

# **Equality Impact**

# **Assessment Form**

**Directorate - Resources**

**Service area - IT**

**Digital Workforce - Skype for Business and photos on  
internal emails**

**Date of assessment September 2019 – updated Feb  
2020 - further update June 2020 – see step 4 question 7**

**Name of Director signing it off – Andy Brammall**

**Decision of Cabinet, Personnel Committee or  
Corporate Leadership Team**

**June 2020**



**Derby City Council**



## **Equality impact assessment – please read this section first before you do the 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 and **before** that decision is made.

So why do we need to do equality impact assessments? Although the law does not require us to do them now, the courts still place significant weight on the existence of some form of documentary evidence of compliance with the **Public Sector Equality Duty** when determining judicial review cases. This method helps us to make our decisions fairly, taking into account any equality implications, so yes we still need to do them.

The Public Sector Equality Duty is part of the Equality Act 2010 and this Duty requires us as a public body to have '**due regard**' to eliminating discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act. It requires us to advance equality of opportunity and foster good relations between people who share a '**relevant protected characteristic**' and people who don't.

Having 'due regard' means:

- removing or minimising disadvantages suffered by people due to their protected characteristics
- taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people
- encouraging people with certain protected characteristics to participate in public life or in other activities where the participation is disproportionately low.

The protected characteristics are:

- age
- disability
- gender identity
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

This completed form should be attached to any Chief Officer Group, 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
- make sure you pay due regard to the requirements of the Public Sector Equality Duty.

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. You also need to decide how and who you will consult with to help inform the equality impact assessment. Our Lead on Equality and Diversity can help with useful contacts – we have a team of people who are used to doing these assessments and can help with information on barriers facing particular groups and remedies to overcome these barriers.

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. Against every negative impact you will need to complete the mitigation section to explain how you will lessen the impact.

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 for checking and to publish on our website**. It is a public document so must not contain any jargon and be easy to understand.

Remember, 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 and protected characteristics**

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 and job applicants...

- Age equality – the effects on younger 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, people living with autism and people with physical impairments
- Gender identity – the effects on trans people
- 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
- Sex equality – the effects on both men and women and boys and girls
- Sexual Orientation equality – the effects on lesbians, gay men and bisexual people

## **Contact for help**

Ann Webster – Lead on Equality and Diversity

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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, procurement methods, disabled facilities grants, on street parking bays

If in doubt – it’s better and safer to do an Equality Impact Assessment than not to bother! You never know when we may get a legal challenge and someone applies for Judicial Review.

### **What's the name of the policy you are assessing?**

### **Skype and Office 365 and photos on internal emails**

### **The assessment team**

| Name   | Job title                      | Organisation | Area of expertise      |
|--|--------------------------------|--------------|------------------------|
| Kathie Anderson  | Change Manager - IT            | DCC          | Change, Telephony      |
| Ann Webster  | Lead on Equality and Diversity | DCC          | Equality and Diversity |
| Lynda innocent   | Head of Service - IT           | DCC          | IT, Digital by default |
| Twelve members from across our three Employee Networks<br>LGBTQ+, DEN and BESN | Members                        | DCC          | Equality and Diversity |

## **Step 1 – setting the scene**

Make sure you have clear aims and objectives on what you are impact assessing – this way you keep to the purpose of the assessment and are less likely to get side tracked.

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

Derby City Council (DCC) and Derby Homes (DH) are introducing Office 365 and Skype for Business which will bring significant improvements in the way that we work. Our workforce will need to adapt and embrace these new ways of working and learn how to get the best out of the new capabilities available.

The technology works most effectively when used with a headset with built in microphone rather than a desktop phone. Colleagues who need to make or receive voice or video calls will be issued with an individual headset and assessments will be made on where desktop phones will still need to be provided, for example in a sports centre reception area or for any disabled colleagues requiring reasonable adjustments.

Individual requirements for alternative office equipment will be addressed in the usual way as part of the Council's workplace assessments and Disability Equality at Work Guidelines.

The headset model that will be provided as standard has been assessed for sound quality, noise cancellation, comfort and is easily adjustable by size. There are also models available that are suitable for some hearing impaired people and people with other impairments.

Office 365 allows a photograph to be displayed on all emails that are sent and received. It is suggested that DCC and DH colleagues have the photos currently used on their security badges displayed on internal emails only, with opportunities to have a new photo taken if needed.

