

EQUALITY IMPACT ASSESSMENT

Stage 1: Title and aims of the activity (“activity” is an umbrella term covering policies, procedures, guidance and decisions).	
Service	Corporate Services
Section	Customer Communication and Improvement
Title of the activity etc.	Arcadia Redevelopment Project
Aims of the activity	<p>This assessment concerns the Arcadia Redevelopment project budget within Customer Communication & Improvement, profiled to reflect 23 months of planned project activity is funded from the Invest to Save fund. This supports the delivery of a redeveloped intranet system for Aberdeenshire Council through staff resource, ancillary staffing costs and limited other supplies & services budget.</p> <p>The strategy aims to make it easier for Aberdeenshire Council staff and partners to access tools and resources to support their business functions at a time and in a manner by:</p> <ul style="list-style-type: none"> • Supporting Arcadia Vision • Being accessible to all employees • Single point access to information • Quality of content and reliability • Control of content and quality • Easy to use, navigate and find information • Flexibility to encompass new and emerging technologies • Enabling data sharing and collaboration <p>The Arcadia redevelopment project team has 3 full time members of staff (1 seconded post, 2 temporary posts with a 4th team member joining in early 2014).</p>
Author(s) & Title(s)	 (Project Manager Arcadia Redevelopment Project)

Stage 2: List the evidence that has been used in this assessment.

Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).	<p>The following informed the project:</p> <ul style="list-style-type: none"> • Arcadia working group 2007-2010 • Arcadia user workshops • Arcadia managers interviews • Arcadia customer satisfaction survey (currently available online) <p>These sources informed the project aims & established how customers currently utilise the council's intranet, tools and resources and to establish user requirements for the future.</p> <p>This evidence supports continued investment in the project and will be reviewed at regular intervals to ensure continued fitness for purpose.</p>
Internal consultation with staff and other services affected.	Surveys and interviews with managers and staff who currently use Arcadia on a network drive and consultation (via manager interviews and frontline staff via workshops and hard copy survey) to inform aims of accessibility for all and improve functionality to enhance business needs across the organisation. Consultation with Elected Members, Supporting the Employee Steering Group and Business Transformation Programme Board.
External consultation (partner organisations, community groups, and councils).	Interviews have been held with external organisations and other local authorities to review current best practice of an organisations intranet service.
External data (census, available statistics).	<ul style="list-style-type: none"> • The Equality Act 2010 • http://homeoffice.gov.uk/equalities/ • http://www.equalityhumanrights.com/
Other (general information as appropriate).	N/A.

Stage 3: Evidence Gaps.	
Are there any gaps in the information you currently hold?	Current baseline information on customer volumes, experience & satisfaction with certain services covered within the project, (pre & post improvement) may not exist or be of sufficient volume or quality to be informative & shape future service delivery.

Stage 4: Measures to fill the evidence gaps.		
What measures will be	Measures:	Timescale:

<p>taken to fill the information gaps before the activity is implemented? These should be included in the action plan at the back of this form.</p>	<p>Customer satisfaction surveys have been developed, issued and are available online will / are being developed for each area of service delivery covered by the project capturing both satisfaction & potential improvements in service delivery. These will be shared with service delivery teams, BTPB & steering group.</p>	<p>December 2013 – February 2015</p>
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Stage 5: Are there potential impacts on protected groups? Please complete for each protected group by inserting “yes” in the applicable box/boxes below.

	Positive	Negative	Neutral	Unknown
Age – Younger	Yes			
Age – Older	Yes			
Disability	Yes			
Race – (includes Gypsy Travellers)	Yes			
Religion or Belief	Yes			
Gender – male/female	Yes			
Pregnancy and maternity	Yes			
Sexual orientation – (includes Lesbian/ Gay/Bisexual)	Yes			
Gender reassignment – (includes Transgender)	Yes			
Marriage and Civil Partnership	Yes			

Stage 6: What are the positive and negative impacts?

Impacts.	<p>Positive (describe the impact for each of the protected characteristics affected)</p>	<p>Negative (describe the impact for each of the protected characteristics affected)</p>
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<p>Please detail the potential positive and/or negative impacts on those with protected characteristics you have highlighted above. Detail the impacts and describe those affected.</p>	<p>All characteristics will receive positive benefits from the Arcadia redevelopment project. Currently only networked employees are able to access the full suite of Aberdeenshire Council's policies and corporate information. Non-networked employees are able to access only limited information through Arcadia Lite. By default, this represents an indirect discriminatory approach for groups with protected characteristics who by default, are unable to be fully supported by current and emerging policy advances. By providing access to all, the project will serve to enable protected characteristics, each with a unique set of needs, to be fully supported and aware, in the same way that networked employees currently are.</p>	

Stage 7: Have any of the affected groups been consulted?

