**Customer Impact Assessment**

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| ICT Application Support  The provision of software applications and associated support for users of the FDC network. This includes applications which are hosted for the Internet, run from on premise servers or installed locally on a client PC or laptop. | | | | | | | |
| **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 possible  Please note details of any actions to be placed in your Service Plan |
| **Race** |  | **□** | **□** | ICT applications are procured according to business need and the requirements of the user. For example, some users may need software to assist in their day job which may not benefit the whole authority  In the case of user having an impairement, once the ICT needs have been assessed by the Health and Safety team, changes or modifications to the applications may be required. For example, procuring a solution to aid users who have visual impairments.  ICT applications can also be used in different languages according to requirements.  Supporting the user can be aided by using software such as Babel Fish or Google Translate where there are language barriers. | | 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:** | | |