

EQIA Submission – ID Number

Section A

EQIA Title

Contact Centre Procurement

Responsible Officer

Pascale Blackburn-Clarke - DCED MRX

Approved by (Note: approval of this EqIA must be completed within the EqIA App)

Christina Starte - DCED MRX

Type of Activity

Service Change

No

Service Redesign

No

Project/Programme

No

Commissioning/Procurement

Commissioning/Procurement

Strategy/Policy

No

Details of other Service Activity

No

Accountability and Responsibility

Directorate

Strategic and Corporate Services

Responsible Service

MRX

Responsible Head of Service

Christina Starte - DCED MRX

Responsible Director

Amanda Beer - DCE

Aims and Objectives

Our current contract comes to a contractual end in December 2025. The purpose of this procurement is to enable the council to continue to provide contact centre services to all our customers with a digital first agenda, whilst maintaining access to our services for those who need urgent assistance or cannot access online services.

The contact centre currently answers all first point of contact calls to the council. There is an automated voice recognition switchboard system, an ACD IVR telephony system and a Knowledge Base tool for the advisors. We would be looking for this type of software to be part of the contract with the incoming supplier as a minimum, and expand with other technology, such as webchat, and an omnichannel service to support the customer in the most efficient way as possible.

Digital services, face to face contact and post room services are not within the scope of this contract.

The aim is to answer all enquiries at first point of contact and to minimise the need to be passed on to another area of Kent County Council by telephone. We are looking for a supplier who can assist us in our aim to be digital first and utilise technological advances to both reduce costs and make the customer transactions as efficient as possible. The supplier would however need to support our most vulnerable

customers who are unable to utilise some technology, or enquiries that require an emergency response.

- **Aim of the contract**

We are seeking a contractor that will deliver a high quality, value for money and efficient service to the residents of Kent. The council is focused on achieving efficiencies and value for money, whilst maintaining a quality service provision. New technologies could be implemented to achieve these aims.

- **Objectives of the contract**

- To deliver a value for money service whilst maintaining good quality outcomes.

- To have a contact centre provision that has the resilience to manage change and drive more efficient service delivery.

- To support customers to complete their transactions in the most efficient way, including through self-service options.

- To ensure detailed reporting is available to track and manage trends to enable the council to identify areas for improvement.

- To give customers the choice of which contact channel to use, particularly for those unable to access digital services or for emergencies, in order to support our most vulnerable customers.

- To enable the council's professionals' time to be used for specialist service delivery.

- To achieve a baseline standard of qualitative service delivery where customers received the correct information in a timely, professional, and polite manner.

Section B – Evidence

Do you have data related to the protected groups of the people impacted by this activity?

Yes

It is possible to get the data in a timely and cost effective way?

No

Is there national evidence/data that you can use?

Yes

Have you consulted with stakeholders?

No

Who have you involved, consulted and engaged with?

There has been some internal stakeholder engagement and market engagement exercise. Including commissioning, services, ICT security and commissioning

This is a mandatory procurement exercise. The changes for customers at this time is expected to be minimal however this will be updated as an when we have more information regarding the delivery of services.

Has there been a previous Equality Analysis (EQIA) in the last 3 years?

No

Do you have evidence that can help you understand the potential impact of your activity?

Yes

Section C – Impact

Who may be impacted by the activity?

Service Users/clients

Service users/clients

Staff

Staff/Volunteers

Residents/Communities/Citizens

Residents/communities/citizens

Are there any positive impacts for all or any of the protected groups as a result of the activity that you

