**Customer Impact Assessment**

|  |
| --- |
| ICT Hardware SupportThe provision of hardware and associated support for users of the FDC network. This includes PCs, laptops, monitors, telephones, mobile telephones and printers. Associated peripherals including keyboards, mice and laptop risers are also provided. |
| **Information used for customer analysis**Note relevant consultation; who took part and key findings; refer to, or attach other documents if needed; include dates where possible |
|  | **Could particularly benefit** | **Neutral** | **May adversely impact** | Explanations | **Is action possible or required?** | Details of actions or explanations if actions are not possiblePlease note details of any actions to be placed in your Service Plan |
| **Race** |  |  **□** | **□** | ICT hardware is procured according to application specifications and the requirements of the user. In the case of a user having an impairment, once the ICT needs have been assessed by the Health and Safety team, changes or modifications to the hardware provided would then be undertaken.Support is available in person by users visiting the ICT office, speaking over the telephone and via email. ICT staff are able to visit users in the case of barriers to them visiting ICT offices.Language barriers to this support can be aided by tools such as Google Translate or Babelfish |  N |  |
| **Sex** | **□** |  | **□** | N |
| **Gender reassignment/ Transgender** | **□** |  | **□** | N |
| **Disability** |  |  **□** | **□** | N |
| **Age** | **□** |  | **□** | N |
| **Sexual orientation** | **□** |  | **□** | N |
| **Religion or belief** | **□** |  | **□** | N |
| **Pregnancy, maternity and paternity** | **□** |  | **□** | N |
| **Marriage & civil partnership** | **□** |  | **□** | N |
| **Human Rights** | \* |  | \* |  |  N |  |
| **Socio Economic** | \* |  | \* |  | N |  |
| **Multiple/ Cross Cutting** | \* |  | \* |  | N |  |
| **Outcome(s) of customer analysis**a) Will the policy/ procedure impact on the whole population of Fenland and/ or identified groups within the population; negative \* neutral **P** positive \*No major change needed  **P** Adjust the policy **□** Adverse impact but continue **□** Stop and remove / reconsider policy **□** |
| **Arrangements for future monitoring:**Note when analysis will be reviewed; include any equality indicators and performance against those indicators |
| **Details of any data/ Research used** (both FDC & Partners)**:** |
| **Completed by:****Name: Joanne Oakey****Position: Senior ICT Support Officer** |
| **Approved by** (manager signature):  | **Date published:** This should be the date the analysis was published on the website |
| **Details of any Committee approved by (if applicable):** | **Date endorsed by Members if applicable:** |