Using profile photos of colleagues on digital communication channels brings many benefits to the workplace, improving the way we communicate and collaborate with each other such as:

- taking away anonymity – we can all put a face to a name
- engaging remote workers, for example those who are not based in the Council House

- helping to build a sense of community, underpinning our ‘great people, one team’ value
- welcoming and integrating new colleagues.

There would be opportunities to have a new photograph taken at drop in sessions if colleagues were uncomfortable with the current photograph to be used.

## **2 Who delivers/will deliver the policy, including any consultation on it and any outside organisations who deliver under procurement arrangements?**

The Council and Derby Homes will be held on a Microsoft product and our IT Division will deliver.

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

All Council and Derby Homes’ colleagues that need to make or receive voice or video calls using Skype for Business and who have a corporate email address. Councillors will also use the system.

### **Step 2 – collecting information and assessing impact**

## **4 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, such as accessible locations, interpreters and translations, accessible documents.**

Third party organisations – Microsoft, Meeting Zone, Maintel

Colleagues in Derby Direct and Derby Homes including Information Governance, Human Resources, Data Protection and our Equality and Diversity Team. In addition we are getting feedback from our Technology Co-ordinators at our meetings with them or by emails. We have also sent this Equality Impact Assessment to members of our three employee networks – LGBTQ+, Black and Minority Ethnic Employees Support Network and, Disabled Employees Network.

- 5 Using the skills and knowledge in your assessment team, and from any consultation you have done, 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 protected characteristic group whether this is a negative or a positive impact. If it's negative, fill in the mitigation section as well to explain how you are going to lessen the impact.**

### Age

| What are we going to do to advance equality  | What difference will it make  | When will we do it and who will lead | Monitoring arrangements |
|--|---|--------------------------------------|-------------------------|
| Exclude colleagues who are under 18 from being opted in to the Photos in email   | Ensure adequate compliance with the guidance from the Information Commissioner Office and article 6 (f) | Digital services & HR                | n/a                     |
| What do you already know?  | Positive impact   | Negative impact                      | Mitigation              |
| <b>Skype and Office 365</b><br>All colleagues of any age will have full training and support to use the new systems.<br><br>Skype is designed to be intuitive and simple to use. We will be producing easy to follow user guides that will be readily available. We also have Technology Co-ordinators in each | Yes   |                                      |                         |

|  |     |              |  |
|--|-----|--------------|--|
| service area who will be on hand to guide colleagues through using the new technology  |     |              |  |
| <b>Photo on internal emails</b><br>Promotes and embraces a diverse workforce. Colleagues will be able to recognise other colleagues from their email photo, rather than struggling to see their ID badge while they are talking to them as often happens | Yes |              |  |
| Some contributors felt that older colleagues may not like the way they looked in their photos and seeing their photo on emails may cause them stress- however we know that not all older colleagues feel this way and this may apply to any age          |     | Yes          | Photos can be changed if colleagues don't like their ID pass photo. Not all older colleagues feel this way and we regularly have colleague photos of all ages in Keeping In Touch. We can work with any colleague to make sure they have a photo they are happy with |
| Some colleagues felt that having their photo on the emails may cause cyber bullying, in a way that they felt a photo ID on their lanyard didn't.   |     | Yes possibly | The Council has strict policies on bullying and harassment and any colleague found putting other colleagues through this unacceptable behaviour will be disciplined  |

## Disability

| What do you already know?                              | Positive impact | Negative impact | Mitigation |
|--|-----------------|-----------------|------------|
| <b>Skype and Office 365</b><br>We know that Office 365 | Yes             |                 |            |

| <b>What do you already know?</b>   | <b>Positive impact</b> | <b>Negative impact</b> | <b>Mitigation</b>  |
|--|------------------------|------------------------|--|
| <p>has a whole host of built in accessibility features which makes IT more barrier free for visually impaired people, hearing impaired people, people with dyslexia, mobility impaired people, Deaf people and people with speech impairments.</p> <p>The Accessibility Checker will be invaluable for visually impaired colleagues and colleagues with dyslexia, along with lots of other supporting programmes.</p> <p>By using Skype for meetings this will allow meetings to be more accessible to all and may limit the need to attend in person.</p> |                        |                        |  |
| <p>Some colleagues, such as those who use hearing aids or those with some other physical or sensory impairments which may make wearing or putting on a headset difficult, will need reasonable adjustments</p>   |                        | Yes, possibly          | <p>Headsets are available with enhanced hearing facilities. There are also various textures of the headsets. For those colleagues who simply cannot wear a headset due to their particular impairment, then as a reasonable adjustment they can continue to use a phone.</p> |
| <p>Some colleagues with particular physical impairments will find communication using a headset much easier. We already have</p>   | Yes                    |                        |  |