are doing?
Yes
Details of Positive Impacts
There is a potential with a new contract for new technology to be deployed that hasn't previously been used by the Council (but will have been used elsewhere) for example Web Chat etc which may be preferable to some who may not wish to speak to a member of staff but would like a quick response to a query. The council is also committing to retaining a telephony service for emergency calls and for those people who rely on the service to contact the Council.
Negative impacts and Mitigating Actions
19.Negative Impacts and Mitigating actions for Age
Are there negative impacts for age?
No. Note: If Question 19a is "No", Questions 19b,c,d will state "Not Applicable" when submission goes for approval
Details of negative impacts for Age
Not Completed
Mitigating Actions for Age
Not Completed
Responsible Officer for Mitigating Actions – Age
Not Completed
20. Negative impacts and Mitigating actions for Disability
Are there negative impacts for Disability?
No. Note: If Question 20a is "No", Questions 20b,c,d will state "Not Applicable" when submission goes for approval
Details of Negative Impacts for Disability
Not Completed
Mitigating actions for Disability
Not Completed
Responsible Officer for Disability
Not Completed
21. Negative Impacts and Mitigating actions for Sex
Are there negative impacts for Sex
No. Note: If Question 21a is "No", Questions 21b,c,d will state "Not Applicable" when submission goes for approval
Details of negative impacts for Sex
Not Completed
Mitigating actions for Sex
Not Completed
Responsible Officer for Sex
Not Completed
22. Negative Impacts and Mitigating actions for Gender identity/transgender
Are there negative impacts for Gender identity/transgender
No. Note: If Question 22a is "No", Questions 22b,c,d will state "Not Applicable" when submission goes for approval
Negative impacts for Gender identity/transgender
Not Completed
Mitigating actions for Gender identity/transgender
Not Completed

Responsible Officer for mitigating actions for Gender identity/transgender
Not Completed
23. Negative impacts and Mitigating actions for Race
Are there negative impacts for Race
No. Note: If Question 23a is "No", Questions 23b,c,d will state "Not Applicable" when submission goes for approval
Negative impacts for Race
Not Completed
Mitigating actions for Race
Not Completed
Responsible Officer for mitigating actions for Race
Not Completed
24. Negative impacts and Mitigating actions for Religion and belief
Are there negative impacts for Religion and belief
No. Note: If Question 24a is "No", Questions 24b,c,d will state "Not Applicable" when submission goes for approval
Negative impacts for Religion and belief
Not Completed
Mitigating actions for Religion and belief
Not Completed
Responsible Officer for mitigating actions for Religion and Belief
Not Completed
25. Negative impacts and Mitigating actions for Sexual Orientation
Are there negative impacts for Sexual Orientation
No. Note: If Question 25a is "No", Questions 25b,c,d will state "Not Applicable" when submission goes for approval
Negative impacts for Sexual Orientation
Not Completed
Mitigating actions for Sexual Orientation
Not Completed
Responsible Officer for mitigating actions for Sexual Orientation
Not Completed
26. Negative impacts and Mitigating actions for Pregnancy and Maternity
Are there negative impacts for Pregnancy and Maternity
No. Note: If Question 26a is "No", Questions 26b,c,d will state "Not Applicable" when submission goes for approval
Negative impacts for Pregnancy and Maternity
Not Completed
Mitigating actions for Pregnancy and Maternity
Not Completed
Responsible Officer for mitigating actions for Pregnancy and Maternity
Not Completed
27. Negative impacts and Mitigating actions for Marriage and Civil Partnerships
Are there negative impacts for Marriage and Civil Partnerships
No. Note: If Question 27a is "No", Questions 27b,c,d will state "Not Applicable" when submission goes for approval
Negative impacts for Marriage and Civil Partnerships
Not Completed
Mitigating actions for Marriage and Civil Partnerships
Not Completed

Responsible Officer for Marriage and Civil Partnerships
Not Completed
28. Negative impacts and Mitigating actions for Carer’s responsibilities
Are there negative impacts for Carer’s responsibilities
No. Note: If Question 28a is "No", Questions 28b,c,d will state "Not Applicable" when submission goes for approval
Negative impacts for Carer’s responsibilities
Not Completed
Mitigating actions for Carer’s responsibilities
Not Completed
Responsible Officer for Carer’s responsibilities
Not Completed