

Part A

Initial Impact Assessment

Proposal name

Capita One Replacement Project

Brief aim(s) of the proposal and the outcome(s) you want to achieve

Following the conclusion of the Capita Partnership in 2021, the Council put in place contractual arrangements to ensure it was still able to access various key systems previously provided under the Partnership. The Council currently has a single contract in place with Capita Business Services Ltd for the joint delivery of four core IT systems, one of which is Capita One Education, an education services system used by 30 teams and 500 users in Education Services. Capita One's contract will expire on 30 June 2025, at which point the Council will be required to enter into a new agreement with an external supplier for the provision an education system. There is no provision within the existing contract to extend Capita One separately, meaning that the Council must procure an education system with its own contractual terms and conditions.

Proposal type

Budget non-Budget

If Budget, is it Entered on Q Tier?

Yes No

If yes what is the Q Tier reference

Year of proposal (s)

23/24 24/25 25/26 26/27 other

Decision Type

- Committee (e.g. Health Committee)
- Leader
- Executive Director/Director
- Officer Decisions (Non-Key)
- Council (e.g. Budget and Housing Revenue Account)
- Regulatory Committees (e.g. Licensing Committee)

Lead Committee Member

Cllr Dawn Dale

Lead Director for Proposal

Andrew Jones

Person filling in this EIA form

Jonny Pearce

EIA start date

06/09/2023

Equality Lead Officer

- Adele Robinson
- Bashir Khan
- Beverley Law
- Ed Sexton
- Louise Nunn
- Rabena Sharif
- Richard Bartlett

Lead Equality Objective

- | | | | |
|---|---|---|--|
| <input type="radio"/> Understanding Communities | <input type="radio"/> Workforce Diversity | <input type="radio"/> Leading the city in celebrating & promoting inclusion | <input type="radio"/> Break the cycle and improve life chances |
|---|---|---|--|

Portfolio, Service and Team

Lead Portfolio

Education Services

Is this Cross-Portfolio?

- Yes
- No

Is the EIA joint with another organisation (eg NHS)?

- Yes
- No

Please specify

Consultation

Is consultation required?

- Yes
- No

If consultation is not required please state why

The current education system manages back-office functions for teams across Educations Services. There are some public facing portals used by parents and schools, where user experience and accessibility considerations will be required as part of the project's development.

Whilst large scale consultation to change a back-office system would not be typical, the project team will liaise appropriately with stakeholders about potential change impacts relating to accessibility, user experience and general customer experience.

As part of any procurement exercise, the preferred supplier must adhere to a range of non-functional requirements and standards relating accessibility and compatibility with assisted technology. We will also adopt ethical procurement standards in our tendering process.

Are Staff who may be affected by these proposals aware of them?

- Yes
- No

Are Customers who may be affected by these proposals aware of them?

- Yes
- No

If you have said no to either please say why

The project is in initiation stage. Some staff are likely aware of the service need to renew Capita One from a user experience and/or contractual position. Customers that use the public facing portals will not be aware of the potential change – their requirements and user experience should not be adversely affected by a change in supplier.

As part of the project's development, we will test user experience before the system go-live, to ensure the system is accessible. The project team will explore modifications if issues arise. We will also ensure that other channels remain available, such as physical applications, so that parents/customers that do not feel comfortable using online channels can still access education services. Whilst this is an IT project, we need to ensure that changes made do not result in users being prevented from accessing services.

Initial Impact

Under the [Public Sector Equality Duty](#) we have to pay due regard to the need to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations

For a range of people who share protected characteristics, more information is available on the [Council website](#) including the [Community Knowledge Profiles](#).

Identify Impacts

Identify which characteristic the proposal has an impact on tick all that apply

<input type="radio"/> Health	<input type="radio"/> Transgender
<input type="radio"/> Age	<input type="radio"/> Carers
<input checked="" type="radio"/> Disability	<input type="radio"/> Voluntary/Community & Faith Sectors
<input type="radio"/> Pregnancy/Maternity	<input type="radio"/> Partners
<input type="radio"/> Race	<input type="radio"/> Cohesion
<input type="radio"/> Religion/Belief	<input type="radio"/> Poverty & Financial Inclusion
<input type="radio"/> Sex	<input type="radio"/> Armed Forces
<input type="radio"/> Sexual Orientation	<input type="radio"/> Other

Cumulative Impact

Does the proposal have a cumulative impact?

- Yes No

<input type="radio"/> Year on Year	<input type="radio"/> Across a Community of Identity/Interest
<input type="radio"/> Geographical Area	<input type="radio"/> Other

If yes, details of impact

For our own staff, it is important that software remains accessible and accommodates system users with specific requirements. This should be a continuation (and hopefully enhancement) of current standards.

It is important that a comprehensive training package is offered to staff to ensure they can effectively use the system. The project team will listen to feedback during user acceptance testing, and seek to address user experience issues should they be raised. We shall also seek to provide additional/tailored training to users with specific system issues when required.

For the public, it is also not envisaged that there would or should be significant customer facing changes because of switching system. We would expect to make user experience improvements if anything.

Does the proposal have a geographical impact across Sheffield?

- Yes No

If Yes, details of geographical impact across Sheffield

Local Area Committee Area(s) impacted

- All Specific

If Specific, name of Local Committee Area(s) impacted

Initial Impact Overview

Based on the information about the proposal what will the overall equality impact?

Accessibility is the focal aspect of this systems project, and we must ensure that during requirements gathering, development, testing and training this is considered regardless of whether existing users require accessibility compatible software or not.

This EIA will be maintained as a live document and should characteristics come into scope as more detail is uncovered about the project, the document will be updated and mitigating action proposed accordingly.

Is a Full impact Assessment required at this stage? Yes No

If the impact is more than minor, in that it will impact on a particular protected characteristic you must complete a full impact assessment below.

Initial Impact Sign Off

EIAs must be agreed and signed off by an Equality lead Officer. Has this been signed off?

Yes No

Date agreed

Name of EIA lead officer

Part B

Full Impact Assessment

Health

Does the Proposal have a significant impact on health and well-being (including effects on the wider determinants of health)?

Yes No *if Yes, complete section below*

Staff

Yes No

Customers

Yes No

Details of impact

Comprehensive Health Impact Assessment being completed

Yes No

Please attach health impact assessment as a supporting document below.

Public Health Leads has signed off the health impact(s) of this EIA

Yes No

**Name of Health
Lead Officer**

Age

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Disability

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Pregnancy/Maternity

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Race

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Religion/Belief

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Sex

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Sexual Orientation

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Gender Reassignment (Transgender)

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Carers

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Voluntary, Community & Faith sectors

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Partners

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Cohesion

Staff

Yes No

Customers

Yes No

Details of impact

Poverty & Financial Inclusion

Impact on Staff

Yes No

Impact on Customers

Yes No

Please explain the impact

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Other

Please specify

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Action Plan and Supporting Evidence

What actions do you need to take following this EIA?

What evidence have you used to support the info in the EIA?

Detail any changes made as a result of the EIA

Following mitigation is there still significant risk of impact on a protected characteristic. Yes No

If yes, the EIA will need corporate escalation? Please explain below

Sign Off

EIAs must be agreed and signed off by an Equality lead Officer. Has this been signed off?

Yes

No

Date agreed

DD/MM/YYYY

Name of EIA lead officer

Review Date

DD/MM/YYYY

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