EQUALITY IMPACT ASSESSMENT

Overview Details			
Function /Department	ICT	**Date Of analysis**	09/02/2023
Title and overview of what is being assessed / considered	ICT Managed Service Two-Year Contract Extension (SLT REPORT – Dem Services will provide the SLT document code)	**Review Date**	?
Who will be affected by this activity? (Please tick)		Staff ☒	Public ☒
Author of Equality Impact Analysis	Mark Rice	**Equality Analysis quality assured by (Member of the POD team)**	?

The purpose of undertaking an equality impact analysis and assessment is to understand the potential and/or actual impact that a service or policy may have on protected groups within the Equality Act (2010). The protected groups are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and / or belief
- Sex (gender)
- Sexual orientation
- Socio-economic disadvantage (Although not one of the 9 protected groups MFRA recognise that Socio-economic disadvantage affects many deprived communities within Merseyside.)

People who are protected from discrimination on the basis of any of these characteristics are described in this document as belonging to one or other "protected group". In addition, equality analysis can be applied to groups of people not afforded protection by the Equality Act, but who often face disadvantage and stigma in life in general and when trying to access services & employment opportunities. Such groups include homeless people, sex workers, people who misuse drugs and other groups who experience socio economic disadvantage & others. This

template has been developed following consultation with staff and other external stakeholders including reference to the National Fire Chiefs Councils (NFCC) equality impact assessment toolkit as well as the Maturity Models and Workforce Good Practice Frameworks developed by the NFCC which MFRS will use to underpin EIAs as wider work on improvement.

Impact Analysis		
1	**What evidence have you used to think about any potential impact on particular groups?** (Please highlight any evidence that you have considered to help you address what the potential impact may be) **Example evidence:** • ONS Census data • Regional or local demographic information • MFRS reports & data • NFCC Reports/Guidance • Home office/Local government Reports • Risk Assessments • Staff survey results • Research / epidemiology studies • Updates to legislation • Engagement records or analysis **NFCC** Equality of Access documents – We encourage you to click on the following **link** to access a series of 'equality of access documents', developed by the National Fire Service Council (NFCC) & reference the data and information highlighted. Some aspects of these documents will help you provide information, awareness, and data to support: • Integrated Risk Management Plans	The purpose of this EIA is to assess the impact on the protected groups (as listed in the Equality Act 2010) of the SLT report and the request to members for the approval of the recommendations made in the committee report to extend the ICT Managed Services Contract by a further 2 years with telent Technology Services Ltd. The content of this EIA is informed by previous EIAs on the same subject of contract commission and renewal. In addition, MFRA ICT has taken into account any comments from staff surveys regarding the type of ICT equipment on offer and the level of ICT support, since this represents the level of service from Telent or, in other words, Telent's value to MFRA. Comments may also be made ad hoc from members of staff at any time and this has also been taken on board. General third-party reports on the state-of-the-art of ICT have also been considered, to provide a benchmark of the level of knowledge and direction from Telent in keeping MFRA's ICT current. Modifications to any existing EIAs on the subject are discussed where appropriate under the 'Protected Characteristics' later in this report and are either neutral ('no impact') or of positive impact. For example, while the majority of the protected characteristics (e.g. race and pregnancy) are 'no impact', the protected characteristic of disability (Neurodiverse visible and non-visible) has experienced and will continue to experience improvement as a result of the extension to Telent's contract with MFRA ICT. The same applies to socio-economic disadvantage. The renewed contract will deliver financial savings to MFRA which could be redirected to frontline services. This will benefit the most disadvantaged of our community since they are typically the heaviest users of MFRA services.	

	- Service delivery strategies - Positive action and recruitment plans - Workforce improvement plans - Community engagement activities - and, will prompt conversations within the workplace. Each document provides a significant amount of data and information, including research undertaken and risk-based evidence, and then goes into some ideas for actions which Services can use based on the information and their individual circumstances	It is also important to stress that Telent has a comprehensive Equality, Diversity and Inclusion (EDI) policy of its own, including staff training, and it is fully expected that this will continue throughout the duration of the contract extension.	
2	**Do you have all the evidence you need in order to make an informed decisions about the potential impact?** (Please tick)	**Yes** ☒ If you feel that you have enough evidence, then you will **not** need to undertake any engagement activity	**No** ☐ If you feel that you do not have enough evidence to make an informed decision then you **will need to** undertake engagement activity with the staff or members of the public as applicable

