

# EQUALITY IMPACT ASSESSMENT - CCC448668399

## Details of person undertaking assessment

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**Job Title:**

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**Business plan proposal number:**

Cambridgeshire County Council

**Date started:**

## Proposal details

### Key service delivery objectives and outcomes

The proposal is for the procurement of a new asset management system for Highways Maintenance. The Highways Maintenance team look after the asset management of our county highways as well as related customer services, street works, road maintenance and seasonal work (such as gritting and grass cutting). These various activities are managed through a single IT system that controls booking and management of resources. Currently CCC use an on-premise system called Symology Insight. CCC have a rolling contract with Symology for the use of the Application. The decision has been taken to carry out a procurement exercise that will review the software solutions that are available in the marketplace, select a new application and then implement the chosen solution. The procurement reflects the requirements for up-to-date technology, alongside streamlining the processes to complete the day-to-day activities of the Highways Maintenance team. The

outcome will be a suitable solution for the requirements and implementation within the service, migration of data and ensuring, training and a user training guide supports.

**What is the proposal \***

To complete the procurement process for the software solution, changing the asset management system currently used by the highways maintenance teams, a requirement due to the CCC IT review of systems and software.

**What information did you use to assess who would be affected by this proposal? \***

Discussions with CCC IT, CCC Contact Centre, user information for current Symology system and current contractor, interfacing teams within CCC. A soft market review of the software solutions has been completed and an outcome focused requirements specifications is out for procurement We also held a member working group with the members of H&T to attend and comment on the specification.

**Are there any gaps in the information you used to assess who would be affected by this proposal? \* No**

**Does the proposal cover \* All service users/customers/service provision countywide**

**Which particular employee groups/service user groups will be affected by this proposal? \***

The proposal impacts all CCC employees who are current users of the system. All in Highways Maintenance Teams, Highways Projects Teams, CCC Finance and our contractor Finance Teams in Milestone, Call Centre highways staff, Traffic Management teams (Streetworks), Development Teams. The procurement refers to the option of replacing the Report It part of the system, should this be completed then this would impact all users groups of the Report It system, this is the public facing interfacing system for members of the public, members and Parish Councils to report Highway defects. This would also impact internal users of the platform - CCC Contact Centre and CCC Business Support Teams. The proposal is to mitigate the impact by providing adequate relevant training and guidance.

**Does the proposal relate to the equality objectives set by the Council's Single Equality Strategy? \* Yes**

Council's Single Equality Strategy

**Will people with particular protected characteristics or people experiencing socio-economic inequalities be over/under represented in affected groups \***

About in line with the population

**Does the proposal relate to services that have been identified as being important to people with particular protected characteristics/who are experiencing socio-economic inequalities? \* No**

**Does the proposal relate to an area with known inequalities? \* No**

**What is the significance of the impact on affected persons? \***

The aim of the new system(s) is to provide improved access to services by all communities particularly its use of portals enabling people to self-serve and to increase access to specific communities, including but not limited to: disabled people, those with Special Educational Needs, travellers, health partners, parents, carers and young people. The service will, however, retain the option for postal communications and telephone enquiries and reports via the Customer Access Service to ensure access to those without digital means.

**Category\*** Procurement

**Is it foreseeable that people from any protected characteristic group(s) or people experiencing socio-economic inequalities will be impacted by the implementation of this proposal (including during the change management process)?** \* No

**Age\*** No direct impact to this user group

**Disability\*** No direct impact to this user group

**Gender Reassignment\*** No direct impact to this user group

**Marriage and civil partnership \*** No direct impact to this user group

**Pregnancy and maternity \*** No direct impact to this user group

**Race\*** No direct impact to this user group

**Religion or belief (including no belief) \*** No direct impact to this user group

**Sex\*** No direct impact to this user group

**Sexual Orientation\*** No direct impact to this user group

**Socio-economic inequalities\*** No direct impact to this user group

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I confirm that this HoS is correct