

## Information Management & Technology Equality Impact Assessment

### Decision not to proceed with a dedicated IM&T assessment

1. IM&T provides access to information and services to customers through a variety of access channels:
  - Telephone
  - Email and online forms
  - Website
  - Face to face visitors
2. Face to face customer enquiries are dealt with by individual team members when they visit the office.
3. Telephone, email and online enquiries are answered by staff at City Offices, Colebrook St, Winchester and Help desk calls by Computacenter at Nottingham.
4. This service was identified by the pre-screening group that identified and prioritised the EIA programme. However, it became apparent that those areas to be covered within IM&T were already being comprehensively assessed as part of the communications EIA.
5. The Communications EIA was undertaken by 7 officers drawn from relevant departments and facilitated by the council's Equality & Inclusion Consultant. The scoping and screening process specifically covering providing council information and services to customers visiting or telephoning IM&T at City Offices by telephone, face to face or electronic channels recorded that no discrimination or disadvantage was found. An EIA of the IM&T service is therefore not required. A summary report and the improvement plan for this assessment is available here:  
[http://www.winchester.gov.uk/Documents/EIA/Communications\\_EIA.pdf](http://www.winchester.gov.uk/Documents/EIA/Communications_EIA.pdf).
6. The council has also developed and implemented a comprehensive Interpretation and Translation policy to ensure that the communication needs of disabled people and people for whom English is not their first language. This has been equality impact assessed and a summary report and the improvement plan for this assessment is available here:  
[http://www.winchester.gov.uk/Documents/EIA/Communications\\_EIA.pdf](http://www.winchester.gov.uk/Documents/EIA/Communications_EIA.pdf).