



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 & Improvement
Title of the activity etc.	Performance & Improvement Budget

<p>Aims of the activity</p>	<p>This EIA concerns the 'Performance & Improvement' budget within Customer, Communication and Improvement. The budget funds the support to corporately deliver:</p> <p>Performance Management; Equalities and Gaelic Language Plan; Improvement framework and associated activities.</p> <p>The budget funds a total of sixteen full-time equivalent posts, three of which are temporary. Of the 5 improvement posts two dedicate 80% time in the delivery of iCE – Improving the Customer Experience project. As an organisation we are changing all the time, constantly seeking ways to become more efficient, enabling us to provide a first class service.</p> <p>The performance team helps teams and Services embed the plan–do-check-act cycle in their day to work by providing support and guidance on developing service plans, supporting performance management through the corporate performance management system and leading on self evaluation across the council. This means that there is a clear golden thread from service planning, through performance management to improvement activity and onto self assessment and awareness which informs the next cycle, starting once more at service planning.</p> <p>The improvement team exists to help support the Improvement Programme whilst creating an overarching framework for improvement across the council. This team will help to deliver on efficiency savings, liaising with service based improvement officers.</p> <p>The equalities team support the Corporate Equalities Group and deliver the mainstreaming equalities and equality outcomes project. The team support the delivery of mainstreaming and equalities outcomes for the council which aim to eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct; to advance equality of opportunity between people who share a relevant protected characteristic and those who do not; and to foster good relations between people who share a protected characteristic and those who do not.</p> <p>The Project Officer (Gaelic Language Plan) (fixed term post) will ensure the council meets its statutory obligation in having a proportionate Gaelic Language Plan for Aberdeenshire Council approved by the Bòrd na Gàidhlig during 2014.</p>
<p>Author(s) & Title(s)</p>	<p> Service Manager (Performance & Improvement)</p>

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

<p>Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).</p>	<p>A survey is ongoing with regards to the improvement refresh project which has received 1151 responses from employees so far. This information will be used to help the improvement team refresh the Improvement Framework which compliments the Performance Framework.</p> <p>This team helps create the procedures and supplies the tools to allow performance monitoring data to be collated through Covalent for all services and reported to the appropriate committees.</p>
<p>Internal consultation with employees and other services affected.</p>	<p>The improvement, performance and equalities teams continually consult with employees in other services as they are considered to be our internal customers and we exist to help them deliver on their outcomes and to ensure that the relevant legislation is adhered to.</p> <p>Equalities team consult directly through the sixty equalities champions across all services or via the Corporate Equalities Group.</p>
<p>External consultation (partner organisations, community groups, and councils).</p>	<p>Consultations take place on an ongoing basis to inform our understanding of how other councils and our partners deal with Performance & Improvement:</p> <p>Aberdeen City Council Moray Council Fife Council Improvement Service - Scotland NHS Grampian Quality Scotland Aberdeen University EHRC – European Human Rights Commission Bord na Gaidhlig</p> <p>Grampian Regional Equality Council (GREC) completed a consultation with residents and internal customers (employees) which enabled Aberdeenshire to create equalities outcomes for 2013-17.</p>
<p>External data (census, available statistics).</p>	<p>A range of external data has informed the development of the Mainstreaming & Equalities Outcome report e.g. Best Value Audit.</p>
<p>Other (general information as appropriate).</p>	<p>European Human Rights Commission (EHRC) Publications</p> <ul style="list-style-type: none"> • Mainstreaming the equality duty: a guide for public authorities (Scotland) • Equality Outcomes and the public sector equality duty: a guide for public authorities (Scotland) <p>National Gaelic Language Plan 2012-17</p>

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

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)

<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 Protected Characteristics</p> <p>The work of the team has a positive impact on all of the above characteristics mainly due to the work of the equalities team, in ensuring that we mainstream equalities internally within the council and help to support services with the equalities outcomes in the community.</p> <p>The Performance Team are working on a new model with performance indicators for measuring the equality outcomes on Covalent. This will enable services to measure their performance that would impact on different protected characteristics.</p> <p>Integrating equalities considerations into service improvement activity when officers are working with Council teams. This will ensure that services take account of the needs of those who hold different protected characteristics.</p>	
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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>In partnership with GREC (Grampian Regional Equality Council), residents and employees representing those with one or more protected characteristic were consulted during the process of shaping the council's equalities outcomes for 2013-17.</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
	None identified	

