

## 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**

<b>are doing?</b>
Yes
<b>Details of Positive Impacts</b>
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.
<b>Negative impacts and Mitigating Actions</b>
<b>19. Negative Impacts and Mitigating actions for Age</b>
<b>Are there negative impacts for age?</b>
No. Note: If Question 19a is "No", Questions 19b,c,d will state "Not Applicable" when submission goes for approval
<b>Details of negative impacts for Age</b>
Not Completed
<b>Mitigating Actions for Age</b>
Not Completed
<b>Responsible Officer for Mitigating Actions – Age</b>
Not Completed
<b>20. Negative impacts and Mitigating actions for Disability</b>
<b>Are there negative impacts for Disability?</b>
No. Note: If Question 20a is "No", Questions 20b,c,d will state "Not Applicable" when submission goes for approval
<b>Details of Negative Impacts for Disability</b>
Not Completed
<b>Mitigating actions for Disability</b>
Not Completed
<b>Responsible Officer for Disability</b>
Not Completed
<b>21. Negative Impacts and Mitigating actions for Sex</b>
<b>Are there negative impacts for Sex</b>
No. Note: If Question 21a is "No", Questions 21b,c,d will state "Not Applicable" when submission goes for approval
<b>Details of negative impacts for Sex</b>
Not Completed
<b>Mitigating actions for Sex</b>
Not Completed
<b>Responsible Officer for Sex</b>
Not Completed
<b>22. Negative Impacts and Mitigating actions for Gender identity/transgender</b>
<b>Are there negative impacts for Gender identity/transgender</b>
No. Note: If Question 22a is "No", Questions 22b,c,d will state "Not Applicable" when submission goes for approval
<b>Negative impacts for Gender identity/transgender</b>
Not Completed
<b>Mitigating actions for Gender identity/transgender</b>
Not Completed

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

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