

Equality Impact Assessment Template

Please complete this template using the [Equality Impact Assessment Guidance document](#)

Version 4: January 2019

Title of proposal (include forward plan reference if available)	Civica Cx Software System Contract Award
Directorate and Service Area	Borough Economy – Regulated Services
Name and title of Lead Officer completing this EIA	Nicola Plant Service Manager, Regulated Services
Contact Details	Nicola_plant@sandwell.gov.uk
Names and titles of other officers involved in completing this EIA	Alasdair Morrison – Operations Manager, Environment Protection & Enforcement
Partners involved with the EIA where jointly completed	N/A
Date EIA completed	06 June 2022
Date EIA signed off or agreed by Director or Executive Director	
Name of Director or Executive Director signing off EIA	Alice Davey
Date EIA considered by Cabinet Member	

1. The purpose of the proposal or decision required

See [Equality Impact Assessment Guidance](#) for key prompts that must be addressed for all questions

(Please provide as much information as possible)

This report seeks approval to make a direct contract award using the Crown Commercial Services framework for Civica Cx Case Management system. The system is used across Regulatory Services, Public Health and Housing to support case management. The new contract will provide additional functionality to update processes to increase efficiency and improve service.

2. Evidence used/considered

The Civica system is currently used and services have considered future service requirements and determined the current software, upgraded to Cx will provide additional functionality for processes to be updated to increase efficiency.

3. Consultation

The services using the software system have been consulted however no external consultation will be required as this is an internal-use ICT case management system.

4. Assess likely impact

The awarding of the contract for the software system is not considered to have a direct impact on any protected characteristics as this is an internal case management system.

Please complete the table below at 4a to identify the likely impact on specific protected characteristics

4a. Use the table to show:

- Where you think that the strategy, project or policy could have a negative impact on any of the equality strands (protected characteristics), that is it could disadvantage them or if there is no impact, please note the evidence and/or reasons for this.
- Where you think that the strategy, project or policy could have a positive impact on any of the groups or contribute to promoting equality, equal opportunities or improving relationships within equality characteristics.

Protected Characteristic	Positive Impact	Negative Impact	No Impact	Reason and evidence (Provide details of specific groups affected even for no impact and where negative impact has been identified what mitigating actions can we take?)
	✓	✓	✓	
Age			✓	The awarding of the contract for the software system is not considered to have a direct impact on any protected characteristics as this is a service case management system.
Disability			✓	The awarding of the contract for the software system is not considered to have a direct impact on any protected characteristics as this is a service case management system.

Gender reassignment			✓	The awarding of the contract for the software system is not considered to have a direct impact on any protected characteristics as this is a service case management system.
Marriage and civil partnership			✓	The awarding of the contract for the software system is not considered to have a direct impact on any protected characteristics as this is a service case management system.
Pregnancy and maternity			✓	The awarding of the contract for the software system is not considered to have a direct impact on any protected characteristics as this is a service case management system.
Race			✓	The awarding of the contract for the software system is not considered to have a direct impact on any protected characteristics as this is a service case management system.
Religion or belief			✓	The awarding of the contract for the software system is not considered to have a direct impact on any protected characteristics as this is a service case management system.

Sex			✓	The awarding of the contract for the software system is not considered to have a direct impact on any protected characteristics as this is a service case management system.
Sexual orientation			✓	The awarding of the contract for the software system is not considered to have a direct impact on any protected characteristics as this is a service case management system.
Other			✓	The awarding of the contract for the software system is not considered to have a direct impact on any protected characteristics as this is a service case management system.

Does this EIA require a full impact assessment? Yes No

If there are no adverse impacts or any issues of concern or you can adequately explain or justify them, then you do not need to go any further. You have completed the screening stage. You must, however, complete sections 7 and 9 and publish the EIA as it stands.

If you have answered yes to the above, please complete the questions below referring to the guidance document.

5. What actions can be taken to mitigate any adverse impacts?

6. As a result of the EIA what decision or actions are being proposed in relation to the original proposals?

7. Monitoring arrangements

Services will continue to monitor impact of case management system effectiveness and expected improvements with the introduction of the CX upgrade.

8. Action planning

You may wish to use the action plan template below

Question no. (ref)	Action required	Lead officer/ person responsible	Target date	Progress

9. Publish the EIA

Yes