| <b>What do you already know?</b>  | <b>Positive impact</b> | <b>Negative impact</b> | <b>Mitigation</b>  |
|---|------------------------|------------------------|--|
| disabled colleagues who use headsets as a reasonable adjustment   |                        |                        |  |
| Our Deaf colleagues use facetime, iPhones and iPads and feel that Skype is not as easily accessible to them   |                        | Yes possibly           | We are procuring a Video Relay Service that uses iPads and this will be more accessible for our Deaf colleagues and customer who may not use Skype and so remove the barrier |
| <p><b>Photo on internal emails</b></p> <p>All our current colleagues have photo identification on their passes for security reasons. The many ways we can take photographs these days means it's accessible, unlike the traditional photo booths.</p> <p>If any disabled colleague joins us or is an existing colleague who does have a particular impairment, where having their photo taken affects them, we will make reasonable adjustments. This may for example include some colleagues with mental health issues and in this case we would do a stress risk assessment</p> <p>Someone's health may be identified from a photo and this is classed as personal sensitive data under GDPR. Our</p> | <p>Yes</p>             | <p>Yes possibly</p>    | <p>We will do a Stress Risk Assessment for any disabled colleague who feels that having a photo on their emails will cause them stress</p>                                   |

| <b>What do you already know?</b>   | <b>Positive impact</b> | <b>Negative impact</b> | <b>Mitigation</b>  |
|--|------------------------|------------------------|--|
| specialist teams are looking into this. The photos will only be internal, unlike our ID photo passes which are shown externally too. We currently have no colleagues who do not have a photograph on their ID pass |                        |                        | <p>considered special category data. However, in the interests of affording the adequate safeguards intended by Article 9 of GDPR, the Council has accordingly considered the relevant bases.</p> <p>Information conveyed will be no more than data available on sight in the public domain or in any face-to-face interaction with any individual. As such, the primary justification is processing relates to personal data which are manifestly made public by the data subject</p> |
| Some colleagues felt that having their photo on the emails may cause cyber bullying, in a way that they felt a photo ID on their lanyard didn't  |                        | Yes, possibly          | The Council has strict policies on bullying and harassment and any colleague found putting other colleagues through this unacceptable behaviour will be disciplined  |
| Identifying colleagues by their photograph when meeting them is easier for our Deaf colleagues   | Yes                    |                        |  |

## Gender identity- trans

| <b>What do you already know?</b>   | <b>Positive impact</b> | <b>Negative impact</b> | <b>Mitigation</b> |
|--|------------------------|------------------------|-------------------|
| <b>Skype and Office 365</b><br><br>No equality impact identified, other than the advantages of the new package | Yes                    |                        |                   |

| <b>What do you already know?</b>   | <b>Positive impact</b> | <b>Negative impact</b> | <b>Mitigation</b>  |
|--|------------------------|------------------------|--|
| <b>Photo on internal emails</b><br>Any colleague who changes to a different gender will have to have their photo changed and we need to make this as sensitive as we can |                        | Yes possibly           | The photo can be changed easily as a matter of urgency when the colleague wants it to be done, with sensitivity and discretion once requested by the colleague       |
| Some colleagues felt that having their photo on the emails may cause cyber bullying, in a way that they felt a photo ID on their lanyard didn't.                         |                        | Yes possibly           | The Council has strict policies on bullying and harassment and any colleague found putting other colleagues through this unacceptable behaviour will be disciplined. |

