

Policy/practice title:

Ref E14: Review the administrative support for the Visible Services Division of the council, with assistance from the Business Process Reengineering (BPR) team in streamlining functions, and work more effectively with the council's Contact Centre.

Equality Impact Assessment



The Council has a duty to consider the needs and requirements of the community who are affected by our policies and procedures. This checklist has been developed to ensure that relevant groups are neither directly or indirectly discriminated against in the planning and delivery of Council services in compliance with legislation and good practice.

An impact assessment is a systematic way of finding out the impact of a policy or proposed policy on different groups. Officers are required to identify the likely outcomes/impacts that may result from introducing a policy/procedure.

Examples of groups that can be disadvantaged if their specific needs are not considered are women/parents/carers, people from different ethnic minorities, people with disabilities/impairments and Welsh speakers.

How should you assess impact?

1. Identifying the objectives of your policy and how it will work
2. Examining the data and research available
3. Assessing the likely impact on equality
4. Consulting people who are likely to be affected by your policy
5. Making arrangements to monitor and review your policy and its impact
6. Publishing the results of the assessment

It is the responsibility of the Head of Service or Operational Manager responsible for each policy to ensure that an assessment has been completed for the policy identified.

The form should be completed electronically and returned to the Equalities Section :

LJBrown@valeofglamorgan.gov.uk

If you have any queries, telephone: 01446 709362

Policy/practice title:

Ref E14: Review the administrative support for the Visible Services Division of the council, with assistance from the Business Process Reengineering (BPR) team in streamlining functions, and work more effectively with the council's Contact Centre.

Who is responsible for developing and implementing the policy/practice?

Name: Carol Bowring

Job Title: Operational Manager Strategy & Support

Directorate: EER

Division: Strategy & Support

Assessment Date: 16th February 2011

1. Objectives**What are the objectives of the policy/practice being developed or reviewed?**

- To review the back office functions associated with the continued development of the Council's Contact Centre (otherwise known as Contact OneVale or C1V).
- To review computerised and telephone communication systems/processes for customer interface, electronic procurement and records management.
- To ensure that administrative and support roles continue to be provided at the highest level, despite being affected by organisational change.

2. Background data:**Who is intended to benefit from this policy/practice?**

Please ✓

All residents of the Vale of Glamorgan

✓

Internal departments (please state):

✓

Customers/residents in a specific geographical location

-

Specific customers (age, gender, etc.)

-

Please identify: People over 65 dementia related illnesses and resultant residential needs.

Other

-

Please specify:

What research or baseline information do you have about how your service is used by various groups of people?

- Service request and complaints are recorded on an electronic database, by contact centre staff.
- This information includes data about the originator, so the Council can be sure that no groups are left out of any future policies or initiatives.

3. Gender

Will the policy/practice have a **negative impact** directly or indirectly on different genders?

Please ✓	Yes	No
Women	✓	
Men	✓	

Will the policy/practice have a **positive impact** directly or indirectly on different genders?

Please ✓	Yes	No
Women	✓	
Men	✓	

Please give details of the negative impact?
<ul style="list-style-type: none"> • A budget review was carried out in 2011/12, which identified a reduction of 117 posts. • 59 of these could be via redundancy (excluding schools) • Although these posts are spread across all council services, and not specifically targeted at either men or women, the majority relate to posts traditionally occupied by women. • This is also reflected in this review of administrative services, and will have an impact on staffing levels.
Please give details of the positive impact?
<ul style="list-style-type: none"> • Many existing administrative support posts lie within a particular service. • There is very little flexibility to re-assign them to another service when cover is needed. • Formation of a central support team, with multi-skilled staff enables short or long term cover to be readily available.
What action(s) can you take to mitigate the negative impact?
<ul style="list-style-type: none"> • Consultation and communication with affected staff and unions. • Avoidance of redundancy via corporate policy on redeployment. • Streamlining of the support function will undoubtedly benefit end users (internal managers and external customers)
What action(s) can you take to have a more positive impact?
<ul style="list-style-type: none"> • Continually reviewing new advances in technology • Ensure that full advantage is taken to benefit service delivery (eg support of online surveys, transactions etc)
What supporting evidence do you have?
<ul style="list-style-type: none"> • Evidence can be found in the files relating to the Council's working group (Budget Task & Finish Group), where proposed savings have been identified.