<p>If yes, please give details of how this was done and what the results were. If no, how have you ensured that you can make an informed decision about mitigating steps?</p>	<p>No direct consultation specifically aimed at the protected characteristic groups was conducted , however the project has developed out of a business need to provide a more inclusive and modernised working culture.</p>
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Stage 8: What mitigating steps will be taken to remove or reduce negative impacts?

	Mitigating Steps	Timescale
<p>These should be included in any action plan at the back of this form.</p>	N/A	
	N/A	

Stage 9: What steps can be taken to promote good relations between various groups?

<p>These should be included in the action plan.</p>	<p>An Arcadia communications plan has been developed where key messages that require to be communicated to all stakeholders which will include people with protected characteristics have been identified.</p>
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Stage 10: How does the policy/activity create opportunities for advancing equality of opportunity?

The Arcadia redevelopment project supports the modernising of local government service delivery and Aberdeenshire Council's strategy to modernise the working environment and conditions for staff through the organisational goal of Making it easy for our customers to access services at a time, and in a way, that meets their needs thereby advancing equality of opportunity for all.

The associated budget will support all staff facing service delivery areas across the council in improving the quality and increasing accessibility of all information currently only accessible to networked employees.

Stage 11: What equality monitoring arrangements will be put in place?

These should be included in any action plan (for example customer satisfaction questionnaires).

The overall budget will not change, but equality considerations will be considered as part of the redevelopment project and roll out to all staff. The monitoring that would be carried out to support staff in this process will be built into the plans.

Stage 12: What is the outcome of the Assessment?

Please complete the appropriate box/boxes	1	No negative impacts have been identified –please explain.
	The Arcadia redevelopment project budget encompasses inclusivity for all staff and aims to support employees in the delivery of their job whilst affording protected groups greater awareness and support available to them through council policies.	
	2	Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.
	N/A	
	3	The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen
	N/A.	

* Stage 13: Set out the justification that the activity can and should go ahead despite the negative impact.

N/A

Stage 14: Sign off and authorisation.

Sign off and authorisation.	1) Service and Team	Corporate Services, Customer Communication and Improvement.		
	2) Title of Policy/Activity	Arcadia Redevelopment Project		
	3) Authors: I/We have completed the equality impact assessment for this policy/activity.	Name: [Redacted] Position: Project Manager Arcadia Redevelopment Project Date: 12/12/13 Signature: [Redacted]	Name: Position: Date: Signature:	
		Name: Position: Date: Signature:	Name: Position: Date: Signature:	
	4) Consultation with Service Manager	Name: [Redacted] (Head of Customer Communication and Improvement) Date: 12/12/13		
	5) Authorisation by Director or Head of Service	Name: [Redacted] Position: Director of Corporate Services Date:	Name: Position: Date:	
	6) If the EIA relates to a matter that has to go before a Committee, Committee report author sends the Committee Report and this form, and any supporting assessment documents, to the Officers responsible for monitoring and the Committee Officer of the relevant Committee. e.g. Social Work and Housing Committee.			Date:
7) EIA author sends a copy of the finalised form to: eia@abdnshire			Date:	
(Equalities team to complete) Has the completed form been published on the website? YES/NO			Date:	

[Redacted]

Action Plan					
Action	Start	Complete	Lead Officer	Expected Outcome	Resource Implications
Further general information from employees via customer satisfaction survey feedback	Dec 2013	Jan 2014	[Redacted]	Awareness of how best to increased satisfaction with, and accessibility to non-network employees	To be met within project resources
Communications plan ensuring all stakeholders including protected characteristic groups are kept informed of key milestones and project progress	Apr 2013	Feb 2015	[Redacted]	Increased satisfaction with, and accessibility to council policies and employee related services	To be met within project resources
Arcadia redevelopment project will provide training and engagement workshops throughout the rollout of the new system particularly in relation to frontline staff	Apr 2014	Feb 2015	[Redacted]	Increased satisfaction with, and accessibility to council policies and employee related services	To be met within project resources