## Marriage and Civil Partnership

| <b>What do you already know?</b>   | <b>Positive impact</b> | <b>Negative impact</b> | <b>Mitigation</b>  |
|--|------------------------|------------------------|--|
| <b>Skype and Office 365</b><br>No equality impact identified other than the advantages of the new package.   | Yes                    |                        |  |
| <b>Photo on internal emails</b><br>We know that survivors of domestic violence and abuse are continually in fear of being found by their ex partners and want as much privacy as possible, particularly at work, which is seen as a safe haven by many.<br>Survivors may have escaped from abusive relationships and fear for their life and that of their |                        | Yes possibly           | Where any of our colleagues are experiencing domestic violence and abuse or have in the past then we need to do extremely sensitive Stress Risk Assessments as the fear of being tracked down is huge in these circumstances, despite any privacy procedures we have in place to protect our colleagues. |

| What do you already know?  | Positive impact | Negative impact | Mitigation |
|--|-----------------|-----------------|------------|
| children and family and so having a photo on their email, even internal emails can cause horrendous fear and distress. |                 |                 |            |

## Pregnancy and maternity

| What do you already know?  | Positive impact | Negative impact | Mitigation |
|--|-----------------|-----------------|------------|
| <b>Skype and Office 365</b><br>Pregnant women will value the option of Skype meetings to save them having to attend a physical meeting, particularly in the later stages of pregnancy. | Yes             |                 |            |
| <b>Photo on internal emails</b><br>No equality impact identified.  |                 |                 |            |

## Race

| What do you already know?   | Positive impact | Negative impact | Mitigation   |
|---|-----------------|-----------------|--|
| <b>Skype and Office 365</b><br>No equality impact identified, other than the advantages of the new package. | Yes             |                 |  |
| <b>Photo on internal emails</b><br>Someone's race may be identified from a photo                            |                 | Yes possibly    | It's worth noting that the General Data Protection |

| <b>What do you already know?</b>   | <b>Positive impact</b> | <b>Negative impact</b> | <b>Mitigation</b>  |
|--|------------------------|------------------------|--|
| and this is classed as personal sensitive data under GDPR. Our specialist teams are looking into this. The photos will only be internal, unlike our ID photo passes which are shown externally too. We currently have no colleagues who do not have a photograph on their ID pass. |                        |                        | <p>Regulations Recitals do set out that photographs should not be systematically considered special category data. However, in the interests of affording the adequate safeguards intended by Article 9 of GDPR, the Council has accordingly considered the relevant bases.</p> <p>Information conveyed will be no more than data available on sight in the public domain or in any face-to-face interaction with any individual. As such, the primary justification is processing relates to personal data which are manifestly made public by the data subject</p> |
| Some colleagues felt that having their photo on the emails may cause cyber bullying, in a way that they felt a photo ID on their lanyard didn't.   |                        | Yes possibly           | The Council has strict policies on bullying and harassment and any colleague found putting other colleagues through this unacceptable behaviour will be disciplined.   |

## Religion or belief or none

| <b>What do you already know?</b>   | <b>Positive impact</b> | <b>Negative impact</b> | <b>Mitigation</b> |
|--|------------------------|------------------------|-------------------|
| <b>Skype and Office 365</b><br>No equality impact identified, other than the advantages of the new package. We will make sure that any women who | Yes                    |                        |                   |

| <b>What do you already know?</b>   | <b>Positive impact</b> | <b>Negative impact</b> | <b>Mitigation</b>   |
|--|------------------------|------------------------|---|
| wear hijabs have the most suitable headsets and for any men wearing turbans.<br><br><b>Photo on internal emails</b><br>We do not have any current colleagues who have not had their ID photo taken due to their religion or belief – if we get any colleagues join us in the future who's religion or belief forbids their photo being taken and put on ID passes and email we will need to take each situation as it occurs to find a solution. | Yes                    |                        |   |
| Some colleagues felt that having their photo on the emails may cause cyber bullying, in a way that they felt a photo ID on their lanyard didn't.   |                        | Yes possibly           | The Council has strict policies on bullying and harassment and any colleague found putting other colleagues through this unacceptable behaviour will be disciplined |

