

## Single View of a Child Programme – replacement of existing case management infrastructure

Did you use the EIA Screening Tool?

No

### 1. Explaining the matter being assessed

Is this a:

- A new service or function

**Summarise the strategy, policy, service(s), or function(s) being assessed. Describe current status followed by any changes that stakeholders would experience.**

The transition from several independent case management systems across the whole of the education system to Liquidlogic Early Years Education Management System (EYES).

The purpose of the Equalities Impact Assessment (EIA) is to support the recommendation of the implementation of Liquidlogic's EYES and Liquidlogic's Integrated Finance Technology System (LIFT). Liquidlogic systems have long been used across Adult's and Children's Social Care in Surrey County Council. There is no anticipated impact for users now moving to the Liquidlogic systems, but consideration whilst implementing, due to the numbers of people across Surrey County Council that do have accessibility requirements. Users of the system carry out a range of statutory and non-statutory processes relating to Education and Children's Social Care and can analyse the pupil data by the characteristic information contained within the Education Management Information System for Census information, resource allocation and funding.

The contract sets out the data processing terms to prevent the supplier from using the data in any other way than identified in the contract.

Business-as-Usual (BAU) operations could not continue with its existing infrastructure. Services use a mixture of databases, spreadsheets, and Word documents to record activities which include financial monitoring, financial management and the authorisation of payments. Processes are not seamless and a lack of training and focus on the digital infrastructure has provided an opportunity to have a whole system view. The commissioning and procurement process were completed in Spring 2020 with the award being given to Liquidlogic who provides the Case Management System for Adults and Children's Services in Surrey.

Improvements in processes, new workflows and semi automation of tasks will reduce the time spent by officers on recording across systems.

The EIA needs to consider staff i.e., the users of the system and the needs of the residents in terms of their information being shared.

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The system will support the processes required across a range of services including, but not limited to, the Children's Single Point of Access (C-SPA), our multi-agency partnership (MAP), Early Help, Early Years, and Children's Services.

The system will also link seamlessly and integrate with:

- LCS and ACS.
- Tableau (our interactive data visualisation software).
- Dell Boomi IPaaS Solution (Integration platform as a service).
- The corporate Enterprise Resource Planning (ERP) system, which manages the Council's business-critical Finance, HR, Payroll and Procurement processes.

The high-level changes listed above will have implications for some staff with disabilities who currently require specialist software to access Council systems. The new system will meet the needs of these users and be interoperable with any specialist systems used, for example systems used by the visually impaired.

## How does your service proposal support the outcomes in [the Community Vision for Surrey 2030](#)?

This EIA links to the following outcomes in the Community Vision for Surrey:

- Children and young people are safe and feel safe and confident
- Everyone benefits from education, skills and employment opportunities that help them succeed in life
- Everyone gets the health and social care support and information they need at the right time and place.

## Are there any specific geographies in Surrey where this will make an impact?

(Delete the ones that don't apply)

- County-wide

**Assessment team** – A key principle for completing impact assessments is that they should not be done in isolation. Consultation with affected groups and stakeholders needs to be built in from the start, to enrich the assessment and develop relevant mitigation.

- Data informing this impact assessment includes education data dashboards, statutory returns for education, financial information listed across spreadsheets being replaced by the new systems.

## 2. Service Users / Residents

### Age, including younger and older people

#### Positive impacts

The linking of EYES with LCS and EHM will support the delivery of the strategic objective to have a Single View of a Child across Surrey Children's Services. This will support children, young people, and their families in telling their story only once, and not having to retell their story to the many different services they may encounter on their journey.

The increased visibility of cases within the system, along with the improvements in reporting will enable services to respond much more quickly to the needs of children, young people, and their families.

## 3. Staff

### Disability

**Describe here the considerations and concerns in relation to the programme/policy for the selected group.**

There are currently 190 (circa) staff within Surrey County Council who use specialist software to enable them to use Council systems:

- 4 users of AbiSEe Eye Pal
- 1 user of Dragon Medical Practice
- 82 users of Dragon Naturally Speaking
- 2 users of Duxbury Braille Translator
- 8 users of Dolphin Supernova 16
- 6 users of JAWS
- 79 users of TextHelp Read & Write
- 2 users of VisionAid
- 1 user of Global Autocorrect
- 2 users of Audio Notetaker
- 3 users of ClaroRead

The Web Accessibility Initiative (WAI) website below provides information about the wide diversity of people with disabilities and highlights some of the web accessibility barriers that people commonly experience because of inaccessible websites and web tools. Examples of disabilities include: Auditory, cognitive/learning, physical, speech and visual.