4. Race

People from different black and minority ethnic communities may use Council services differently (for example will women from certain minority communities use the Council's swimming pool more often if same sex swimming arrangements are in place).

Will the policy/practice have a **negative impact** on the following groups?

Please ✓	Yes	No
Black and minority ethnic population		✓
Economic migrants		✓
Asylum seekers and refugees		✓

Will the policy/practice have a **positive impact** on the following groups?

Please ✓	Yes	No
Black and minority ethnic population		✓

Economic migrants		✓
Asylum seekers and refugees		✓

Please give details of the negative impact?
N/a
Please give details of the positive impact?
N/a
What action(s) can you take to mitigate the negative impact?
N/a
What action(s) can you take to have a more positive impact?
N/a
What supporting evidence do you have?
<ul style="list-style-type: none"> • The initiative applies to all staff and is not targeted at any minority group. • The principles of the Council's Equality Policy have been carefully considered when developing this initiative.

5. Disability

Will the policy/practice have a **negative impact** on people with disabilities?

Disability: please ✓	Yes	No
Visually impaired		✓
Hearing impairment		✓
Physically disabled		✓
Learning disability		✓
Mental health problem		✓
Other:		

Will the policy/practice have a **positive impact** on people with disabilities e.g. will services be more accessible?

Disability: please ✓	Yes	No
Visually impaired		✓
Hearing impairment		✓
Physically disabled		✓
Learning disability		✓
Mental health problem		✓
Other:		

Please give details of the negative impact?
N/a
Please give details of the positive impact?
N/a
What action(s) can you take to mitigate the negative impact?
N/a
What action(s) can you take to have a more positive impact?

N/a
What supporting evidence do you have?
<ul style="list-style-type: none"> The initiative applies to all staff and is not targeted at any minority group. The principles of the Council's Equality Policy have been carefully considered when developing this initiative.

6. Welsh language

Will the policy/practice have a **negative impact** on the Welsh language?

Please ✓	Yes	No
		✓

Will the policy/practice provide a **positive impact** on the Welsh language, in accordance with the Council's Welsh Language Scheme, e.g. translation of documents, Welsh speaking member of staff, bilingual automated telephone system, bilingual forms, etc.?

Please ✓	Yes	No
		✓

Please give details of the negative impact?
N/a
Please give details of the positive impact?
N/a
What action(s) can you take to mitigate the negative impact?
N/a
What action(s) can you take to have a more positive impact?
N/a
What supporting evidence do you have?
<ul style="list-style-type: none"> The Council has an established network of Welsh speakers and some are already based within the Alps support team.

7. Age

Will the policy/practice have a **negative impact** for younger/older people?

Please ✓	Yes	No
Under 25 years	✓	
Over 50 years	✓	

Will the policy/practice provide a **positive impact** for younger/older people?

Please ✓	Yes	No
Under 25 years	✓	
Over 50 years	✓	

Please give details of the negative impact?
The current economic climate has severely restricted external recruitment across the council with the threat of enforced redundancies becoming ever more likely.
Please give details of the positive impact?
Having to face pressures like this, does sometimes force managers to review customary practice and identify more efficient working methods.
What action(s) can you take to mitigate the negative impact?

- Given the current economic climate, it is unlikely that recruitment will improve in the short term.
- This does however open a window of opportunity for voluntary work placement or work experience placements.

What action(s) can you take to have a more positive impact?

Adherence to new legislation removing the official retirement age.

What supporting evidence do you have?

- Financial balance sheets for individual departments will support the need to reduce staffing levels.
- The initiative applies to all staff and is not targeted at any minority group.
- The principles of the Council's Equality Policy have been carefully considered when developing this initiative.
- Past evidence confirms that Strategy & Support staff have been retained beyond normal retirement age, when operational needs have justified this (prior to Equality Act 2010 and removal of compulsory retirement age.)

8. Religion and belief

Will the policy/practice provide a **negative impact** for people with different religions or beliefs?