## Sex

| <b>What do you already know?</b>   | <b>Positive impact</b> | <b>Negative impact</b> | <b>Mitigation</b>  |
|--|------------------------|------------------------|--|
| <b>Skype and Office 365</b><br>No equality impact identified for other than the advantages of the new package.   | Yes                    |                        |  |
| <b>Photo on internal emails</b><br>We know that survivors of domestic violence and abuse are continually in fear of being found by their ex partners and want as much privacy as |                        | Yes possibly           | Where any of our colleagues are experiencing domestic violence and abuse or have in the past then we need to do extremely sensitive Stress Risk Assessments as the fear of being tracked |

| What do you already know?   | Positive impact | Negative impact | Mitigation  |
|---|-----------------|-----------------|---|
| possible, particularly at work, which is seen as a safe haven by many. Survivors may have escaped from abusive relationships and fear for their life and that of their children and family and so having a photo on their email, even internal emails can cause horrendous fear and distress. |                 |                 | down is huge in these circumstances, despite any privacy procedures we have in place to protect our colleagues. |

## Sexual orientation

| What do you already know?   | Positive impact | Negative impact | Mitigation   |
|---|-----------------|-----------------|--|
| <b>Skype and Office 365</b><br>No equality impact identified other than the advantages of the new package.  | Yes             |                 |  |
| <b>Photo on internal emails</b><br>Some colleagues felt that having their photo on the emails may cause cyber bullying, in a way that they felt a photo ID on their lanyard didn't. |                 | Yes possibly    | The Council has strict policies on bullying and harassment and any colleague found putting other colleagues through this unacceptable behaviour will be disciplined.                     |
| We know that survivors of domestic violence and abuse are continually in fear of being found by their ex partners and want as much privacy as possible, particularly at             |                 | Yes possibly    | Where any of our colleagues are experiencing domestic violence and abuse or have in the past then we need to do extremely sensitive Stress Risk Assessments as the fear of being tracked |

| <b>What do you already know?</b>  | <b>Positive impact</b> | <b>Negative impact</b> | <b>Mitigation</b>   |
|---|------------------------|------------------------|---|
| work, which is seen as a safe haven by many. Survivors may have escaped from abusive relationships and fear for their life and that of their children and family and so having a photo on their email, even internal emails can cause horrendous fear and distress. |                        |                        | down is huge in these circumstances, despite any privacy procedures we have in place to protect our colleagues. |

**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. You can get lots of information on reports done from organisations' websites such as the Equality and Human Rights Commission, Stonewall, Press for Change, Joseph Rowntree Trust and so on. Please don't put down that the impact affects 'everyone the same' – it never does!

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

We have highlighted any equality opportunities and challenges in Section 5. For disabled colleagues that may face barriers with using a head set, we will make reasonable adjustments and this may involve them still using a phone.

Trans colleagues can easily have their photo changed when they feel the time is right for them, mitigating any negative impact.

We know that colleagues who have or are experiencing domestic abuse and violence fear for being tracked down by abusive ex-partners and so sensitive Stress Risk Assessments will be needed.

Some of our colleagues felt that the use of photographs on internal emails may cause cyber bullying, but any unacceptable behaviour like this will not be condoned by the Council and perpetrators will be disciplined.

There were several comments on GDPR and HR issues, many of which did not fall into the scope of this equality impact assessment, but these have been assessed by our specialist colleagues in HR and Information Governance.

### Step 3 – deciding on the outcome

**7 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?**

|                  |          |  |
|------------------|----------|--|
| <b>Outcome 1</b> |          | <b>No major change needed</b> – the EIA hasn't identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken  |
| <b>Outcome 2</b> | <b>2</b> | <b>Adjust the policy</b> to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?   |
| <b>Outcome 3</b> |          | <b>Continue the policy</b> despite potential for negative impact or missed opportunities to advance 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: <ul style="list-style-type: none"><li>• sufficient plans to stop or minimise the negative impact</li><li>• mitigating actions for any remaining negative impacts</li><li>• plans to monitor the actual impact.</li></ul> |
| <b>Outcome 4</b> |          | <b>Stop and rethink</b> the policy when the EIA shows actual or potential unlawful discrimination  |

Our Assessment team has agreed Outcome number(s)

**Outcome 2 for the Skype and Office 365, but some colleagues from our Employee Networks felt Outcome 4 for the photographs on email proposal. Amendment - update June 2020 - photos are no longer mandatory, so 4 is removed**

Why did you come to this decision?

On the proposals for Skype and Office 365, we found that any negative equality impact could be mitigated by a range of actions to remove any barriers to equality, so we chose **outcome 2**.

If you have decided on **Outcome 4** then if the proposal continues, without any mitigating actions, it may be likely that we will face a legal challenge and possibly a

Judicial Review on the process - it is really important that the equality impact assessment is done thoroughly, as this is what the Judge will consider.

