



Derby City Council

Equality impact assessment form

Resources

Derby Direct

Derby Direct Restructure

Date of assessment 24/04/2014

Signed off by

Cabinet or Personnel Committee's decision

Date published on website

Derby... *Achieving*

Equality impact assessment

This is our equality impact assessment form to help you equality check what you are doing when you are about to produce a new policy, review an older one, write a strategy or plan or review your services and functions. In fact you need to do an equality impact assessment whenever a decision is needed that affects people. This completed form should be attached to any Cabinet or Personnel Committee report to help elected members make their decisions by taking the equality implications into account. Equality impact assessments **must be done before** decisions are made. Include the Cabinet or Personnel Committee's decision on the front sheet when you know it.

You'll find that doing these assessments will help you to:

- understand your customers' and communities needs
- develop service improvements
- improve service satisfaction
- demonstrate that you have been fair and open and considered equality when working on re-structuring.

Don't do the form by yourself, get a small team together and make sure you include key people in the team such as representatives from our Diversity Forums and employee networks and you could invite trade union representatives too – the more knowledge around the table the better. Ask our Lead on Equality and Diversity for help with useful contacts – we have a team of people who are used to doing these assessments.

You'll need to pull together all the information you can about how what you are assessing affects different groups of people and then examine this information to check whether some people will be negatively or positively affected. Then you'll need to look at ways of lessening any negative effects or making the service more accessible – this is where your assessment team is very useful and you can also use the wider community.

Agree an equality action plan with your assessment team, setting targets for dealing with any negative effects or gaps in information you may have found. Set up a way of monitoring these actions to make sure they are done and include them in your service business plans.

When you have completed the assessment, get it signed by your Head of Service or Service Director and send it to our Lead on Equality and Diversity to publish on our website.

By the way, we need to do these assessments as part of our everyday business, so we get our equality responsibilities right and stay within the law – Equality Act 2010.

Equality groups

These are the equality groups of people we need to think about when we are doing equality impact assessments and these people can be our customers or our employees...

- Age equality – the effects on young and older people
- Disability equality – the effects on the whole range of disabled people, including Deaf people, hearing impaired people, visually impaired people, people with mental health issues, people with learning difficulties and people with physical impairments
- Gender equality – the effects on both men and women and boys and girls
- Marriage and civil partnership equality
- Pregnancy and maternity equality - women who are pregnant or who have recently had a baby, including breast feeding mothers
- Race equality – the effects on minority ethnic communities, including newer communities, gypsies and travellers and the Roma community
- Religion and belief or non- belief equality – the effects on religious and cultural communities, customers and employees
- Sexuality equality – the effects on lesbians, gay men and bisexual people
- Trans gender – the effects on trans people

In addition, we have decided to look at the effects on people on low incomes too as we feel this is very important.

Contacts for help

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The form

We use the term 'policy' as shorthand on this form for the full range of policies, practices, plans, reviews, activities and procedures.

Policies will usually fall into three main categories...

- Organisational policies and functions, such as recruitment, complaints procedures, re-structures
- Key decisions such as allocating funding to voluntary organisations, budget setting
- Policies that set criteria or guidelines for others to use, such as criteria about school admissions

1 What's the name of the policy you are assessing?

Derby Direct Restructure proposal

2 The assessment team

Name	Job title	Organisation	Area of expertise
Kathie Warsop	Change Manager	DCC	Change
Bernard Fenton	Head of Customer Management	DCC	Customer Management
Ann Webster	Lead on Equality and diversity	DCC	Equalities
Martin Taft	Meet and Greet Manager	DCC	Customer Management

3 What are the main aims, objectives and purpose of the policy? How does it fit in with the wider aims of the Council? Include here any links to the Council Plan or your Directorate Service Plan.

The Customer Management Department is restructuring for the following reasons:

- to manage the risks to the core business functions by increasing resilience and reducing the reliance of single points of expertise
- to deliver the required budget savings whilst protecting jobs and avoiding redundancies in 2014/15
- to build in succession opportunities where possible and to manage risks created by the job evaluation exercise.
- to create a single management structure in Benefits

4 Who delivers the policy, including any outside organisations who deliver under procurement arrangements?

Customer Management Heads of Service and Service Director

5 Who are the main customers, users, partners, employees or groups affected by this proposal?

Some staff are directly impacted by the restructure for one or more of the following reasons:

1. The job description/person specification will change
2. The post is being deleted
3. The member of staff will be moving into a different team
4. line manager will change

Where posts are being deleted, new posts will be available. In order to populate the new structure, employees will be slotted and matched as part of the Council's consultation, restructuring and redundancy process.

