

Equalities Comprehensive Impact Assessment - Head of service review

Reference: ECIA443775841

Submitted: 12 August 2022 11:37 AM

Executive summary

Title of policy / decision: Purchasing of voice and data network services

Policy / decision type: Cabinet Decision

Overview of policy / decision: Cabinet paper is seeking authority to

- a) vary the NGN Contract to remove Contact Centre and Telephony services, on a phased basis, by no later than 30 September 2023, and Mobile services by 31 March 2023;
- (b) agree extension of the current Next Generation Networks (NGN) contract with Daisy Udata Communications Limited (DUCL) for two years from 1 January 2023;
- (c) issue an additional service request under the NGN contract with DUCL to modernise ECC's Network to use Software Defined Wide Area Network (SD-WAN) technology (dependant on the final cost). This will improve Network Services and ensure we are in a position to transition to a new supplier in the most cost effective way at the end of the NGN extension period.

What outcome(s) are you hoping to achieve?: (a) New, more cost effective contracts for contact centres, other telephony and mobiles.

(b) Contract Extension with DUCL, the incumbent supplier, for two years to transform ECC's Wide Area Network to SD-WAN technology.

Executive Director responsible for policy / decision: Nicole Wood (Finance and Technology)

Cabinet Member responsible for policy / decision: Christopher Whitbread (Finance, Resources and Corporate Affairs)

Is this a new policy / decision or a change to an existing one?: Change to an existing policy / decision

How will the impact of the policy / decision be monitored and evaluated?: A dedicated team is managing the Network and Voice programme, and the projects report in to a Programme Board. The projects have agreed requirements and the decisions, plans and transition will be monitored and evaluated during contract extension and implementation.

Will this policy / decision impact on:

Service users: Yes

Employees: Yes

Wider community or groups of people: Yes

What strategic priorities will this policy / decision support?: Strong, Inclusive and Sustainable Economy, High Quality Environment

Which strategic priorities does this support? - Economy?: Infrastructure, Future growth and investment

Which strategic priorities does this support? - Environment: Net zero

What geographical areas of Essex will the policy / decision affect?: All Essex

Digital accessibility

Is the new or revised policy linked to a digital service (website, system or application)?: Yes

What steps you have taken to meet the digital accessibility: For contact centres and telephony, digital accessibility will form part of the procurement process. For network, the Incumbent Supplier have been managing ECC network for the past 10 years and this is a contract extension. DUCL are familiar with our needs and requirements and for transformation accessibility will be managed and monitored through the process.

How have you tested accessibility?: Four transformation Pilots have already been completed to understand our training and user documentation requirements. Live testing pre and post transition will form part of the plan to confirm that any system implementation conforms to policies and legal requirements. User Acceptance testing inline with Essex policy will be implemented to ensure any new systems conform to standard.

How will you monitor and maintain accessibility once it has gone live?: This process is already in place for our current live service and we will monitor our live service with DUCL as we do now to ensure it is fit for purpose

Equalities - Groups with protected characteristics

Age

Nature of impact: None

Disability - learning disability

Nature of impact: None

Disability - mental health issues

Nature of impact: None

Disability - physical impairment

Nature of impact: None

Disability - sensory impairment

Nature of impact: None

Sex

Nature of impact: None

Gender reassignment

Nature of impact: None

Marriage / civil partnership

Nature of impact: None

Pregnancy / maternity

Nature of impact: None

Race

Nature of impact: None

Religion / belief

Nature of impact: None

Sexual orientation

Nature of impact: None

Rationale for assessment, including data used to assess the impact: Contact Centre software and mobile contract current solutions do not affect the protected characteristics. New services will be assessed as part of the procurement process but are not expected to impact on the protected characteristics. Our Network Services are already in place and this decision will extend those services. The only changes will be to the technical delivery of WAN services, which will not have an impact on people other than those accessing the ECC network.

What actions have already been taken to mitigate any negative impacts: Requirements for existing contact centre and mobile contracts will be reviewed as part of the procurement process. Requirements for the existing Network Services have been reviewed by the business and transformation pilots have already been undertaken and confirm there are no negative impacts.

Levelling up - Priority areas & cohorts

Children and adults with SEND, learning disabilities or mental health conditions (taking an all-age approach)

Nature of impact: None

Children on Free School Meals

Nature of impact: None

Working families

Nature of impact: None

Young adults (16-25 who have not been in education, training or employment for around 6-12 months)

Nature of impact: None

Harlow

Nature of impact: None

Jaywick and Clacton

Nature of impact: None

Harwich

Nature of impact: None

Basildon (Town) housing estates

Nature of impact: None

Canvey Island

Nature of impact: None

Colchester (Town) - Housing Estates

Nature of impact: None

Rural North of the Braintree District

Nature of impact: None

Rationale for assessment, including data used to assess the impact: Contact centre and mobile contracts are already in place and have no impact on priority groups. New contracts will be evaluated as part of the procurement process and are not expected to affect priority groups. Our Network Services are already in place and this decision will extend those services. The only changes will be to the technical delivery of WAN services, which will not have an impact on people other than those accessing the ECC network.

