

Equality, Diversity, Cohesion and Integration (EDCI) screening



As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration.

A **screening** process can help judge relevance and provides a record of both the **process** and **decision**. Screening should be a short, sharp exercise that determines relevance for all new and revised strategies, policies, services and functions.

Completed at the earliest opportunity it will help to determine:

- the relevance of proposals and decisions to equality, diversity, cohesion and integration.
- whether or not equality, diversity, cohesion and integration is being or has already been considered, and
- whether or not it is necessary to carry out an impact assessment.

Directorate: Strategy and Resources	Service area: Strategy and Performance
Lead person: Lee Hemsworth	Contact number: 0113 378 2477

1. Title: Award of a new contract under Lot 3 (Cloud Support) of the G-Cloud 13 Framework for the provision of delivery of the Customer Contact Transformation programme

Is this a:

Strategy / Policy

 Service / Function

 Other

If other, please specify: Work to assess organisational and service readiness for widescale transformation on our customer services

2. Please provide a brief description of what you are screening

As part of the financial challenge, Leeds City Council (LCC) is planning to transform our current “Customer Contact” offering that will drive efficiencies and ensure consistent, joined up and accessible customer services across the whole organisation. KPMG worked with LCC between April-July 2024 to support the development of a customer strategy, the high-level design of a unified customer front door, a transformation outline business case and roadmap, and a proof of concept using Microsoft Dynamics.

We now need to prepare a more detailed business case for transformation. We wish to build on the work from the prior provision of services provided by KPMG that will drive

forward this major transformational programme at pace and secure the financial investment to deliver the organisational and technical change. KPMG have delivered similar transformational programmes and as they are already engaged with this programme of work we wish to partner with KPMG on the next phase of work, to utilise their specific skillsets and understandings to accelerate the Customer Contact Transformation.

For screening purposes, because the transformation that we are proposing will impact people within the organisation and the customers of the Council, we need to ensure that due regard for equality is considered right from the early planning stages including the forming of our business case and impacted projects.

3. Relevance to equality, diversity, cohesion and integration

All the council's strategies and policies, service and functions affect service users, employees or the wider community – city wide or more local. These will also have a greater or lesser relevance to equality, diversity, cohesion and integration.

The following questions will help you to identify how relevant your proposals are.

When considering these questions think about age, carers, disability, gender reassignment, race, religion or belief, sex, sexual orientation. Also those areas that impact on or relate to equality: tackling poverty and improving health and well-being.

Questions	Yes	No
Is there an existing or likely differential impact for the different equality characteristics?		X
Have there been or likely to be any public concerns about the policy or proposal?		X
Could the proposal affect how our services, commissioning or procurement activities are organised, provided, located and by whom?		X
Could the proposal affect our workforce or employment practices?		X
Does the proposal involve or will it have an impact on <ul style="list-style-type: none"> • Eliminating unlawful discrimination, victimisation and harassment • Advancing equality of opportunity • Fostering good relations 		X

If you have answered **no** to the questions above please complete **sections 6 and 7**

If you have answered **yes** to any of the above and;

- Believe you have already considered the impact on equality, diversity, cohesion and integration within your proposal please go to **section 4**.
- Are not already considering the impact on equality, diversity, cohesion and integration within your proposal please go to **section 5**.

4. Considering the impact on equality, diversity, cohesion and integration

If you can demonstrate you have considered how your proposals impact on equality, diversity, cohesion and integration you have carried out an impact assessment.

Please provide specific details for all three areas below (use the prompts for guidance).

- **How have you considered equality, diversity, cohesion and integration?** (think about the scope of the proposal, who is likely to be affected, equality related information, gaps in information and plans to address, consultation and engagement activities (taken place or planned) with those likely to be affected)

As part of the wider Customer Contact Transformation programme, we will be undertaking a full EDCI assessment over the end of 2024 and early 2025 when we are finalising the business case.

Through the programme (of which this engagement with KPMG is a part), we have drafted a consultation strategy for key organisational touchpoints (like the staff networks, the Be Your Best managers group, 100% Digital Leeds who work on accessibility) as well as external groups such as the Community Hubs, the Access and Use-Ability Group and the Citizen Panel. The key thoughts behind these engagement groups is to ensure that we are testing our assumptions behind the proposals, engaging the citizens of Leeds and the staff of Leeds City Council on this transformational journey and also implementing a 360 degree feedback loop for the new changes.

However, this has not taken place for the KPMG engagement proposal but has been detailed to demonstrate the wider considerations in place.

- **Key findings** (think about any potential positive and negative impact on different equality characteristics, potential to promote strong and positive relationships between groups, potential to bring groups/communities into increased contact with each other, perception that the proposal could benefit one group at the expense of another)

As mentioned above, we have no key findings because the KPMG proposal does not meet any of the criteria for an impact assessment, but there will be one in the lifecycle of the wider programme.

- **Actions** (think about how you will promote positive impact and remove/ reduce negative impact)

5. If you are **not already considering the impact on equality, diversity, cohesion and integration you **will need to carry out an impact assessment.****

Date to scope and plan your impact assessment:	
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Date to complete your impact assessment	
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Lead person for your impact assessment (Include name and job title)	
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6. Governance, ownership and approval

Please state here who has approved the actions and outcomes of the screening

Name	Job title	Date
Kat Denvir	Senior Project Manager	30.08.24
Date screening completed: 27.08.24		

7. Publishing

Though **all** key decisions are required to give due regard to equality the council **only** publishes those related to **Executive Board, Full Council, Key Delegated Decisions or a Significant Operational Decision.**

A copy of this equality screening should be attached as an appendix to the decision making report:

- Governance Services will publish those relating to Executive Board and Full Council.
- The appropriate directorate will publish those relating to Delegated Decisions and Significant Operational Decisions.
- A copy of all other equality screenings that are not to be published should be sent to equalityteam@leeds.gov.uk for record.

Complete the appropriate section below with the date the report and attached screening was sent:

For Executive Board or Full Council – sent to Governance Services	Date sent:
For Delegated Decisions or Significant Operational Decisions – sent to appropriate Directorate	Date sent:
All other decisions – sent to equalityteam@leeds.gov.uk	Date sent: 17.09.24