

Appendix 1 - Equality Impact Assessment

Summary of proposal

Name of proposal	3rd party hosted telephony – Avaya telephony migrated to the cloud.
Reference number (if applicable)	
Service Area	Islington Digital Services
Date screening completed	15 th February 2022
Screening author name	Andy Goodey
Fairness and Equality team sign off	Hezi Yaacov-Hai
Authorising Director/Head of Service name	Jon Cumming

Before completing the EQIA Screening Tool please read the guidance and FAQs. For further help and advice please contact equalities@islington.gov.uk.

Please provide a summary of the proposal.

Please outline:

- What are the aims/objectives of this proposal?
- Will this deliver any savings?
- What benefits or change will we see from this proposal?
- Which key groups of people or areas of the borough are involved?

The datacentres currently in use are hosted in a traditional on-premises setup, with high energy consumption and require additional support systems such as air-conditioning to properly function. As part of the Digital Services Enterprise Plan October 2022 update, it was highlighted these datacentres required significant ongoing investment to refresh and keep current.

The council's existing on-premises telephony platform needs to be moved out of its current location to support outlined plans of the FutureWork Programme that mitigate against the overall consumption of energy.

Islington Digital Services (IDS) currently provide datacentre resilience for the organisation's on-premises telephony including call centre and internet services from a secondary hosted datacentre. The FutureWork programme have identified that the datacentre for telephony and resilience should adopt a new resilience strategy from a 3rd Party hosted service to reduce the organisations energy bills.

The strategy is to migrate the on-premises telephony platform (including the Contact Centre) into the cloud. Then within 6 months from the start of the contract the Contact Centres will be migrated to a modern Omnichannel Contact Centre Solution and the Contact Centre platform on the legacy telephone system will be decommissioned. This will leave the back-office telephony platform (the user extensions) which will remain in place hosted from within the cloud for three years.

The migration into the cloud will be carried out in a phased approach to minimise any impact to telephony users and residents. This will be done by moving the resilient systems into the cloud first whilst telephony continues to operate normally on the live systems still based on-premises. Testing will be carried out on the resilient systems and when completed we will arrange a cutover to swap the roles ie to make the resilient cloud system live and the on-premises system resilient. We will then move the on-premises system into the cloud to complete the migration. The cutover between live and resilient will only take a few seconds and will be clearly communicated to users beforehand and will be carried out during a quiet period to minimise impact.

To enable the delivery of FutureWork savings the migration to the cloud must be complete by the end of August 2023. The total cost to deliver this solution is £945,000 over three years and is an enabler for the FutureWork savings, reduces our datacentre energy consumption and is a significant contributor to the Councils aim to become carbon neutral by 2030.

On whom will the proposal impact? Delete as appropriate.

Group of people	Impacted?
Service users	Small impact of a few seconds outage during the cutover to the new service. The cutover will be clearly communicated to all users and will be timed to take place to cause minimal disruption. Where necessary mitigations or workarounds will be put in place.
Residents	Small impact of a few seconds outage during the cutover to the new service. The cutover will be clearly communicated to all users and will be timed to take place to cause minimal disruption. Where necessary mitigations or workarounds will be put in place.
Businesses	Small impact of a few seconds outage during the cutover to the new service. The cutover will be clearly communicated to all users and will be timed to take place to cause minimal disruption. Where necessary mitigations or workarounds will be put in place.
Council staff	Small impact of a few seconds outage during the cutover to the new service. The cutover will be clearly communicated to all users and will be timed to take place to cause minimal disruption. Where necessary mitigations or workarounds will be put in place.

What consultation or engagement has taken place or is planned?

Please outline:

- Which groups or communities you have consulted/plan to consult
- Methods used/will use to engage (for example, focus groups)
- How insight gained from engagement or consultation has been/will be fed into decision making or proposal design

If you have not completed any engagement activity and do not plan to, you should outline why this decision has been made.

The Resident Experience Board have been consulted and have endorsed the proposal to migrate the telephony to the cloud via 3rd party hosted infrastructure.

This proposal involves the migration of an existing service into the cloud and therefore there will be no changes in service for users of the system. However, IDS governance will be followed and ensure that all changes will be approved by the Change Advisory Board and Technical designs will be approved by the Technical Design Authority. The cutover will be carried out in a controlled phased approach and will be communicated to staff members.

No other consultation has been carried out, and none is planned. This is a migration of an existing technology that is well understood amongst council staff.

What impact will this change have on people with protected characteristics and/or from disadvantaged groups?

Of the groups you have identified above, please now indicate the likely impact on people with protected characteristics within these groups by checking the relevant box below. Use the following definitions as a guide:

Neutral – The proposal has no impact on people with the identified protected characteristics

Positive – The proposal has a beneficial and desirable impact on people with the identified protected characteristics

Negative – The proposal has a negative and undesirable impact on people with the identified protected characteristics

You should then assess whether the negative impact has a low impact, medium impact or high impact. Consider the level and likelihood of impact. Please also think about whether the proposal is likely to be contentious or perceived as a negative change by certain groups, as this could justify the completion of a full EQIA. See the guidance for help.

Protected characteristic	Positive impact	Neutral impact	Negative impact	Description of the impact (if applicable)
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	
Disability (include carers)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	
Race or ethnicity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	

Protected characteristic	Positive impact	Neutral impact	Negative impact	Description of the impact (if applicable)
Religion or belief (include no faith)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	
Gender and gender reassignment (male, female or non-binary)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	
Maternity or pregnancy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	
Sex and Sexual Orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	
Marriage or Civil Partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	

Protected characteristic	Positive impact	Neutral impact	Negative impact	Description of the impact (if applicable)
Other (e.g. people living in poverty, looked after children, people who are homeless or refugees)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Choose an item.	

How do you plan to mitigate negative impacts?

Where there are disproportionate impacts on groups with protected characteristics, please outline:

- The other options that were explored before deciding on this proposal and why they were not pursued
- Action that is being taken to mitigate the negative impacts

Action	Lead	Deadline	Comments
N/A	N/A	N/A	No negative impacts assessed

Action	Lead	Deadline	Comments

Screening Decision	Outcome
Neutral or Positive – no full EQIA needed*.	Yes
Negative – Low Impact – full EQIA at the service director’s discretion*.	No
Negative – Medium or High Impact – must complete a full EQIA.	No
Is a full EQIA required? Service decision:	No

Screening Decision	Outcome
Is a full EQIA required? Fairness and Equality recommendation:	No

* If a full EQIA is not required, you are still legally required to monitor and review the proposed changes after implementation to check they work as planned and to screen for unexpected equality impacts.

Please send this completed EQIA Screening Tool to equalities@islington.gov.uk for quality checking by the Fairness and Equality Team.