What actions have already been taken to mitigate any negative impacts: Requirements for the existing contact centre and mobile contracts will be reviewed as part of the procurement process. Requirements for the existing Network Services have been reviewed by the business and transformation pilots have already been undertaken and confirm there are no negative impacts.

Equalities - Inclusion health groups and other priority groups

Refugees / asylum seekers

Nature of impact: None

Homeless / rough sleepers

Nature of impact: None

Offenders / ex-offenders

Nature of impact: None

Carers

Nature of impact: None

Looked after children

Nature of impact: None

Veterans

Nature of impact: None

People who are unemployed / economically inactive

Nature of impact: None

People on low income

Nature of impact: None

Working families

Nature of impact: None

Rationale for assessment, including data used to assess the impact: Contact centre and mobile contracts are already in place and have no impact on priority groups. New contracts will be evaluated as part of the procurement process and are not expected to affect priority groups. Our Network Services are already in place and this decision will extend those services. The only changes will be to the technical delivery of WAN services, which will not have an impact on people other than those accessing the ECC network.

What actions have already been taken to mitigate any negative impacts: Requirements for the existing contact centre and mobile contracts will be reviewed as part of the procurement process. Requirements for the existing Network Services have been reviewed by the business and transformation pilots have already been undertaken and confirm there are no negative impacts.

Equalities - Geographical Groups

People living in areas of high deprivation

Nature of impact: None

People living in rural or isolated areas

Nature of impact: None

People living in coastal areas

Nature of impact: None

People living in urban or over-populated areas

Nature of impact: None

Rationale for assessment, including data used to assess the impact: Contact centre and mobile contracts are already in place and have no impact on priority groups. New contracts will be evaluated as part of the procurement process and are not expected to affect priority groups. Our Network Services are already in place and this decision will extend those services. The only changes will be to the technical delivery of WAN services, which will not have an impact on people other than those accessing the ECC network.

What actions have already been taken to mitigate any negative impacts: Requirements for the existing contact centre and mobile contracts will be reviewed as part of the procurement process. Requirements for the existing Network Services have been reviewed by the business and transformation pilots have already been undertaken and confirm there are no negative impacts.

Families

Family formation (e.g. to become or live as a couple, the ability to live with or apart from children)

Nature of impact: None

Families going through key transitions e.g. becoming parents, getting married, fostering or adopting, bereavement, redundancy, new caring responsibilities, onset of a long-term

health condition

Nature of impact: None

Family members' ability to play a full role in family life, including with respect to parenting and other caring responsibilities

Nature of impact: None

Families before, during and after couple separation

Nature of impact: None

Families most at risk of deterioration of relationship quality and breakdown

Nature of impact: None

Rationale for assessment, including data used to assess the impact: Contact centre and mobile contracts are already in place and have no impact on priority groups. New contracts will be evaluated as part of the procurement process and are not expected to affect priority groups. Our Network Services are already in place and this decision will extend those services. The only changes will be to the technical delivery of WAN services, which will not have an impact on people other than those accessing the ECC network.

What actions have already been taken to mitigate any negative impacts: Requirements for the existing contact centre and mobile contracts will be reviewed as part of the procurement process. Requirements for the existing Network Services have been reviewed by the business and transformation pilots have already been undertaken and confirm there are no negative impacts.

Climate

Does your decision / policy involve elements connected to the built environment / energy?: No

Does your decision / policy involve designing service provision and procurement to minimise freight and staff travel and enable use of active and public transport options?: No

Does your decision / policy involve elements connected to waste?: No

Action plan to address and monitor adverse impacts

Does your ECIA indicate that the policy or decision would have a medium or high adverse impact on one or more of the groups / areas identified?: No

Details of person completing the form

I confirm that this has been completed based on the best information available and in following ECC guidance: I confirm that this has been completed based on the best information available and in following ECC guidance

Date ECIA completed: 12/08/2022

Name of person completing the ECIA: Chris Carroll

Email address of person completing the ECIA: Chris.Carroll@essex.gov.uk

Your function: People and Transformation

Your service area: Transformation, Delivery and Support

Your team: Network and Voice Programme

Are you submitting this ECIA on behalf of another function, service area or team?: Yes

Function: Finance and Technology

Service area:

Team:

Email address of Head of Service: melanie.hogger@essex.gov.uk