3	**What engagement is taking place or has already been undertaken to understand any potential impact on staff or members of the public?** Examples include: <u>Public</u> • Interviews • Focus groups • Public Forums • Complaints, comments, compliments <u>Staff</u> • Staff events / workshop • Existing staff meetings / committees • Staff Networks • Representative Bodies • Annual Staff Survey questions	Following discussions at ICT boards and, subsequently, a Strategic Leadership Team (SLT) meeting, in agreeing a two-year contract extension, the key points for Merseyside Fire and Rescue Service (MFRS) are: • There were initial concerns that Telent would chance the market for a higher price and not go for an extension at all. These concerns have now been alleviated. • Keeping the 1% step down savings and community payment is good continuation from the last renewal. • The indexation clause is now the same as if we had gone out to tender on Crown Commercial Services (CCS) framework RM6100 (TS3 Lot 4), which would have been the process if negotiations with Telent had fell through, and we went out to market. • The offer de-risks the TDA project and at the same time enhances it with a Project Manager (PM) Resource. • The extension will also help deliver the Fire Control technical advancements which the CFO initially mentioned at the Members Budget Strategy Day on 19th January 2023. • The Net Zero resource would be a useful external addition.		
4	**Will there be an impact against the protected groups as described in the Equality Act (2010)?**	What is the **actual** or **potential** impact on **age?** The ICT Managed Service is applicable to all staff at MFRA, regardless of age. No impact.	**Not applicable** ☐
	Summarise what impact there may be against each of the protected groups. Embed or provide a hyperlink to any reports or electronic files to which you are referring.	What is the **actual** or **potential** impact on **disability?** Significant advancements have been made in MFRS' ICT regarding disability during MFRS' existing relationship with Telent. For example, the move from Windows 7 to Windows 10 brought improved features for people with	**Not applicable** ☐

	Please remember when considering any possible impacts, these may be <mark>positive or negative</mark> and that there may be different impacts for our own staff when compared to those possible impacts on members of the community. Please detail clearly if the impacts are for staff or the wider community.

It is also important to note that there may not be an impact on some of the protected groups if this should be the case please tick the not applicable box.

If there is **no impact,** please state that there is no impact. | disabilities, e.g. the log-in feature called Windows Hello can be used, if this is needed, to log-in without the need to type or speak, just by presenting your face to the camera. Such improvements are expected to continue when Windows 11 is introduced in the next few years. Additionally, the Surface Pro and Surface Laptop devices which have been introduced in the last few years are lighter than older laptops and the Pros can be operated as tablets to improve comfort. The move to Windows 10 and the introduction of more modern portable computers were directly facilitated by Telent. Positive impact. | |
		What is the **actual** or **potential** impact on **gender reassignment?** The ICT Managed Service is applicable to all staff at MFRA, regardless of gender reassignment. No impact.	**Not applicable** ☐
		What is the **actual** or **potential** impact on **marriage and civil partnership?** The ICT Managed Service is applicable to all staff at MFRA, regardless of marriage and civil partnership. No impact.	**Not applicable** ☐
		What is the **actual** or **potential** impact on **pregnancy and maternity?** The ICT Managed Service is applicable to all staff at MFRA, regardless of pregnancy and maternity. No impact.	**Not applicable** ☐
		What is the **actual** or **potential** impact on **race?** The ICT Managed Service is applicable to all staff at MFRA, regardless of race. No impact.	**Not applicable** ☐
		What is the **actual** or **potential** impact on **religion and / or belief?** The ICT Managed Service is applicable to all staff at MFRA, regardless of religion and/or belief. No impact.	**Not applicable** ☐
		What is the **actual** or **potential** impact on **sex (gender)?** The ICT Managed Service is applicable to all staff at MFRA, regardless of sex (gender). No impact.	**Not applicable** ☐
		What is the **actual** or **potential** impact on **sexual orientation?** The ICT Managed Service is applicable to all staff at MFRA, regardless of sexual orientation. No impact.	**Not applicable** ☐
		What is the **actual** or **potential** impact on **Socio-economic disadvantage?** The ICT Managed Service is applicable to all staff at MFRA, regardless of socio-economic disadvantage. In addition, additional	**Not applicable** ☐

| | | savings are part of the new contract extension; funds which can now potentially be reinvested into the community, directly or indirectly. The 'community payment' will also continue. A dedicated Project Manager resource is being offered for the TDA project, further benefitting the community in the form of the TDA project being de-risked. Continuing the contract will also support Fire Control technical enhancements, further supporting disadvantaged communities because they use MFRS resources to a greater extent than less disadvantaged ones. Positive impact. | |

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ACTION PLAN

Impact	Action Required	Integrated existing work (yes/no) outline	Target Date	Responsibility
What actions need to be taken in order to mitigate the impacts identified in sections 3 and 4 ?				
Age				
Disability -	MFRS will have regular discussions with TELENT to ensure in particular disability implications are considered in line with our ambition to become Level 3 – Disability Leaders			
Pregnancy and Maternity -				
Race				
Gender reassignment				
Marriage and civil partnership				
Religion and / or belief				
Sex (gender)				
Sexual orientation				
Carers				
Other				
Deprived communities/socio economic				

How will these actions be monitored and where will the outcomes be reported?
(Please describe below)

