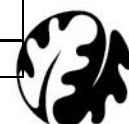


## Annex 2

<b>EIA Title</b>	Digital Business & Insights Programme – Replacement of the existing SAP system (Finance, HR & Payroll and Purchasing) at SCC			
<b>Did you use the EIA Screening Tool?</b> (Please tick or specify)	Yes (Please attach upon submission)	X	No	

### 1. Explaining the matter being assessed

<b>What policy, function or service change are you assessing?</b>	<p>This EIA assesses the Digital Business &amp; Insights programme. The programme aims to upgrade or replace the council's existing SAP ERP (Enterprise Resource Planning) system, which is the technology platform for the management of the Council's business critical Finance, HR, Payroll and Procurement processes.</p> <p>The aim of the programme is to deliver more modern, intuitive and efficient Finance, HR &amp; Payroll and Procurement systems and processes. In summary, the following high-level outcomes:</p> <ol style="list-style-type: none"> <li>1. <u>Intuitive digital self-service processes</u> that are accessible from anywhere and enable a more agile workforce.</li> <li>2. <u>Increased automation of transactional processes</u>, creating efficiencies and freeing-up resources to direct more time to more complex and value-adding advice and support.</li> <li>3. <u>A single trusted source of accurate and timely financial, people and procurement data</u> to inform effective decision making through access to intuitive tools.</li> <li>4. <u>Improved evidence-based decision making</u> through the ability to slice, dice and analyse data to meet different business needs.</li> </ol>			
<b>Why does this EIA need to be completed?</b>	The high-level changes listed above will have implications for some staff with disabilities who currently require specialist software to access Council systems including the existing SAP system. The new system will need to meet the needs of these users and be interoperable with any specialist systems used, for example systems used by the visually impaired.			
<b>Who is affected by the proposals outlined above?</b>	<ul style="list-style-type: none"> <li>• This change will impact <u>all</u> Council staff including managers who currently use the existing SAP core Finance, HR, Payroll and Procurement systems and processes.</li> <li>• This change will also impact commercial customers of Business Operations' payroll services – ie. schools including academies.</li> <li>• The change will have no impact on residents.</li> </ul>			
<b>How does your service proposal support the outcomes in <a href="#">the Community Vision for Surrey 2030</a>?</b>	This programme will implement a new system which will form a key part of the Council's business critical infrastructure, its core finance, HR, payroll and procurement processed. As such, it will provide an enabler for all Council services and will therefore contribute to all ten policy outcomes in the Community Vision for Surrey 2030.			
<b>Are there any specific geographies in Surrey where this will make an impact?</b> (Please tick or specify)	County Wide		Runnymede	
	Elmbridge		Spelthorne	
	Epsom and Ewell		Surrey Heath	
	Guildford		Tandridge	



# Equality Impact Assessment

	Mole Valley		Waverley	
	Reigate and Banstead		Woking	
	Not Applicable	X		
	County Divisions (please specify if appropriate):			
<b>Briefly list what evidence you have gathered on the impact of your proposals?</b>	Data on number of disabled Council users by type of specialist software (e.g. software for the visually impaired). Web Accessibility Initiative website: <a href="http://www.w3.org/WAI/people-use-web/">http://www.w3.org/WAI/people-use-web/</a>			

## 2. Service Users / Residents

There are 10 protected characteristics to consider in your proposal. These are:

1. Age including younger and older people
2. Disability
3. Gender reassignment
4. Pregnancy and maternity
5. Race including ethnic or national origins, colour or nationality
6. Religion or belief including lack of belief
7. Sex
8. Sexual orientation
9. Marriage/civil partnerships
10. Carers protected by association

This programme will upgrade or replace the existing SAP back-office system that provides the technology platform for the organisation to manage its business critical finance, HR, payroll and procurement processes. It will have no direct impact on residents and also have no positive or negative impact specifically for staff who belong to nine of the ten groups listed above or with disadvantaged socio-economic status. It has been identified that the programme will impact group two, staff with disabilities.

## 3. Staff

### DISABILITY

#### What information do you have on the affected staff with this characteristic?

There are currently circa 215 staff who use specialist software to enable them to use Council systems, including the existing SAP corporate back-office system. Current specialist software in use and the numbers of users for each include:

Users	Software
4	ABiSee EyePal
1	Dragon Medical Practise
117	Dragon Naturally Speaking
2	Duxbury Braille Translator
5	Dolphin Supernova 16
6	JAWS
79	TextHelp Read & Write
1	VisionAid

**Total Users: 215**

The Web Accessibility Initiative (WAI) website below provides information about the wide diversity of people with disabilities and highlights some of the web accessibility barriers that people commonly experience because of inaccessible websites and web tools. Examples of disabilities include: Auditory, cognitive/learning, physical, speech and visual.

