

2025/26 Budget Equality Impact Assessment

1. The Project

Directorate:	Corporate Services
Theme or area:	Support Services
Lead Officer:	Stuart Anstead
Date:	5 December 2024

Budget Reference	Budget Proposal	2025/26 Budget reduction (£)	2026/27 Budget reduction (£)	2027/28 Budget reduction (£)
CSD09	Savings arising from the re-design of the council's support services contract, including ICT and digital transformation, customer services, and business support.	£830,000		

Description of the project:

The current Support Services contract is being re-procured as the agreement with Agilisys is concluding and cannot be extended.

The contract is being divided into smaller components to establish different arrangements, including Commercial Contracts, Shared Services, or insourcing the service. The two primary public-facing areas are Customer Services and Revenues and Benefits. Although changes are expected, the projects related to the service transformations will generate separate Equality Impact Assessments.

Summary of changes:

The responsibilities for delivery will change based on each component of the contract and the preferred delivery model, please see table below.

Contract Number	Service	Preferred delivery model
1	Revenues, Benefits, and Welfare. Exchequer Services and Civil Enforcement Administration.	Commercial Contract. The contract has been relet with Liberata.
2	Contact Centre including Application Processing.	A supplier selection process will be run between a Shared Service and a Commercial Contract.
3	ICT and Transformation Delivery	Shared Service. The Council has approved a contract with Delt Shared Services.
4	Soft Facilities Management	Continuation of the existing contract for twelve months.
5	Payroll and iTrent Administration	A supplier selection process will be run between two Shared Service providers.
6	Business Support	The service will be transferred to an in-house provision.
7	CareLink	Procurement for a Commercial Contract.

Are any of the proposals within this theme a continuation of a previous medium-term financial plan saving?

Yes No

If yes, please insert reference number and year of assessment?

Budget Proposal	Year of assessment	Budget Reference

If yes, please describe what steps you have taken to review the equality impacts from previous years?

2. Customer equality impact summary

Will the changes proposed in this project have a disproportionate impact (or bias) for any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, - = Negative

Protected or significant group	Impact Level				Impact type	
	H	M	L	N	+	-
Disabled people (Including the consideration of neurodiversity)		X				X
People from different ethnic groups				X		
Men or women (including those who are pregnant or on maternity leave)				X		
People who are LGBTQ+				X		
People on a low income		X			X	X
People in particular age groups				X		
People in particular faith groups				X		
People who are married or in a civil partnership				X		
People who are undergoing gender reassignment				X		
Other significant groups, for example: Armed Forces Community, care experienced young people, carers, parents. Please specify:				X		

3. Explanation of customer impact

In the Revenues and Benefits service, changes will be required to levels of welfare support (CTS EIA) and impact from the migration to self-service tools for vulnerable customers or

any enquiries of a complex nature. Both of these changes will be the subject of a separate project-related EIA.

Please describe how you will communicate these changes to those impacted.

Each project will have a communications plan.

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes No

Explanation of staff impact

Staff that work for the organisation delivering services, may be subject to TUPE transfers to different organisations, and each organisation will be required to restructure to align with the changing business need and required to deliver financial savings. Therefore, restructuring of services will impact the employment of staff.

5. Cumulative equality impacts

Is this project linked to or likely to have an impact on any other service areas?

This project is linked to the reduction in Council Tax Support contributions.

6. Action Plan

Are there any further actions that should be taken because of this Equality Impact Assessment?

Issue Identified	Planned Action	Lead Officer	Time for review
Implementation of self-service will impact digitally excluded and residents with complex enquiries.	EIA on Customer Service changes.	SA	
Reduction in contribution rates for CTS will impact on low income households	EIA on CTS Reduction proposal.	SA	

7. Review and Sign Off

Service Manager Review

The details of changes will be managed and assessed under separate projects to implement change.

Is a further detailed equality impact assessment needed? **Yes** **No**

Please note that if this assessment indicates a potential 'medium' or 'high' impact on any protected or significant group a further, more detailed assessment will be required.

If 'yes', when will the further assessment be completed? January 2025

Service Manager: Stuart Anstead

Date: 5 Dec 2024