Religion/belief: please ✓	Yes	No
		✓

Will the policy provide a **positive impact** for people with different religions or beliefs?

Religion/belief: please ✓	Yes	No
		✓

Please give details of the negative impact?
N/a
Please give details of the positive impact?
N/a
What action(s) can you take to mitigate the negative impact?
N/a
What action(s) can you take to have a more positive impact?
N/a
What supporting evidence do you have?
<ul style="list-style-type: none"> • The initiative applies to all staff and is not targeted at any minority group. • The principles of the Council's Equality Policy have been carefully considered when developing this initiative.

9. Sexual orientation

Will the policy provide a **negative impact** for gay men/lesbians/bisexuals

Sexual orientation: please ✓	Yes	No
Gay men/lesbians/bisexuals		✓

Will the policy provide a **positive impact** for gay men/lesbians/bisexuals?

Sexual orientation: please ✓	Yes	No
Gay men/lesbians/bisexuals		✓

Please give details of the negative impact?
N/a
Please give details of the positive impact?
N/a
What action(s) can you take to mitigate the negative impact?
N/a
What action(s) can you take to have a more positive impact?
N/a
What supporting evidence do you have?
The initiative applies to all staff and is not targeted at any minority group. The principles of the Council's Equality Policy have been carefully considered when developing this initiative.

10. Consultation

What arrangements have been made to consult with:

- men/women/parents/carers
- the black and minority ethnic community (including asylum seekers, refugees, economic migrants)
- people with disabilities / impairments (sensory, physical, learning, medical etc)
- the Welsh speaking community
- other 'hard to reach' or vulnerable groups (e.g. young/older people, low income families)

Consultation activities that have taken place (include the method of consultation e.g. focus group, survey, public meeting, citizens panel, etc.)		
• Meetings with unions (UNISON & GMB)		
• Management meetings with individual staff members (general briefing on initiative and implications)		
• BPR* team meetings with individual staff members, to map existing roles and re-engineer the future strategy. (*Business Process Re-engineering)		
• Specialist external voluntary advisors.		
Who was consulted?		
• UNISON & GMB unions		
• 20+ members of internal staff affected by the initiative.		
• Race Equality First	• LGBT Excellence Centre Wales	• Cardiff & Vale Coalition of Disabled People
• Stonewall Cymru	• Age Concern	• Wales Assembly of Women (Vale Branch)
• Muslim Welfare Association	• Welsh Language Board	
How have the results of the consultation been implemented?		
• A draft Equality Impact Assessment (EqIA) has been registered with the Council's Corporate Equalities Team before consultation with external bodies commences.		
• Any relevant feedback is incorporated into the EqIA prior to finalisation and subsequent publication on the Council's website.		

Equality Impact Assessment

Rev Date: July 2009

Tim Greaves, Corporate Equality Group

11. Monitoring

How will you monitor the impact of this policy on service users?

Savings should be become apparent on the quarterly corporate resources report (internal monitoring)

Levels of complaints, for any associated service, will be monitored via call centre records, and in line with corporate complaints policy

What monitoring data will you collect (number of people with a disability, black and minority ethnic communities, women/men, Welsh speakers, etc.)?
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Relevant customer information from call centre files and reports.

Publication of policy

How will you publish and publicise the policy to ensure equality of access to this information (including raising awareness with minority groups, publishing information in accessible formats, etc.)?

Details:

- | |
|---|
| <ul style="list-style-type: none">• The Council's website has a dedicated page for publication of equality impact assessments.• Current policy is to direct customers toward the internet as the preferred, and most cost effective, method of public communication. |
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12. Further action

Any recommendations for action that you plan to take as a result of this impact assessment (listed in the sections above) should be included in your Team Plan or Departmental Service Plan.

13. Completed Impact Assessments:

Email a copy of this form to the Corporate Equalities Officer. Completed forms will be published on the Council's website.

14. Authorisation

(This form should be authorised by the relevant Head of Service or Operational Manager for the department).

Approved by (name): Rob Quick	Date: 21 st Feb 2011
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Designation: Director of Environmental and Economic Regeneration	
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