be?

## Policy, practice & decisions

**It is important to note that legislation requires us to consider the potential impact of revised or new policies, practices as well as decisions.**

Policies are clear, simple statements of how we intend to conduct our services, actions or business. They provide guiding principles when we're making decisions.

Procedures describe how each policy will be put into action.

**If you decide you do need more information, then you need to gather it before completing this assessment.**

- Taking everything into consideration, including any evidence you have gathered, will or could the policy have a differential impact on particular equality groups, either positively or negatively?
- If so, you need to discuss what you need to do to ensure the policy is robust.
- What will you do now? Your analysis should allow you to say whether you will:
  - Make no major change as you feel the policy is robust
  - Adjust the policy to take into account the potential impact of the policy

In some (rare) cases you could also consider continuing the policy even though it has the potential for adverse impact or stopping the policy altogether for the same reasons.

In each of these cases, you must be able to explain clearly why you have taken your decision.

## Next steps

Let your line manager know that you have carried out this EIA and let your Equality and Human Rights Steering Group representative have a copy of the completed form. This is mainly for information but also to allow the group to monitor EIAs and follow up any points that the group may have. A representative from the group will confirm that the EIA has been successfully completed. The form will also be published, where appropriate, on ishare and/or our external website.