

## EQUALITY IMPACT ASSESSMENT

Stage 1: Title and aims of the activity (“activity” is an umbrella term covering policies, procedures, guidance and decisions).	
Service	Business Services
Section	CCI, HR&OD
Title of the activity etc.	Alternative Delivery Models (template 42)
Aims of the activity	Proposals are to streamline the transactional element of HR and modernise the Graphic Design function resulting in headcount reductions - 10 HR, 12 across other services and 50% in Graphic Design (3 FTE)
Author(s) & Title(s)	Head of Customer Communication & Improvement ERM Project Lead, HR&OD Consultation and Engagement Officer

Stage 2: List the evidence that has been used in this assessment.	
Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).	<p>A piece of work carried out to analyse the workflow and processes of the Graphic Design Team over a year to identify unique pieces of work or work that could be done via a template.</p> <p>The pilot E4Print has been operational for 6 months and changes made as identified to make the processes easier and fit for purpose</p> <p>As a result of the Personnel Review in 2010 the feedback (Stakeholder analysis) highlighted the need for a first point of contact support desk for HR issues.</p> <p>There is a feedback option for those who use the HR portal.</p> <p>ITrent is being implemented to ensure that our HR processes such as payslips, expense claims etc are running efficiently and reducing duplication</p>

<p>Internal consultation with staff and other services affected.</p>	<p>Graphic Design - a report was taken to SLT for their consideration and feedback received from all services on the efficiency programme.</p> <p>HR staff are supporting the early stages of implementation of the support desk. This is being done on a rotational process with staff across HR teams.</p> <p>Looking to seek feedback from services as part of the ongoing review.</p> <p>ITrent – Consulted with service stakeholders in terms of process design e.g Absence process will affect managers in services, payroll and HR therefore all consulted during the design stage</p>
<p>External consultation (partner organisations, community groups, and councils).</p>	<p>No as these are internal processes so no external impacts</p>
<p>External data (census, available statistics).</p>	<p>All affected customers are internal</p>
<p>Other (general information as appropriate).</p>	

**Stage 3: Evidence Gaps.**

<p>Are there any gaps in the information you currently hold?</p>	<p>No</p>
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**Stage 4: Measures to fill the evidence gaps.**

<p>What measures will be 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>Measures:</p>	<p>Timescale:</p>
	<p>N/A</p>	

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		Yes	
Age – Older	Yes	Yes		
Disability	Yes	Yes		
Race – (includes Gypsy Travellers)			Yes	
Religion or Belief			Yes	
Gender – male/female		Yes	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.	Positive (describe the impact for each of the protected characteristics affected)	Negative (describe the impact for each of the protected characteristics affected)
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.	Disability – The automated IT approach could have positive impacts as it done online, meaning it can be completed wherever you are and not be coming into Woodhill	Age – Aware there may be IT literacy issues. The system is very intuitive however guidance and support will be available
	Age (young) Ability to access their information online and ensure the information is up to date.	Disability – The importance of ensuring that the system is fully accessible, meeting accessibility guidelines.

	Age (Old) Ability to access their information online and ensure the information is up to date.	Gender – Of the seven graphic designers six post holders are women – therefore the reduction of 50% will directly impact negatively on women
	Pregnancy & Maternity - hopefully able to access from home on personal devices	

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

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>Graphic Design - Yes as feedback has been collated and responded to as part of the pilot.</p> <p>AskHr – When implemented feedback was requested from services, this was reviewed and considered as appropriate</p> <p>ITrent – Due to go live in April 2016. Will be engaging with services leading up to it and collating feedback as part of the implementation process.</p>
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**Stage 8: What mitigating steps will be taken to remove or reduce negative impacts?**

These should be included in any action plan at the back of this form.	Mitigating Steps	Timescale
	All the Graphic Design Team were informed of the proposals and given an opportunity to consider voluntary severance three of whom accepted and applications have been processed.	31 <sup>st</sup> Dec 15
	The procured system (E4Print) meets accessibility standards and in extreme cases alternative design services can be offered.	1 <sup>st</sup> Jan 16
	The procured system (E4Print) is intuitive but training will be available if required.	1 <sup>st</sup> Jan 16
	The procured systems (ITrent & ASK Hr) meets accessibility standards and in extreme cases alternative arrangements can be offered via telephone.	Summer 2016 (iTrent) Ask HR - Ongoing
	The procured systems (Itrent and Ask HR) are intuitive but training will be available if required	Ask Hr – available ITrent Summer 2016

**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>E4Print will continue to be reviewed and modified as feedback identifies any required changes.</p> <p>Ask HR is still being developed and improved on an ongoing basis – this take both HR staff and customers feedback into consideration</p> <p>Itrent – A communications plan is being developed to inform employees of the forthcoming changes and what support and guidance is available. Feedback will be collated and reviewed as part of the implementation process.</p>
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**Stage 10: How does the policy/activity create opportunities for advancing equality of opportunity?**

Graphic Design - as it is an IT system it can be accessed from anywhere so it is a very accessible service if the IT barriers are removed. If the IT barriers cannot be removed then there is the back-up of the existing team of 2.5 FTE designers.

The smaller team of designers can focus their time on where the need is greatest.

Ask Hr & iTrent - as they are IT systems they can be accessed from anywhere making it a very accessible service if the IT barriers are removed. If the IT barriers cannot be removed there is the back-up of the support desk.

The smaller support team can then focus their time on where the need is greatest.

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

<p>These should be included in any action plan (for example customer satisfaction questionnaires).</p>	<p>E4Print will continue to be reviewed and modified as feedback identifies any required changes.</p> <p>Ask Hr and iTrent will both be reviewed during implementation and developed further as feedback identify any required changes.</p>
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**Stage 12: What is the outcome of the Assessment?**

<p>Please complete the appropriate box/boxes</p>	<p>1</p>	<p>No negative impacts have been identified –please explain.</p>
	<p>N/A</p>	
	<p>2</p>	<p>Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.</p>

<p>All the Graphic Design Team were informed of the proposals and given an opportunity to consider voluntary severance three of whom accepted and applications have been processed.</p> <p>The procured system (E4Print) meets accessibility standards and in extreme cases alternative design services can be offered.</p> <p>The procured system (E4Print) is intuitive but training will be available if required.</p> <p>The smaller team of designers can focus their time on where the need is greatest.</p> <p>The procured systems (ITrent &amp; ASK Hr) meets accessibility standards and in extreme cases alternative arrangements can be offered via the telephone if not.</p> <p>The procured systems (Itrent and Ask HR) are intuitive but training will be available if required</p> <p>The smaller support team can then focus their time on where the need is greatest.</p>	
3	<p>The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen</p>

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

We need to deliver budget savings, this is an efficiency programme that provides an enhanced level of service at reduced costs. The mitigating factors ensure that there is equality of access to these services.

Stage 14: Sign off and authorisation.

Sign off and authorisation	1) Service and Team	Customer Communication & Improvement
	2) Title of Policy/Activity	Transforming Internal Service Delivery

3) <b>Authors:</b> I/We have completed the equality impact assessment for this policy/ activity.	Name: Position: Head of CCI Date: 15.12.15. Signature:	Name: Position: Consultation & Engagement Officer Date: 15.12.15 Signature:
	Name: Position: Date: Signature:	Name: Position: Date: Signature:
4) Consultation with Service Manager	Name: Date:	
5) Authorisation by Director or Head of Service	Name: Position: 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@abdshire		Date:
(Equalities team to complete) Has the completed form been published on the website? YES/NO		Date:

