



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	Information & Communications Technologies (ICT)
Title of the activity etc.	Information & Communications Technologies (ICT)
Aims of the activity	<p>The revenue budget funds: salaries and running costs for the ICT section; annual support and maintenance costs for corporate and line of business systems; annual support and maintenance costs for technical software; annual support and maintenance costs for technical hardware such as servers and networks and annual council-wide communications costs such as telephone and data lines.</p> <p>ICT works closely with all Council Services to maximise the benefits of ICT in improving local authority services to customers and residents across Aberdeenshire. We work with our customers to deliver modern and innovative solutions and provide high quality support that contributes to overall delivery of Council services.</p>
Author(s) & Title(s)	<input type="text"/> , ICT Service Development Manager

Stage 2: List the evidence that has been used in this assessment.	
Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).	Customer feedback is requested from all customers using the ICT Service Desk. Responses to this, recent customer satisfaction survey, complaints and compliments received are referred to.
Internal consultation with staff and other services affected.	<p>Consultation with ICT employees through staff events, team meetings, Head of Service slice meetings and 1 to 1 staff appraisal meetings.</p> <p>Consultation with service users by way of operational account management and liaison meetings and by attendance at Service Management Team meetings.</p> <p>Consultation over content and forecasting with Service Accountants and the ICT management team.</p>

External consultation (partner organisations, community groups, and councils).	Consultation and comparison with the 32 Scottish local authorities and colleagues via Socitm, the professional association for public sector ICT managers.
External data (census, available statistics).	Benchmarking services and funding with other local authorities allows comparison.
Other (general information as appropriate).	The ICT Business Plan outlines the vision, aims, objectives and achievements of the section.

Stage 3: Evidence Gaps.	
Are there any gaps in the information you currently hold?	No

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:

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.	Age – Younger: The Service employs three school-leavers as part of the Modern Apprenticeship Scheme. Salaries budget is set to allow this to continue.	N/A
	Disability: By sourcing and implementing solutions to improve working environment. This includes: ergonomic keyboards; various software designed to aid visual impairments, speech difficulties, and hearing loss.	N/A

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>Yes, on an individual and/or group basis. See stage 9.</p>
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Stage 8: What mitigating steps will be taken to remove or reduce negative impacts?

<p>These should be included in any action plan at the back of this form.</p>	Mitigating Steps	Timescale
	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>ICT Officers consult with each individual or group requiring specialised equipment to ensure that the right solution is found for each the particular requirement. Needs are assessed based on discussion with the individual group or individual.</p> <p>ICT offer support to all Council front-line Services who, in turn, have responsibility for ensuring equality is evidenced</p>
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Stage 10: How does the policy/activity create opportunities for advancing equality of opportunity?

<p>By ensuring we work with all Council Services to enable development of solutions that underpin equality. We will provide clear advice on these solutions.</p> <p>We continue to benefit from the Modern Apprenticeship Scheme and the budget is set to allow this to continue.</p> <p>Where applicable we work with organisations such as the DWP to ensure that ICT employees have the right equipment in place to enable them to access the office and to carry out their role effectively.</p> <p>We source and implement solutions to improve the working environment. This includes: ergonomic keyboards; various software designed to aid visual impairments, speech difficulties, and hearing loss.</p>

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>Outwith the Service ICT offer support to all Council front-line Services who, in turn, have responsibility for ensuring equality is evidenced. We will work with them to find appropriate solutions</p> <p>The Service will continue to take into account equality considerations when providing support to business and internal ICT projects and solutions.</p> <p>Internal monitoring will be through regular 1:1's with staff. We monitor feedback from front-line employees through customer satisfaction surveys on an ongoing basis.</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>The ICT revenue budget does not negatively affect any groups with protected characteristics. The service will continue to support other services to identify and implement ICT related requirements for groups.</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>3</p>	<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.
<p>N/A</p>

Stage 14: Sign off and authorisation.

Sign off and authorisation.	1) Service and Team	Business Services, ICT	
	2) Title of Policy/Activity	2016-20 Budget Setting Process	
	3) Authors: I/We have completed the equality impact assessment for this policy/activity.	Name: <input type="text"/>	Name:
		Position: ICT Service Development Manager	Position:
	Date: 13/10/2014	Date:	
	Signature:	Signature:	
	Name:	Name:	
Position:	Position:		
Date:	Date:		
Signature:	Signature:		
4) Consultation with Service Manager	Name: <input type="text"/> Head of ICT		
Date: 13/11/2014			
5) Authorisation by Director or Head of Service	Name: <input type="text"/>	Name:	
	Position: Director of Corporate Services	Position:	
Date:	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:	