<http://www.w3.org/WAI/people-use-web/>

Impacts	Positive	X	Negative	Both	
Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner	
New web interface for Software-as-a-Service solution including improved employee and manager self-service of finance, HR, payroll and procurement processes.	Supplier demonstrations of self-service features as part of formal procurement evaluation process.	<ul style="list-style-type: none"> <li>The Council's standards for specifying the minimum standards for accessibility, as stipulated by the Public Sector Bodies (Websites and Mobile Applications) (No. 2)</li> </ul>	December 2021 (before Contract notice publication)	Andrew Richards (Programme Director)	

		<p>Accessibility Regulations 2018, were included in the non-functional requirements specification within the interface / user experience section.</p> <ul style="list-style-type: none"> <li>• As part of above, interoperability with existing specialist software for staff with disabilities was included as part of the requirements specification</li> </ul>		
<p>Programme communication and training provision for users with disabilities during the system implementation.</p>		<ul style="list-style-type: none"> <li>• An effective change management approach that includes communication and training for staff with disabilities is being followed for implementation.</li> <li>• The programme's communication hub uses an O365 platform to enable users to utilise the full range of Microsoft support for those with additional needs. This includes narration of text, ability to alter contrast and add filters for colour blindness, and closed captioning.</li> <li>• Communications are being provided in a wide variety of mediums - video, online and printed format and Microsoft Teams is being used for staff engagement, which enables recording, live captioning, and transcription during and</li> </ul>	<p>Ongoing. The full training provision will be in place by 28<sup>th</sup> February prior to the rollout of training.</p>	

		<p>after sessions - all sessions are recorded and shared.</p> <ul style="list-style-type: none"> <li>• Programme training materials have been specifically designed to allow access for staff with additional requirements. The DB&amp;I programme have worked closely with the Head of SCC Communications and an IT Accessibility Specialist to ensure materials are accessible to everyone. The materials will be produced in a variety of media including digital learning with captions and written user guides and quick cards. The latter have been designed to be compatible with relevant Microsoft software aimed at ensuring access for those with additional requirements. Finally, all training sessions will be recorded and made available and shared.</li> </ul>		
<p><b>What other changes is the council planning that may affect the same groups of staff? Are there any dependencies decisions makers need to be aware of</b></p>				
<p>Moving Closer to Residents programme and digital transformation to a fully agile workforce working from any location. Staff with disabilities will require the ability to continue to access systems using any specialist software from any location.</p>				
<p><b>Any negative impacts that cannot be mitigated? Please identify impact and explain why</b></p>				
<p>N/A – No negative impacts are anticipated for disabled staff groups.</p>				



## 4. Amendments to the proposals

CHANGE	REASON FOR CHANGE
No changes required because (as above) requirements for staff with disabilities are already planned to be included as part of the procurement requirements specification. Change management at the implementation stage will also plan and deliver an effective transition for this staff group to be able to effectively use the new system.	Not applicable

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## 5. Recommendation

Based your assessment, please indicate which course of action you are recommending to decision makers. You should explain your recommendation in the in the blank box below.

Outcome Number	Description	Tick
<b>Outcome One</b>	<b>No major change to the policy/service/function required.</b> This EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken	✓
<b>Outcome Two</b>	<b>Adjust the policy/service/function</b> to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?	
<b>Outcome Three</b>	<b>Continue the policy/service/function</b> despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are: <ul style="list-style-type: none"> <li>• Sufficient plans to stop or minimise the negative impact</li> <li>• Mitigating actions for any remaining negative impacts plans to monitor the actual impact.</li> </ul>	
<b>Outcome Four</b>	<b>Stop and rethink</b> the policy when the EIA shows actual or potential unlawful discrimination (For guidance on what is unlawful discrimination, refer to the Equality and Human Rights Commission's guidance and Codes of Practice on the Equality Act concerning employment, goods and services and equal pay, available <a href="#">here</a> ).	
<i>Please use the box on the right to explain the rationale for your recommendation</i>		



## 6a. Version Control

Version Number	Purpose/Change	Author	Date
0.1	Initial version	Andrew Richards	1 <sup>st</sup> October 2019
0.2	Update for full business case	Andrew Richards	27 <sup>th</sup> May 2020
0.3	Update for Re-plan report	Andrew Richards	16 <sup>th</sup> November 2021

## 6b. Approval

	Name	Date approved
<b>Approved by*</b>	Leigh Whitehouse – Executive Director of Resources	17 <sup>th</sup> November

<b>EIA Author</b>	Andrew Richards – Interim Digital Business & Insights Programme Manager
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## 6c. EIA Team

Name	Job Title	Organisation	Team Role
Andrew Richards	Interim Programme Manager	IT & Digital	Lead
Tahiana Jefferis	Enterprise Applications & Portfolio Manager	IT & Digital	Provision of user data and applications for staff with disabilities
Chris Spring	Digital Experience Specialist	IT & Digital	Digital accessibility advice
Julian Pinhey	DB&I Business Change Lead	DB&I Programme	DB&I Business Change Lead
Larry Murphy	DB&I Training Manager	DB&I Programme	DB&I Training Manager

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