



## Equality Impact Assessment – Electronic Document Management System

This form is intended to guide and prompt you about the questions and evidence that you need to think about. As indicated in the guidance, Assessments should take into consideration each of the so-called “protected characteristics” listed in the Equality Act 2010 (race, age, gender etc.).

Don't be put off by the apparent length of this form. Many of the questions will not require a specific response, other than “no impact”.

<b>Service Area</b> C & IS	<b>Head of Service:</b> Mark Neilson	<b>Person responsible for the assessment:</b> Kimberley Sims	<b>Date of Assessment</b> April 2012	
<b>Name of the function to be assessed:</b> Roll out of a corporate electronic document management system			<b>Is this a new or existing function</b>	Existing system (Northgate Information at Work), currently used in Benefits and Council Tax but is now being rolled out Council wide

<b>1. Briefly describe the aims of the function</b>	<p>To roll out and provide a council wide Electronic Document Management System. This will reduce the time and space needed to manage the Council's significant quantities of paper-based files, and allow them to be accessed electronically to support corporate projects such as Mobile Working and Building Rationalisation. The introduction of the system will promote the review and improvement of business processes and customer service, levels of document production and storage, adherence to information governance and potential to make cashable savings through developing a 'paper-light' approach to working.</p> <p>This can be summarised by the three project principles below which are aligned with the Council's corporate strategy;</p> <ol style="list-style-type: none"><li>1. To improve the services we provide</li><li>2. Reduce cost and complexity</li><li>3. To provide a secure, reliable system for council services to use</li></ol>
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<p><b>2. Name any associated policy, function etc.</b></p>	<ul style="list-style-type: none"> <li>• Corporate Strategy – Fit for the Future</li> <li>• Information Governance</li> <li>• C &amp; IS Service Plan – better use of customer &amp; property data and print rationalisation</li> <li>• Building Rationalisation project</li> <li>• Mobile Working project</li> </ul> <p>It also supports the Improvement Plan outcomes of;</p> <ul style="list-style-type: none"> <li>• Citizens satisfied with council services</li> <li>• Services joined up around customers' needs</li> <li>• Services efficient and offer value for money</li> </ul>
<p><b>3. Who are the main stakeholders in relation to the function</b></p>	<ul style="list-style-type: none"> <li>• Employees with access to the document management system</li> <li>• Newport City Council customers/Newport citizens</li> <li>• Possible collaborative work with other organisations such as Aneurin Bevan Health Board</li> </ul>
<p><b>4. Who performs the service?</b></p>	<p>No definitive group of employees currently perform the service. The system implementation is likely to reduce the time needed to search for documents and information, and so will benefit all users.</p> <p>It will especially assist the following groups of employees;</p> <ul style="list-style-type: none"> <li>- Those providing customer services and in customer facing roles</li> <li>- Employees who are not wholly office based e.g. social workers</li> <li>- Employees who would be better suited to mobile working</li> <li>- Employees who have specific administrative duties to manage and maintain paper-based files.</li> </ul>

**5. What outcomes are wanted from this function?**

- To corporately roll out a secure, reliable and fast electronic document management system
- Reduce the necessity to produce, store and retrieve paper files. (reducing physical storage space, off-site storage costs and officer time to archive and retrieve documents)
- Allow greater information accessibility, sharing and security
- Facilitate improved council-wide service delivery by reviewing business processes and work flow
- Create consistent document standards and retention periods across the council, supported by clear policies
- Develop a tool to support other corporate projects such as Mobile Working and Building Rationalisation.

**6. What factors/forces could contribute/detract from the outcomes?**

Partial roll out will prevent the project maximising efficiency savings.

Extent of senior management support and dissemination of information.

Appropriate project scheduling and communicating realistic timescales.

Potentially conflicting messages from corporate projects due to launch.

Employee or service disengagement could affect the transition to the new system, and extent functionality is utilised by individuals.

Lack of commitment to use the implementation as an opportunity to review and improve existing business processes and current work flow.

The continuation of high levels of document production and archiving would undermine the key objectives of the project.

Investment of service area time to ensure the integrity of existing documents and consistent application of legislative retention periods.

Difficulty achieving service area budget savings and therefore paying for any supplementary integration or hardware costs required.

Change of supplier or Northgate project manager

<p><b>7. Is full information and analysis of users of the service available?</b></p> <p>Please include future information gathering and analysis in your Equalities Action Plan</p>	<p>All users will be Newport City Council IT users. Further information is not applicable.</p>
<p><b>8. What consultation has taken place?</b></p> <p>Please include future consultation in your Equalities Action Plan</p>	<p>There have been a number of initial informal discussions with SMT and service managers.</p> <p>Detailed user requirements will be identified through the use of service project teams and work-flow process mapping prior to each roll out.</p> <p>Formal consultation either internally or publically is not required for this project.</p>
<p><b>9. Are there concerns that the function <u>could</u> have a differential impact due to:</b></p> <ul style="list-style-type: none"> <li>• Age</li> <li>• Gender</li> <li>• Disability</li> <li>• Race</li> <li>• Religion/belief</li> <li>• Welsh language</li> <li>• Gender reassignment</li> <li>• Marriage/civil partnership</li> <li>• Sexual orientation</li> </ul>	<p><b>Yes/No – include detail</b></p> <p><b>Yes</b></p> <p>The system will be accessed through corporate PCs and laptops, therefore all IT users will be able to access the system as with any other IT application. However employees who are visually impaired may need to use I@W in conjunction with their specialist software so there could be an impact on provision and training.</p>

<p><b>What existing evidence (either presumed or otherwise) do you have for this?</b></p>	<p>We have IT users who currently have specialist software to enable them to use technology.</p> <p>Any specific user requirements will be investigated during the service project team meetings and specific scoping exercises for each service roll out.</p>
<p><b>10. How will the function be monitored?</b> Please include answer in your Action Plan</p>	<p>The contract will be monitored by the project manager at Newport City Council and the project manager from the system supplier, Northgate.</p>
<p><b>11. How will the impact of the function be evaluated?</b> Please include answer in your Action Plan</p>	<p>Individual difficulties with accessing the system will be encouraged to be reported to the representatives attending service project team meetings, or directly to the project manager, Kimberley Cowen. These will then be logged so a suitable resolution can be looked into.</p>

<b>Equality Action Plan</b>			
<b>Key Actions</b>	<b>Milestones (with dates)</b>	<b>Any associated Performance targets</b>	<b>Lead Officer(s)</b>
<b>Provide specialist equipment to staff when required e.g. IT hardware</b>	<b>Dec 2012</b>		<b>Health &amp; Safety: Health &amp; Safety Manager, IT Services Manager and Project Manager</b>
<b>Inclusion of equalities issues into My Information and My Work Space project team meetings.</b>  <b>Any issues will be escalated to the Customer Access Project Board.</b>	<b>Dec 2012</b>		<b>Project Manager</b>
<b>Include Equalities review into project plan/stages for service implementation consideration.</b>	<b>Dec 2012</b>		<b>Project Manager/ Service Area Representative</b>