Completed by (Please print name /Designation)	Mark Rice	**Signature** **Date**	09/02/2023
Quality Assured by (Please print name /Designation)		**Signature** **Date**	

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Name of responsible SLT member (Please print name /Designation)	Deb Appleton	Signature Date	27/02/2023

Bibliography and Guidance documents

This bibliography provides details of all the documents and reports included within this EIA or the EIA guidance. The bibliography will also include Hyperlinks to other useful documents, reports, data, and webinars on our portal page or links direct to the websites which you may find helpful when completing your EIA. **Please note, that this is a live document, do not use an old copy of this form to complete a new EIA. Please ensure that you download a new copy from the portal, as the bibliography and links will be updated regularly to ensure you have access to the most recent data, articles and training.**

Documents referenced and hyperlinked within the form

National Fire Chiefs Councils (NFCC) equality impact assessment template
National Fire Chiefs Councils (NFCC) Equality Impact Assessment Toolkit
National Fire Chiefs Councils (NFCC) Maturity Models and Workforce Good Practice Frameworks
      This document provides insight into the NFCC Maturity model and provides guidance on the following areas:
- Leadership Development
- Recruitment
- Learning Organisation
- Blended Learning
- Performance Management
- Employee Recognition
- Talent Management
- EDI
- Well Being
- HR Analytics

Equality Diversity & Inclusion Resource Library
The ED&I resources Library is located on the ED&I portal page and provides a suite of documents (detailed below) from a wide variety of sources, they may be internally produced reports or guidance, toolkits or data produced by the NFCC or partners. A list of the documents can be found below or you can access the complete library here.

Disability related support including:
- AFSA - Lets talk workplace disability

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Gender Related Resources including:
- [Fast Facts for patients – Menopause](#)

Pregnancy and Maternity Related Resources

Religion and Belief related resources including:
- [AFSA – 2021 Workforce Religion and belief Toolkit](#)

Sexual Orientation Related Resources

[AFSA Workforce Positive Action Toolkit](#)

[Dementia Friendly Emergency Services Guidance](#)

[NFCC Equality of Access to Services and Employment](#) which includes:
- NFCC Equality of Access to Services and Actions for the Vulnerable Rehoused Homeless
- NFCC Equality of Access to Services and Employment for Black Communities
- NFCC Equality of Access to Services and Employment for Neurodiversity
- NFCC Equality of Access to Services and Employment for LGBT Communities
- NFCC Equality of Access to Services and Employment for People from Asian Communities
- NFCC Equality of Access to Services and Employment for the Roma Communities
- NFCC Equality of Access to Services and Employment for People Living with Dementia
- NFCC Equality of Access to Services and Employment for People Living in Rural Communities
- NFCC Equality of Access to Services and Employment for Emerging Migrant Communities
- NFCC Community Risk – CRMP Equality Impact Assessment

These can also be found on the [NFCC website](#)

NFCC Toolkits
The NFCC have also created a number of toolkits to provide help and guidance these can be found here on the [NFCC website](#) or via the links below in the ED&I Resource Library

The toolkits currently available include:
- [Collecting and Disseminating of Equality, Diversity and Inclusion Data Toolkit](#)

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- [Gender Diversity Toolkit](#)
- [Neurodiversity Toolkit](#)
- [Undertaking an Equality Impact Assessment Toolkit](#)
- [Staff Networks Toolkit](#)

Webinars

[NFCC Lunch and Learns](#) which include
- Neurodiversity
- Trans Visibility in FRS
- Racial Equality
- Bite Size techniques to avoid burnout
- Being part of the LGBT Community

Other useful Links and documents

ED&I Annual Report this report included our Staffing data, Gender and BAME Pay Gap analysis and recent reporting against our 5 Equality Objectives

Diversity Events Calendar the diversity calendar is helpful to understand what key dates are taking place throughout the year to assist with community engagement

Knowing our Communities Data this is a suite of documents, which provides data within each of the local Authorities, by different protected groups which include Age, Disability, Religion and Ethnicity.

Service Instruction 0877 Resources to support managers and staff to implement the Equality & Diversity Policy
- [Appendix 1 - Disability in the workplace information for staff and managers](#)
- [Appendix 2 - Reasonable Adjustments Support for staff & managers in the workplace](#)
- [Appendix 3 - Access to Work Support for staff and managers in the workplace](#)
- [Appendix 4 - Supporting people with Dyslexia in the workplace](#)
- [Appendix 5 - Supporting Staff during the Menopause](#)
- [Appendix 6 - Guidance for supporting employees returning from maternity; breastfeeding in the workplace Operational Firefighters](#)
- [Appendix 7 - Supporting Lesbian, Gay, Bisexual and Transgender (LGBT) staff in the Workplace](#)
- [Appendix 8 - Supporting Transgender staff in the Workplace](#)
- [Appendix 9 - Neurodiversity in the workplace](#)

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2021/22 Fire Statistics this includes workforce date published by the government

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