

South Cambridgeshire District Council and Cambridge City Council Equality Impact Assessment (EqIA)

Introduction – Please read

Equality Impact Assessments (EqIAs) allow the Council to:

- Show that the Council are meeting its legal duty, demonstrating due regard for the provisions of the [Public Sector Equality Duty](#) as below:
 - Eliminate unlawful discrimination, harassment, and victimisation
 - Advance equality of opportunity between those who share a protected characteristic and those who do not
 - Foster good relations between those who share a relevant protected characteristic and those who do not
- Methodically consider and assess the impacts of proposals across the [nine protected characteristics](#)
- Allow the Council to develop and implement high quality proposals that maximise positive outcomes for all.

EqIAs should be completed during the development and review of all Council policies, strategies, procedures, projects or functions. Where there is any doubt, the completion of an EqIA is always recommended.

When the form is completed, please send an electronic copy to equality.schemes@scambbs.gov.uk. Further support and guidance available on Insite or contact the Policy and Performance Team.

Equality Impact Assessment Complete Form

Section 1: Identifying Details

- 1.1 Officer completing EqIA:
Nicole Stimson
- 1.2 Team and Service:
Communications, Transformation
- 1.3 Title of proposal:
Websites redesign
- 1.4 EqIA start date:
15/03/2023
- 1.5 Proposal implementation date:
15/03/2023
- 1.6 Who will be responsible for implementing this proposal (Officer and/or Team):
Website redesign project team
Nicole Stimson: Project Manager at South Cambridgeshire District Council
Esther Pickard: Project Manager at Cambridge City Council

Section 2: Proposal to be Assessed

- 2.1 Type of proposal:
Project
If other, please specify
Click or tap here to enter text.
- 2.2 Is the proposal:
Review of existing
- 2.3 State the date of any previous equality impact assessment completed in relation to this proposal (if applicable):
Click or tap to enter a date.
- 2.4 What are the headline aims of the proposal and the objectives that will help to accomplish these aims? (Max 250 words)



Cambridge City Council and South Cambridgeshire District Council are looking to redesign their main, corporate websites, whilst also taking the opportunity to review and redesign the Greater Cambridge Shared Planning website. We are looking to do this work to help deliver a fully transaction, self-service website, enabling customers to self-serve 24 hours a day. This will help free up time for back office teams who deal with service requests on a regular basis, saving money and time whilst also streamlining procedures over the 3 websites.

Redesigning the 3 websites will help to channel shift the organisation and help us achieve our future vision.

2.5 Which of the Council's equality objectives (as detailed in the Council's Equality Scheme) does this proposal link to or help to achieve?

- Identify, prioritise and deliver actions that will narrow the gap in outcomes between disadvantaged groups and the wider community
- SCDC is an employer that values difference and recognises the strength that a diverse workforce brings.
- Protected characteristic groups have a voice and are represented in forming the future shape of the district.
- None.

2.6 Which groups or individuals will the proposal affect:

- Service Users Councillors
- External Stakeholders Other
- Employees

If other, please specify [Click or tap here to enter text](#).

2.7 Broadly speaking, how will these groups or individuals be affected? (you will be asked to provide more detail on the specific impacts on different protected characteristic groups later in the form) (max 250 words)

Customers will be able to self-serve more sufficiently, however we must be aware that customers may not be used to changing website infrastructure, causing frustration. We need to ensure we manage this correctly and by working with the necessary stakeholders, and working through a thorough communications plan, we can ensure the change is communicated as effectively as possible. The website will be fully compliant with WCAG2.1, enabling all users, regardless of ability, to access and use the services 24/7.

- 2.8 If any part of the proposal is being undertaken by external partners, please specify how the Council will ensure that they will meet equality standards?
(Max 250 words)

We will appoint an outside supplier to build the site, following the correct procurement procedures. They must be compliant with accessibility regulations, GDPR and all other legislation.

We will ensure there is a section in the tendering document asking them to demonstrate this

Section 3: Evidence and Data

- 3.1 Describe any work you have done (this could include consultation) to understand any effects on groups of people, including those within [9 protected characteristic groups](#)? Please list any key sources (e.g. web-search, previous versions of document, customer feedback etc) that you used to reach your conclusions.

(Max 250 words)

[Click or tap here to enter text.](#)

- 3.2 If you have not undertaken any consultation, please detail why not, or when consultation is planned to take place.

