EQUALITY IMPACT ASSESSMENT

Overview Details			
Function /Department	Strategy & Performance – Data & Technology	**Date Of analysis**	23/06/2025
Title and overview of what is being assessed / considered	ICT Managed Service Award	**Review Date**	
Who will be affected by this activity? (Please tick)		Staff ☒	Public ☒
Author of Equality Impact Analysis	Paul Terry	**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.

MFRS have also created the ED&I Assurance Checklist, which is a useful outline of ED&I factors that staff need to consider to help demonstrate minimum legal compliance, making the most of ED&O opportunities and minimising risk for the organisation. This checklist can be used when preparing plans, discussing new services and organisational change.

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) Also include an introduction here giving background the purpose of the Policy, SI etc. that is being assessed. (A good place to start is the introduction and purpose of the document) **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	The purpose of this EIA is to assess the impact on the protected groups in relation to the new ICT managed service contract being awarded to Telent Technology Services Ltd. The content of this EIA is informed by previous EIAs on the same subject and type of contract. In addition, MFRS' Data & Technology department 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. Third-party ICT specialist consultant Leaderly Consulting Ltd have also been engaged prior to the procurement process commencing to revisit the earlier comparison of outsourced versus insourced solution. The Leaderly report concludes that continuing to outsource ICT managed services remains the most cost-effective way to deliver these services to the Authority. Leaderly have also remained engaged throughout the procurement process in reviewing and scrutinising documentation including the ICT service catalogue and providing high level advice and guidance to ensure the effectiveness of the process. Leaderly commented that the service catalogue, which details all the ICT requirements of the Authority was thorough and robust and included all the ICT services required by a modern Fire & Rescue Service.

	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: • Community Risk Management Plans • 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.	
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

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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: Public • Interviews • Focus groups • Public Forums • Complaints, comments, compliments Staff • Staff events / workshop • Existing staff meetings / committees • Staff Networks • Representative Bodies • Annual Staff Survey questions	Comments relating to ICT have been collated from the recent staff survey and have been reviewed by the MFRS Data & Technology department. Staff customer satisfaction surveys will continue to be issued by the supplier to gather feedback about the ICT services, and in addition to this the MFRS Data & Technology department will engage with all functions of the organisation to understand their ICT needs, receive direct feedback, communicate changes in ICT, and gather ideas for digital transformation throughout the duration of this contract.	
4	**Will there be an impact against the protected groups as described in the Equality Act (2010)?** 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. Please remember when considering any possible impacts, these may be positive or negative 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	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** ☐
		What is the **actual** or **potential** impact on **disability?** Significant advancements have been made in MFRS' ICT regarding disability during MFRS' existing ICT contract. For example, the move to Windows 10 has brought improved features for people with 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 coming months. Additionally, the Surface Pro and Surface Laptop devices which have been introduced are lighter than older laptops and the Pros can be operated as tablets to improve comfort. Positive impact.	**Not applicable** ☐
		What is the **actual** or **potential** impact on **gender identity**? The ICT Managed Service is applicable to all staff at MFRA, regardless of gender identity. No impact.	**Not applicable** ☐

	should be the case please tick the not applicable box. If there is **no impact,** please state that there is no 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**? 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. No impact.	**Not applicable** ☐

ACTION PLAN

What actions need to be taken in order to mitigate the impacts identified in sections 3,4 and 5?				
Impact	**Action Required**	**Integrated existing work (yes/no) outline**	**Target Date**	**Responsibility**
Age				
Disability -	MFRS will have regular discussions with TELENT to ensure disability implications are considered when delivering their services to MFRA.			
Pregnancy and Maternity -				
Race				
Gender reassignment				
Marriage and civil partnership				
Religion and / or belief				
Sex				
Sexual orientation				
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)	Paul Terry	**Signature Date**	23/06/2025
Quality Assured by (Please print name /Designation)		**Signature Date**	

Name of responsible SLT member (Please print name /Designation)	Deb Appleton	**Signature Date**	03/07/25

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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

Home office

Equality Impact Assessment – Smart Questions - This document has been produced by the Home Office to support HMICFRS and is a Summary of foreseeable impacts of policy proposal, guidance or operational activity on people who share protected characteristics

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

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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
- 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

NFCC Listen and learn recordings can also be found on the Listen and Learn YouTube

Other useful Links and documents

Merseyside Fire & Rescue Services **- Leadership, Values and Behaviours**
NFCC Core Code of Ethics

ED&I Annual Report this report includes a summary of our Staffing data, and recent reporting against our 5 Equality Objectives 2021-2024
Equality Analysis - Workforce and Employment Data 1st April 2023 to 31st March 2024. The purpose of this report is to provide equality analysis of workforce data held by Merseyside Fire & Rescue Authority (MFRA) to meet the requirements of the Equality Act 2010. This report also includes details of our Gender and Ethnicity Pay Gap Reporting
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.

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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

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

Fire Statistics Data Table – October 2024

The Equality Act 2010

Employer Guides – Equality Act 2010, ENEI

Quick Guide - The Equality Act 2010 (Amendment) Regulations 2023, ENEI

New regulations to preserve EU-derived equality principles. GQ Employment Lawyers (2024)

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