<http://www.w3.org/WAI/people-use-web/>

- Users of LIFT circa 65
- Users of EYES circa 300

**Describe here suggested mitigations to inform the actions needed to reduce inequalities.**

- The Council's standards for specifying the minimum standards for accessibility, as stipulated by the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018, were included in the non-functional requirements specification within the interface / user experience section.
- As part of above, interoperability with existing specialist software for staff with disabilities was included as part of the requirements specification.
- Implementation will include an effective change management approach that will include communication and training for staff with disabilities.

Training will be made accessible by the following:

- Ensuring users accessibility needs are understood by conducting a Training Needs Survey and delivering on the outcomes.

Materials will be developed in an accessible format by:

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- Following the guidance in producing materials from 'SVOAC Accessibility Training Materials' document.
- Consulting with the IT Accessibility Specialist for the development of materials and e-learning content.
- Consulting with colleagues in Physical and Sensory Support for guidance.

Training will be delivered in ways that supports the learning of all users and ensures that trainers know how to deliver in a way that supports all learning needs via:

- E-learning
  - a. audio descriptions to guide users with visual impairment – e.g., ensure correct descriptors for menus and fields are used as advised by the IT Accessibility Specialist
  - b. Subtitles to support users with hearing impairment
  - c. Being aware of the speed of training delivery
- MS Teams
  - a. Where required, using sign-language interpreters
  - b. Tools we can use to support specific needs
- 1-2-1 Sessions
  - a. By delivering sessions for learners who have specific needs, with guidance from them on how we can support their learning

**What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?**

Post Covid & in line with the Moving Closer to Residents programme and digital transformation to a fully agile workforce working from any location. Staff with disabilities will require the ability to continue to access systems using any specialist software from any location.

**Any negative impacts that cannot be mitigated?**

None.

## 4. Recommendation

Based your assessment, please indicate which course of action you are recommending to decision makers. You should explain your recommendation below.

- **Outcome One: No major change to the policy/service/function required.** This EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken
- **Outcome Two: Adjust the policy/service/function** to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?
- **Outcome Three: Continue the policy/service/function** despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are:
  - Sufficient plans to stop or minimise the negative impact
  - Mitigating actions for any remaining negative impacts plans to monitor the actual impact.
- **Outcome Four: Stop and rethink the policy** when the EIA shows actual or potential unlawful discrimination. (For guidance on what is unlawful discrimination, refer to the [Equality and Human Rights Commission's guidance and Codes of Practice on the Equality Act](#) concerning employment, goods and services and equal pay).

### Recommended outcome:

Outcome Two

### Explanation:

Mitigations are being put in place to ensure staff with disabilities are better able to access the training and system design is compatible with the accessibility requirements of those staff using specialist software.

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## 5. Action plan and monitoring arrangements

Insert your action plan here, based on the mitigations recommended.

Involve you Assessment Team in monitoring progress against the actions above.

Item	Initiation Date	Action/Item	Person Actioning	Target Completion Date	Update/Notes	Open/Closed
1	November 2021	Deliver training and materials in different accessible formats to meet the needs of staff with disabilities as detailed in Section 3.	Single View of a Child Programme Manager	By go-live dates of each programme aspect		Open

## 6a. Version control

Version Number	Purpose/Change	Author	Date
0.1	Initial draft	Elizabeth Cross-Broadhurst	23 June 2021
0.2	Feedback and update from Strategy team	Adam Whittaker	12 July 2021
0.3	Format and update post-EIA feedback	David Saunders	19 July 2021
0.4	Accessibility considerations	Penny Willett	19 July 2021

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<b>Version Number</b>	<b>Purpose/Change</b>	<b>Author</b>	<b>Date</b>
0.5	Feedback from Programme Board and update	David Saunders	29 November 2021
0.6	Transposed EIA to new web-accessible format	Adam Whittaker	29 December 2021

The above provides historical data about each update made to the Equality Impact Assessment.

Please include the name of the author, date and notes about changes made – so that you can refer to what changes have been made throughout this iterative process.

For further information, please see the EIA Guidance document on version control.



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## 6b. Approval

Secure approval from the appropriate level of management based on nature of issue and scale of change being assessed.

Approved by	Date approved
Head of Service	
Executive Director	
Cabinet Member	
Directorate Equality Group	

**EIA author:** Elizabeth Cross-Broadhurst

## 6c. EIA Team

Name	Job Title	Organisation	Team Role
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