6 Who have you consulted and engaged with so far about this policy and what did they tell you? Who else do you plan to consult with? – tell us here how you did this consultation and how you made it accessible for the equality groups

Those who are directly impacted have been asked to attend a mandatory consultation event where Heads of service and the Service Director will go through the specific changes.

For the majority of employees this restructure does not directly impact. Separate consultation meetings are being held for those not directly impacted

7 Using the skills and knowledge in your assessment team, what do you already know about the equality impact of the policy on particular groups? Also, use any other information you know about such as any customer feedback, surveys, national research or data. Indicate by a tick for each equality group whether this is a negative impact, a positive one or if you are not sure

Equality groups	What do you know?	Positive impact	Negative impact	Not sure
Age	DCC HR policies protect older workers from potential age discrimination based on them reaching a certain age rather than a true assessment of their capability to carry out a role they may be matched or slotted to	✓		

Disability	<p>Reasonable adjustments will be considered if necessary should a member of staff need to be 'slotted or matched' to a position within the new structure. Any reasonable adjustments currently in place will not affect in any way a decision for a staff member being considered for 'a slotted or matched' position</p> <p>Any staff who can't hot desk due to reasonable adjustments will take the adjustments with them should they be required to move desk. Any new desk area will be assessed to make sure they are suitable for the disabled employee</p>	✓		
Gender	All customer facing staff are required to wear a uniform. As long as the basic uniform items for either male or female employees are worn by customer facing staff, choice is made by the individual.	✓		
Marriage and civil partnership	No specific impact identified			
Pregnancy and maternity	DCC HR policies cover breast feeding and flexible working requests from pregnant and new mothers and will in no way affect 'matching and slotting' exercise. Anyone on maternity leave will be involved in the consultation			
Race	Customer Management is comprised of a diverse staff background reflective of the customer base it serves and this will continue	✓		
Religion or belief or none	All customer facing staff are required to wear a uniform. Uniform can be adapted to be culturally appropriate to the individual. All staff within the restructure will have access to the quiet area for prayer and contemplation. Religious holidays will be considered when staffing rotas are created	✓		
Sexuality	No specific impact identified however DCC is recognised by Stonewall is in the top 100 employers for LGBT in the	✓		

	Country			
Trans gender	All customer facing staff are required to wear a uniform. As long as the basic uniform items for either male or female employees are worn by customer facing staff, choice is made by the individual.	✓		
People on low income	Salary protection will be in place in accordance with DCC guidelines for any employee who may be downgraded due to the restructure			
Across ALL	DCC HR policies will apply to those who have carers responsibilities and will in no way affect the 'matching and slotting' exercise	✓		

Important - For any of the equality groups you don't have any information about, then make it an equality action at the end of this assessment to find out. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later.

8 From the information you have collected, how are you going to lesson any negative impact on any of the equality groups? How are you going to fill any gaps in information you have discovered?

No negative impact identified at this time

9 What outcome does this assessment suggest you take? – You might find more than one applies. Please also tell us why you have come to this decision?

Outcome 1	No major change needed – the EIA hasn't identified any potential for discrimination or negative impact and all opportunities to promote equality have been taken
Outcome 2	Adjust the policy to remove barriers identified by the EIA or better promote equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?
Outcome 3	Continue the policy despite potential for negative impact or missed opportunities to promote equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are sufficient plans to reduce the negative impact and plans to monitor the

		actual impact
Outcome 4		Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination

Our Assessment team has agreed Outcome number(s)

Outcome 1

Why did you come to this decision?

No negative impact to any of the equality groups identified at this time

If you have decided on **Outcome 3**, then please tell us here the justification for continuing with the policy. You also need to make sure that there are actions in the Equality action plan to lesson the effect of the negative impact. This is really important and may face a legal challenge in the future.

10 How do you plan to monitor the equality impact of the proposals, once they have been implemented?

Equality monitoring of the Customer Management team will be carried out. If any trends develop, an action plan will be created at that point

Equality action plan – setting targets and monitoring

What are we going to do to improve equality?	How are we going to do it?	When will we do it?	What difference will this make?	Lead officer	Monitoring arrangements
Monitor the 'make up' of Derby Direct by equality groups	Collect data by equality groups	Annually	We will be able to identify any obvious trends		Annually
An annual review of reasonable adjustments will be completed	Questionnaires	Annually	Identification of any gaps in adjustments needed		Annually

Make sure you include these actions in your service business plans