(Max 250)

We plan to launch a website survey asking customers for their feedback, we will also use the user research groups that have been created. We have tried to ensure our user research group; is a true demographic user base, capturing students, residents who are employed, on benefits, retired etc. We will also ensure

we reach out to disabled charities, Cambridge Online and Cambridge Ethnic Community Forum (CECF) to try and ensure we hear back from users who have specific requirements as we must be confident our newly designed website works for all users, regardless of ability, ethnicity or language. Both Cambridge City Council and South Cambridgeshire District Council support Cambridge Online which helps everyone to understand and use the internet and any digital services.

Section 4: Impact of proposal on those with protected characteristics

4.1 Please select all characteristics that may or will be impacted (positive or negative). When providing details of the impact please consider the following questions

- whether each impact is positive, neutral or negative
- whether it is a high, medium or low impact. (both the number of persons affected and the severity of the impact)
- you will be asked to set out actions to manage these impacts in the following question (4.2)

All - general to all protected Characteristics.

Details: [Click or tap here to enter text.](#)

Age

Details: We believe customers over 60 would be less tech savvy, having not grown up with computers. They will need additional support. We have already implemented a digital assistance section of the Contact Us page and have committed to keeping this when we create the new website. It is also worth noting that during the pandemic there was a large number of school aged children who did not have access to the internet at home, therefore it could impact young ages and low income households.

Disability

Details: The site will continue to comply with WCAG 2.1 legislation. We will continue to check Silktide on a weekly basis, raise any technical issues with 3C digital and fix any content related issues within the website team.

Gender reassignment



Details: [Click or tap here to enter text.](#)

Marriage and Civil Partnership

Details: [Click or tap here to enter text.](#)

Pregnancy and maternity

Details: [Click or tap here to enter text.](#)

Race

Details: [Click or tap here to enter text.](#)

Religion and belief

Details: [Click or tap here to enter text.](#)

Sex

Details: [Click or tap here to enter text.](#)

Sexual orientation

Details: [Click or tap here to enter text.](#)

Other (socio economic, rural isolation, covid)

Details [We recognise users might not have internet access therefore we will commit to providing digital assistance over the phone and in person to help users with their query.](#)

None of the above

4.2 Considering the above impacts you have identified above, please detail any actions (specific or general) which may help to enhance or mitigate impacts.

Please include the timescale for completing the action.

Action and timescale	Officer
Continued Silktide checks	Website team
Send Accessibility requirements to supplier	Nicole Stimson / Esther Pickard
Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.

4.3 How will you monitor that the above actions have been completed and that this proposal, once implemented, is impacting fairly on everyone it affects? In answering this question, please include information about feedback you will seek and/or data you will collect and analyse, and how often you will do this

User feedback groups, regular accessibility checks by the website team, and taking note of any feedback received via email or through the 'How we are doing' survey (SCDC and GCSP only).

Section 5: Summary

5.1 Briefly summarise the key findings of the EqIA and any significant equality considerations that should be taken into account when deciding how to proceed with the proposal (this section can be included within the 'equality implications' section of any committee reports). (Max. 250 words)

We understand age and disability play a large role in how our customers access our site, and have been taking steps already to ensure they can use our services online. The website redesign will continue building on this and making it easier for users to navigate through the website.

5.2 Confirm the recommendation of the officer completing the EqIA:

Proceed with the proposal (with any actions identified as required within Section 4 of the EqIA). Analysis demonstrates that the proposal is robust, we have taken all appropriate opportunities to advance equality and foster good relations between groups.

Reject the proposal: Analysis demonstrates that the proposal will cause unlawful discrimination and it must be removed or changed

Section 6: Sign Off

6.1 Signature of individual completing EqIA:

Nicole Stimson

6.2 Date of completion:

25/01/2023

6.3 When will this proposal next be reviewed and who will this be? (when in doubt 3 years minimum)

March 2023 – Nicole Stimson

6.4 Approving officer signature *, this should be your Head of Service, Service Area Manager, or Project Sponsor:

Gareth Bell

Clarissa Norman, Customer Services Operations manager, Cambridge City Council



6.5 Date of approval:

25/01/2023

Please send the completed document to Equality.Schemes@scambs.gov.uk for publishing on the website.

**in the event that this EqIA is completed by Head of Service, then no additional approving signature is required.*

