



Equality Impact Assessment

Provide basic details

Name of proposal/activity/policy to be assessed: Implementation of new Housing IT System

Directorate: DEGNS

Service: Housing and Communities

Name and job title of person doing the assessment

Name: Johnnie Stanley

Job Title: Senior Project Manager

Date of assessment: 07/05/2020

Scope your proposal

What is the aim of your policy or new service/what changes are you proposing?

The project is to replace a legacy IT system in Housing with a new IT system from the same supplier. The project will consolidate data from multiple IT systems and paper-based forms to simplify the process for end users and residents.

Who will benefit from this proposal and how?

This project will benefit both internal RBC staff as well as residents of the borough who engage with the service. RBC staff will benefit through simplified IT processes. Residents will benefit from a modern online portal that will allow them to manage their applications, rent and repair requests. This new IT system will support RBC staff to perform their housing duties more effectively.

What outcomes does the change aim to achieve and for whom?

The aim of the change introduced by this project is to replace the legacy IT system (OHMS) with the new NPS Housing system. Held within this change will be the migration of data from multiple IT systems over to NPS Housing. The two groups who will benefit from this change are internal RBC staff and residents who engage with the housing team.

Who are the main stakeholders and what do they want?

The main stakeholders are Northgate who are supplying the system and the RBC staff who will benefit from using a modern and simplified IT system. Residents of the borough who will use the system will want an easy to access and use online portal.

Assess whether an EqIA is Relevant

How does your proposal relate to eliminating discrimination; promoting equality of opportunity; promoting good community relations?

Do you have evidence or reason to believe that some (racial, disability, gender, sexuality, age and religious belief) groups may be affected differently than others? (Think about your monitoring information, research, national data/reports etc.)

No

Is there already public concern about potentially discriminatory practices/impact or could there be? Think about your complaints, consultation, and feedback.

No

If the answer is **Yes** to any of the above you need to do an Equality Impact Assessment.

If **No** you **MUST** complete this statement

An Equality Impact Assessment is not relevant because: This project to implement the new IT system does not impact or change any policies that would impact any residents access to y services within the housing department. The online portal offering will enhance the online channel but will not replace other access channels such as phone or face to face.

Signed (completing officer Jstanley

Date 18/05/2020

Signed (Lead Officer) Z Wolfle

Date 19/5/20

Assess the Impact of the Proposal

Your assessment must include:

- **Consultation**
- **Collection and Assessment of Data**

- **Judgement about whether the impact is negative or positive**

Think about who does and doesn't use the service? Is the take up representative of the community? What do different minority groups think? (You might think your policy, project or service is accessible and addressing the needs of these groups, but asking them might give you a totally different view). Does it really meet their varied needs? Are some groups less likely to get a good service?

How do your proposals relate to other services - will your proposals have knock on effects on other services elsewhere? Are there proposals being made for other services that relate to yours and could lead to a cumulative impact?

Example: A local authority takes separate decisions to limit the eligibility criteria for community care services; increase charges for respite services; scale back its accessible housing programme; and cut concessionary travel.

Each separate decision may have a significant effect on the lives of disabled residents, and the cumulative impact of these decisions may be considerable.

This combined impact would not be apparent if decisions are considered in isolation.

Consultation

How have you consulted with or do you plan to consult with relevant groups and experts. If you haven't already completed a Consultation form do it now. The checklist helps you make sure you follow good consultation practice.

[My Home > Info Pods > Community Involvement Pod - Inside Reading Borough Council](#)

Relevant groups/experts	How were/will the views of these groups be obtained	Date when contacted

Collect and Assess your Data

Using information from Census, residents survey data, service monitoring data, satisfaction or complaints, feedback, consultation, research, your knowledge and the knowledge of people in your team, staff groups etc. describe how the proposal could impact on each group. Include both positive and negative impacts.

(Please delete relevant ticks)

Describe how this proposal could impact on Racial groups

Is there a negative impact? No

Describe how this proposal could impact on Gender/transgender (cover pregnancy and maternity, marriage)

Is there a negative impact? No

Describe how this proposal could impact on Disability

Is there a negative impact? No

Describe how this proposal could impact on Sexual orientation (cover civil partnership)

Is there a negative impact? No

Describe how this proposal could impact on Age

Is there a negative impact? No

Describe how this proposal could impact on Religious belief?

Is there a negative impact? No

Make a Decision

If the impact is negative then you must consider whether you can legally justify it. If not you must set out how you will reduce or eliminate the impact. If you are not sure what the impact will be you MUST assume that there could be a negative impact. You may have to do further consultation or test out your proposal and monitor the impact before full implementation.

Tick which applies (Please delete relevant ticks)

1. **No negative impact identified** Go to sign off

2. **Negative impact identified but there is a justifiable reason**

You must give due regard or weight but this does not necessarily mean that the equality duty overrides other clearly conflicting statutory duties that you must comply with.

Reason

3. **Negative impact identified or uncertain**

What action will you take to eliminate or reduce the impact? Set out your actions and timescale?

How will you monitor for adverse impact in the future?

Signed (completing officer)

Date

Signed (Lead Officer)

Date