

Equality Impact Assessment (EIA) Tool

Document Control

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If this is a budget EIA please ensure the title and budget booklet code is the same as the title used within the budget booklet	
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Contributors/Reviewers (Anyone who has contributed to this document to be named)

Name	Title role	Date
Eileen Hudson	Principal Records Officer	08/11/2023

Nasreen Miah	Equality & Employability Consultant	16/11/2023
Beth Brown	Head of Legal and Governance	22/11/2023

Glossary of Terms

Term	Description
Box-it	Current document offsite storage provider
NCC	Nottingham City Council
UK GDPR	UK General Data Protection Regulation - controls how personal information is used by organisations.

Section 1 – Equality Impact (NCC staff/ Service users/ Citizen/ Community impact)

1. a. Brief description of proposal/ policy/ service to be assessed

Since 2010 the offsite storage service has been provided by Box-it North Midlands (based in Uttoxeter).

Currently Nottingham City Council (NCC) stores 22739 boxes, of which, 2359 are stored in higher cost archival conditions. The annual budget of the current contract is £70,675 per annum; however, this primarily only covers the cost for storage, delivery/collection of boxes, and any new box materials. The current process is to return the boxes to the offsite facility once the contents are viewed. As a matter of convenience, standard practice, and cultural habit, sending files to Box-it has been the default option for most service areas for many years.

The Information Compliance team are re-tendering for the operation of the offsite storage service which provides for the physical storage of records held in approximately 22739 boxes owned by NCC. This retendering process provides an opportunity to futureproof NCC's archived data. The proposal has already been agreed at the Commissioning Oversight Board and the budget will increase to approximately £80,000 per annum.

The proposal is to move to a hybrid model of service that offers: -

- a physical archive solution – storing boxes where legally required
- a scan on demand service – to provide information to colleagues in a fast manner
- a significantly reduced box delivery and collection service

- a bulk scanning option with file preparation – for those boxes that are not recalled as often
- an improved box tracking audit system
- an electronic document management storage solution – software to access the scanned files.

The timescale is to seek agreement from the Commissioning and Procurement Executive Committee on the 12th December 2023, with the tender process starting shortly after this. The aim is to get a new supplier in place by the 1st April 2024.

1. b. Information used to analyse the equalities implications

Information Compliance have been in contact with various local authorities across the UK to see how they undertake digitisation. The benefits of a paperless environment include: searchability (easier and faster finding of documents); accessibility (easier access particularly with hybrid working); productivity (spend less time recalling boxes and sifting through files); preservation (protecting documents and files from deteriorating); reduction in storage costs and improved UK GDPR compliance and a focus on improved disaster recovery.

As part of the procurement process, Information Compliance and Procurement colleagues have had meetings and demonstrations with companies to understand what the industry can offer. It has become evident that many public organisations are moving away from physical storage to digitising documents and suppliers have offered their expertise and experience of managing similar projects with governing bodies.

Through analysis of the boxes currently held in storage, the majority of the paperwork held in the offsite storage will be in relation to the People's directorate, representing adult and children who have had social care involvement as well as those citizens who have been involved with the education services department (49% of the total boxes). These boxes are in the top 5 areas of the most recalled boxes to NCC sites. These files will contain very sensitive information particularly around some of the nine protected characteristics.

1. c. Who will be affected and how?

Impact type (NCC staff/ Service users/ Citizens/ Community)	Equality group/ individual	Positive	Negative	None	Reasons for your assessment (Including evidence)	Details of mitigation/ actions taken to advance equality	Details of any arrangements for future monitoring of equality impact (Including any action plans)
	People from different ethnic groups			x	The tender is looking at digitisation of paper records and will not impact this group.		
	Men			x	The tender is looking at digitisation of paper records and will not impact this group.		
	Women			x	The tender is looking at digitisation of		

					paper records and will not impact this group.		
	Trans			x	The tender is looking at digitisation of paper records and will not impact this group.		
NCC Staff and Citizens	Disabled people/ carers	x			The digitisation of paper will help make the information more accessible to disabled staff and citizens through the various digital software that may be available to this group for use (for example, colleagues	Through the tender process, we will ask the suppliers to advise of their training options. If no training is available to all staff, Records Management colleagues will be on hand to provide training or guides on how to use the relevant systems. Records Management colleagues will	

					may have software to enhance the size of documents, or have software which dictates the information on the screen)	also be able to assist in ordering scans and arranging delivery to colleagues. Once the funding has been agreed at the relevant Executive Committee, Records Management will issue communications out across the business informing of the possible change of supplier so there will be at least 3 months' notice.	
	Pregnancy and maternity			x	The tender is looking at digitisation of paper records and will not impact this group.		

