

MID SUSSEX DISTRICT COUNCIL

Equality Impact Assessment

Title of Policy/Service/Contract: SmartPay Income Management System Implementation

Division: Finance

Lead Officer: Dave Chalk

Date Assessment completed: 18th February 2022

1. SCOPING

<p>1.1 What are the aims of the policy, service/service change or contract?</p> <p>Implementation of new income management system (SmartPay by Adelante) which replaced the Civica suite of applications.</p>
<p>1.2 Who does the service/policy/contract affect? Who are the main customers (internal or external)?</p> <p>Customers who make payments to MSDC.</p>
<p>1.3 What equality information is available, including any evidence from engagement and analysis of use of services?</p> <p>The system is Web Content Accessibility Guidelines 2.1 (WCAG 2.1) compliant, which defines how to make Web content more accessible to people with disabilities.</p> <p>Evidence from Adelante: "The Pay4 web page is designed to meet the WCAG 2.1 AA accessibility standard as a minimum. Development is ongoing and updates are made regularly based on feedback from our customer base, resulting in an agile response to any changes in requirements."</p>
<p>1.4 What does this information tell us about the equality issues associated with the service and implications for the protected groups?</p> <p>WCAG 2.1 ensures digital services, websites and apps are accessible to everyone, including users with impairments to their vision, hearing, mobility, thinking and understanding.</p>
<p>1.5 Are contractors or partnerships used to deliver the service? Yes.</p> <p>If No go to section 2. If yes, please refer to the guidance notes for completing impact assessments and complete the next three questions.</p>
<p>Identify the contractors/partnerships used to deliver the service. Adelante Software Limited.</p>

What is their contribution to equality in service delivery and the promotion of equality?

Adelante supplies products that allow people to make payments via a variety of channels, e.g. via the web (available 24/7 for people to self-serve at their convenience), via automated telephone service (available 24/7 for those who don't have access to a PC or just prefer to use their telephone to interact), and via a contact centre (for those who require more assistance or prefer to talk to a person when discussing their service).

The Adelante team can advise, but how a council decides to present these to service users is up to them.

How are equality issues addressed through contractual arrangements and service level agreements?

This refers to the availability of the services that Adelante is supplying, i.e. ensuring that the 24/7 services are actually providing that (at least within an agreed uptime tolerance), and that any interruption to services are dealt with in a swift manner.

2. Assessment of Impact on People with a Protected Characteristic; Analysis and Action Planning

Any gaps in information or provision, opportunities to promote equalities and good relations identified above need to be translated into SMART actions and recorded here. These actions need to be delivered and monitored through the service planning process.

Opportunity to promote equality, good relations and/or address barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
Age (older / younger people, children)				
None identified.				
Disability (people with physical / sensory impairment or mental disability, including those with a non-visible disability)				
People with a disability may have difficulties in accessing the service.	The new SmartPay system is Web Content Accessibility Guidelines 2.1 compliant, so meets the needs of customers making payments who have disability issues.	None identified.	Dave Chalk	N/A
Gender reassignment (a transgender person is someone who proposes to, starts or has completed a process to change his or her gender)				
None identified.				
Pregnancy & maternity (pregnancy is the condition of being pregnant & maternity refers to the period after the birth)				
None identified.				

Opportunity to promote equality and/or barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
Race (ethnicity, colour, nationality or national origins & including gypsies, travellers, refugees & asylum seekers)				
None identified.				
Religion & belief (religious faith or other group with a recognised belief system or not having a religion)				
None identified.				
Sex (male / female non-binary)				
None identified.				
Sexual orientation (lesbian, gay, bisexual, queer, questioning, heterosexual)				
None identified.				
Marriage & civil partnership (marriage is defined as a 'union between a man and a woman'. Civil partnerships are legally recognised for same-sex couples)				
None identified.				
Military families /veterans				
None identified.				
People who are disadvantaged by socio-economic factors such as low incomes, skill or living in a deprived area				
None identified.				
People who live in a rural area				
None identified.				

3. Mid Sussex District Council Equality Impact Assessment Summary

Key Findings	Future Actions
<ul style="list-style-type: none">The new SmartPay system is Web Content Accessibility Guidelines 2.1 compliant, so meets the needs of customers making payments who have disability issues.	<ul style="list-style-type: none">None required.

4. Signing off this assessment and action plan

Signature  Date 18th Feb 2022
Person undertaking the assessment

Signature  Date18/2/22.....
Head of Service

Please send your completed impact assessment to Neal Barton for publication on the website.