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>The mainstreaming equalities project aims to ensure employees have equalities considerations during the decision making process. In doing so, the needs of those with one or more protected characteristic and how they integrate should be built into the services that are delivered.</p> <p>The equality outcomes foster good relations for the community and our internal customers (employees). The six outcomes were set from evidence of inequality issues raised by the community and employees. The outcomes are about increasing awareness, increased service accessibility for everyone, inclusive workplace, welcome diversity, and opportunities for accessing education / training / employment and reduce barriers which will enhance equality.</p>
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<p>Stage 10: How does the policy/activity create opportunities for advancing equality of opportunity?</p>	
<p>The mainstreaming equalities and outcomes project ensures that employees within the council understand their obligations under the equalities legislation, in terms of carrying out their daily duties and making sure that due consideration is taken of those with one or more protected characteristic.</p> <p>The implementation of the Gaelic Language Plan aims to increase the number of people using, understanding, facilitating access to Gaelic language and culture. This will enable a proportionate approach to promoting Gaelic in the Aberdeenshire area.</p> <p>The performance team support services measuring their performance against the outcomes. This will enable services to identify where to improve on performance for some protected characteristics to advance equality of opportunity, e.g. gypsy travellers, prejudice incident reporting.</p>	

<p>Stage 11: What equality monitoring arrangements will be put in place?</p>	
<p>These should be included in any action plan (for example customer satisfaction questionnaires).</p>	<p>Monitoring takes place of the mainstreaming equalities and equalities outcomes projects. This information is reported to the Policy & Resources Committee. The performance indicators for measuring the equality outcomes will be on Covalent to report regularly for P&R Committee the progress.</p> <p>The overall budget will not change, but equality considerations will be considered as part of the supporting employees within the services. The monitoring that would be carried out for employee support to service changes will be built into the service plans.</p> <p>GREC will be holding regular engagement with the community through focus groups in Aberdeenshire to gather feedback on Aberdeenshire's equality outcomes. Reports will be given to Corporate Equalities Group to review our priorities on the action plan.</p>

<p>Stage 12: What is the outcome of the Assessment?</p>

Please complete the appropriate box/boxes	1	No negative impacts have been identified –please explain.
	The Performance & Improvement budget supports services and there are no negative impacts because the purpose of the support we deliver is to provide employees and managers with the tools and information to enhance their self assessment and awareness, performance management and related improvement activities. As well as ensuring that services adhere to their obligations and the relevant action plans to ensure compliance with The Equality Act (2010) and ensuring proportionate actions to support Gaelic Language.	
	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, Performance & Improvement.	
	2) Title of Policy/Activity	Performance & Improvement Budget.	
	3) Authors: I/We have completed the equality impact assessment	Name: <input type="text"/> Position: Service Manager (Performance & Improvement) Date: 11/11/2013 Signature:	Name: Position: Date: Signature:

	for this policy/ activity.	Name: Position: Date: Signature:	Name: Position: Date: Signature:
	4) Consultation with Service Manager	Name: Date:	
	5) Authorisation by Director or Head of Service	Name: <input type="text"/> Position: Head of Customer Communication & Improvement 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:

Action Plan					
Action	Start	Complete	Lead Officer	Expected Outcome	Resource Implications
Delivery of the equalities mainstreaming project.	Apr 2013	Apr 2017	Improvement Manager	Advancement of equalities awareness and considerations within the decision making processes of the council employees.	Resources exist within the team to ensure delivery of years 1 & 2 of the four year programme. Future resources to be considered.
Reporting on the equalities outcomes.	Apr 2013	Apr 2017	Improvement Manager	Advancement of equalities outcomes within communities and the organisation.	Resources exist within the team to ensure delivery of years 1 & 2 of the four year programme. Future resources to be considered.
Community engagement events	Nov 2013	Dec 2013	Improvement Manager	Feedback for reviewing objectives for achievement of Aberdeenshire outcomes	GREC commissioned to do focus group as part of Service Level Agreement.
Service Planning	Nov 2013	March 2014	Performance Manager	Ensure services are aware of the need to build equalities considerations into Service Planning development.	Resource exist within the team to promote equalities within the performance framework and guidance
Gaelic Language Plan	Nov 2013	July 2014	Improvement Manager	Development of a proportionate Gaelic Language Plan approved by the Bòrd na Gàidhlig	Fixed term post recently recruited with funding transferred from Improvement budget