	Marriage/Civil Partnership			x	The tender is looking at digitisation of paper records and will not impact this group.		
	People of different faiths/ beliefs and those with none			x	The tender is looking at digitisation of paper records and will not impact this group.		
	Lesbian/ Gay/ Bisexual people			x	The tender is looking at digitisation of paper records and will not impact this group.		
	Older		x		The tender is looking at digitisation of paper records and may negatively impact this	Through the tender process, we will ask the suppliers to advise of their training options, and the use of,	

					group (especially if the person is not IT literate or is not confident in using the new technology)	and training for these IT programmes will be taken into consideration within the tender process. If no training is available to all staff, Records Management colleagues will be on hand to provide training or guides on how to use the relevant systems. Records Management colleagues will also be able to assist in ordering scans and arranging delivery to colleagues.	
	Younger			x	The tender is looking at digitisation of paper records and will not		

					impact this group.		
Citizens	Care Experience (Please refer to the guidance notes for further information)	x			Digitised paperwork will mean that information can be made available more quickly to social workers and for subject access requests, preventing negative effects on these individuals' lives and the service they receive from NCC.	Through the tender process, we will dictate that there must be some restrictions in place to prevent unauthorised access to certain files (such as Childrens, Adults and Fostering and Adoption) – Records Management colleagues will have access to these, but all staff have had enhanced DBS checks undertaken. There will be the specification that Records Management colleagues can audit the access to	

						information by colleagues from across the business and must provide a certificate to show they have completed Records Management training and have authorisation from their manager before they can access the system and/or specific information which may need to be restricted (this is the same process that we currently have in place now).	
Citizens	Other (e.g., cohesion/ good relations, <u>vulnerable children/ adults</u>), <u>socio-economic background</u> . <i>Please underline the group(s) /issue more</i>	x	x		<u>Vulnerable children/ adults</u> Digitised paperwork will mean that	<u>Socio-economic background</u> There will still be the opportunity to receive printed copies of information as	

	<i>adversely affected or which benefits.</i>				<p>information can be made available more quickly to social workers and for subject access requests, preventing negative effects on these individuals' lives and the service they receive from NCC.</p> <p><u>Socio-economic background</u> The digitisation of paperwork may mean that it excludes those people who do not have access to digital services to receive</p>	<p>there are at the present time for example with subject access requests.</p>	
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					downloadable information.		
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1. d. Summary of any other potential impact (including cumulative impact/ human rights implications):

None

Section 2 – Equality outcome

Please include summary of the actions identified to reduce disproportionate negative impact, advance equality of opportunity and foster good relations. Please pull out all of the mitigations you have identified and summarise them in this action plan


Equality Outcome	Adjustments to proposal and/or mitigating SMART actions	Lead Officer	Date for Review/ Completion	Update/ complete
Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010.				

Advance equality of opportunity between those who share a protected characteristic and those who don't				
Foster good relations between those who share a protected characteristic and those who don't				
(Please add other equality outcomes as required – e.g., mitigate adverse impact identified for people with a disability)	With a new supplier, we will be looking to procure a new box ordering/tracking system, as well as an electronic document management system. Suppliers we have met with have advised that they will undertake training sessions with those colleagues that will use the systems which will benefit all, especially those people with a disability. However, we will not know if the system/s will work with accessible software for colleagues who require use of this until the tender process is undertaken. We will specify in the tender documentation that the suppliers should show how their system is accessible for the right	Alison Liversidge/Eileen Hudson	April 2024	

	decisions to be made during the tender process, and this will give us the opportunity to address these issues and come up with solutions ourselves or with the selected supplier.			
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Please note: All actions will need to be uploaded onto Pentana

Section 3 – Approval and publishing

The assessment must be approved by the manager responsible for the service /proposal. Approving Manager details (name, role, contact details): Beth Brown Head of Legal and Governance beth.brown@nottinghamcity.gov.uk	Date sent for advice: 10/11/2023
Approving Manager Signature: 	Date of final approval: 22/11/2023

For further information and guidance, please visit the [Equality Impact Assessment Intranet Pages](#)
Alternatively, you can contact the Equality and Employability Team by telephone on 0115 876 2747

Send document or link for advice and/ or publishing to: edi@nottinghamcity.gov.uk