



## 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	Customer Communication & Improvement
Title of the activity etc.	Communication, Customer Service and Improvement
Aims of the activity	<p>£45k will be delivered from changes to graphic design/photography team as a result of modernisation review in 2015/16 (£25k); and £20k will be saved from the Best Value budget, as a result of efficiencies in how we support best value/inspection activity.</p> <p>The new savings for 2017/18 will be realised by removing the post of SAC support officer and associated costs (in line with the management review and the future governance arrangements). This will realise savings of £57k. In addition, Aberdeenshire Council will end its subscription to Quality Scotland £3k. The remaining savings will be realised through vacancy management across all teams within CCI.</p>
Author(s) & Title(s)	Kate Bond, Head of Customer Communication & Improvement

Stage 2: List the evidence that has been used in this assessment.	
Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).	<p>Modernisation of graphic design team 2016/17</p> <p>Modernisation review of policy, performance and improvement team 2016/17</p>
Internal consultation with staff and other services affected.	Full consultation with affected teams has taken place during reviews.
External consultation (partner organisations, community groups, and councils).	No - these are internal processes so no external impacts

External data (census, available statistics).	All affected customers are internal
Other (general information as appropriate).	

**Stage 3: Evidence Gaps.**

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

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.	Measures:	Timescale:
	N/A	

**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.	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.		

**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?	Yes – as part of service reviews full consultation with staff has taken place
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**Stage 8: What mitigating steps will be taken to remove or reduce negative impacts?**

	Timescale
Any staff affected by these proposals will be supported through the council's redeployment/redundancy policy	

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Stage 9: What steps can be taken to promote good relations between various groups?	
These should be included in the action plan.	n/a

Stage 10: How does the policy/activity create opportunities for advancing equality of opportunity?
n/a

Stage 11: What equality monitoring arrangements will be put in place?	
These should be included in any action plan (for example customer satisfaction questionnaires).	n/a

Stage 12: What is the outcome of the Assessment?		
Please complete the appropriate box/boxes	1	No negative impacts have been identified –please explain.
	N/A	
	2	Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.
	3	The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen

\* 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 with no identified impacts on any of the groups with protected characteristics.

Stage 14: Sign off and authorisation.

Sign off and authorisation.	1) Service and Team	Customer Communication & Improvement	
	2) Title of Policy/Activity	Communication, Customer Service and Improvement	
	3) <b>Authors:</b> I/We have completed the equality impact assessment for this policy/activity.	Name: Kate Bond Position: Head of CCI Date: 23.12.16. Signature: Kate Bond	Name: 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: Ritchie Johnson Position: Director of Business Services Date: 23.12.16.	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:

