

EQUALITY IMPACT ASSESSMENT

Contact Centre Call Answering Service Level Agreement (SLA) reduction from 90% to 85%

Date: 26/01/2024





Reference number	В А000310
Date Submitted	26/01/2024
Subject of the EIA	Contact Centre Call Answering Service Level Agreement





Budget Saving Yes

Responsible officer	Bizabeth Hibbert
Accountable officer	Wendy Griffiths





How will you mitigate against any negative impact to the disability characteristic?	It is important to note that all contacts will still be answered, we are not switching off the telephony channel, but this change means that citizens will potentially wait for a little longer before their call is answered. There are alternative contact methods, if citizens prefer, e-mail, webchat, X(twitter) and WhatsApp launching shortly. Through the continued telephony platform and the other contact options, People with a disability are able to contact the services they need to through the Contact Centre. Alongside the reduction in SLA, Voice automation is also being introduced, initially on switchboards, waste, Environmental Health and Planning. This will allow citizens to interact with the council 24/7, however people will always have the option to transfer to a live advisor or request a call back, if there are issues with language or voice recognition. The Contact Centre already has processes in place, to be able to initiate a translation service.

Does this proposal impact	No
citizens based on their sex as	
per the Equality Act 2010?	
What sexes will be impacted	N/A
by this proposal?	
Please describe the impact to	N/A
the sex characteristic	
How will you mitigate against	N/A
any negative impact to the	
sex characteristic?	

Does this proposal impact	No
people who are proposing to	
undergo, undergoing or have	
undergone a process to	
reassign one's sex as per the	
Equality Act 2010?	
Please describe the impact to	N/A
the gender reassignment	
characteristic	
How will you mitigate against	N/A
any negative impact to the	
gender reassignment	
characteristic?	





Does this proposal impact people's religion or beliefs as per the Equality Act 2010?





How will you ensure any adverse impact and mitigation measures are monitored?	The Contact Centre does not ask for data from people contacting the council, the change in call handling time, will mean that anyone using this method to contact centre may wait slightly longer for their call to be answered. We have looked at the 25 key services, we do not believe there are any additional impacts for the following protected characteristics, we can confirm that there are no specific or targeted services for people within the contact centre, with the following protected characteristics: Sex; Gender reassignment; Marriage & Civil Partnership; Pregnancy & Maternity; Ethnicity & Race; Sexual Orientation.
	Voice automation is a new project, subject to it's own Equalities Impact Assessment, but the contact centre has existing processes and policies, not part of this change, to provide translation services required for the citizen on the call.
	The Contact Centre has well established satisfaction methods, which will continue to gather information both about satisfaction with the Council and about the contact received that day. The customer satisfaction data is collated and reviewed and reported within our performance monitoring reports. All satisfaction is analysed to look at further service improvements, to make the contact centre a better experience for citizens.
Please enter the email address for the officer responsible for monitoring impact and mitigation	Geraldine Collins