On the photos on internal email proposal, despite the fact that we identified a series of mitigating actions, some members of the Employee Networks felt strongly this particular proposal should be **outcome 4** and that we should stop and think again

**Update February 2020** – following the results of this EIA, colleagues in IT, Information Governance and HR have looked again at the proposals and made some changes such as not including young colleagues under 18 being opted in to have their photos on emails. Other changes include the option for colleagues to complete a form for Information Governance giving reasons why they feel their photographs should not be displayed on emails.

**Update June 2020** - In 2019 we started rolling out the use of individual profile photos as part of the Digital Workforce project, to help improve online communication between colleagues.

Everyone (with a DCC log in and email address) was informed of the Council's plans to display an individual profile photo which would appear on your email and other systems, like Skype for Business.

We gave assurances that these photos would only be displayed internally.

However, when using some of the new technology, particularly Microsoft Teams, profile photos may now be shared externally.

Because of this change we no longer feel it would be reasonable to make photos mandatory - we respect the use of colleagues' data and have therefore made the use of profile photos optional.

#### **Step 4 – equality action plan – setting targets and monitoring**

**8 Fill in this table with the equality actions you have come up with during the assessment. Indicate how you plan to monitor the equality impact of the proposals, once they have been implemented.**

#### **Equality Action Plan –setting targets and monitoring**

##### **Age**

| <b>What are we going to do to advance equality</b> | <b>What difference will it make</b> | <b>When will we do it and who will lead</b> | <b>Monitoring arrangements</b> |
|--|-------------------------------------|---|--------------------------------|
|  |                                     |   |                                |

|  |   |                          |                          |
|--|---|--------------------------|--------------------------|
| Make sure any colleagues, whatever their age are given any support they need to deal with the new technology | Colleagues will feel more comfortable using the new way of working                                      | Technology Co-ordinators | Feedback from colleagues |
| Exclude colleagues who are under 18 from being opted in to the Photos in email                               | Ensure adequate compliance with the guidance from the Information Commissioner Office and article 6 (f) | Digital services & HR    | n/a                      |

## Disability

| <b>What are we going to do to advance equality</b>                         | <b>What difference will it make</b>                                       | <b>When will we do it and who will lead</b> | <b>Monitoring arrangements</b>                                       |
|--|---|---|--|
| Address any HR and GDPR issues in accordance with the relevant legislation | Meet Employment, data protection and Human Rights Legislation obligations | HR and Information Governance               | Continued assessment involvement from Information Governance, HR and |

| <b>What are we going to do to advance equality</b>  | <b>What difference will it make</b>   | <b>When will we do it and who will lead</b>                       | <b>Monitoring arrangements</b>         |
|---|---|---|--|
|   |   |   | Legal                                  |
| Provide regular briefings to all colleagues highlighting <b>clearly</b> in the messages about the availability of reasonable adjustments – possibility of a dedicated message, so it does not get hidden in a usual briefing – in addition consider corporately collecting requests for reasonable adjustments requests from disabled colleagues, so there is a seamless approach | Disabled colleagues will feel confident to ask for reasonable adjustments                                 | IT and Comms with support from the Lead on Equality and Diversity | Feedback from colleagues               |
| Make sure any reasonable adjustments are done quickly   | Disabled people will not have to face any barriers as they will have the reasonable adjustments they need | IT  | Feedback from colleagues               |
| Make sure the procurement of the Video Relay Service is completed quickly   | Deaf people who use iPads and iPhones will have better communication channels                             | Procurement and Legal   | Feedback from colleagues and customers |

## Gender identity - trans

| <b>What are we going to do to advance equality</b>   | <b>What difference will it make</b>  | <b>When will we do it and who will lead</b> | <b>Monitoring arrangements</b> |
|--|--|---|--------------------------------|
| Make sure that requests for changing a photo on emails is dealt with sensitively and quickly | Trans colleagues will feel more confident about requesting their photo to be changed | IT  | Customer feedback              |

## Marriage and Civil Partnership

| <b>What are we going to do to advance equality</b>  | <b>What difference will it make</b>                                    | <b>When will we do it and who will lead</b> | <b>Monitoring arrangements</b> |
|---|--|---|--------------------------------|
| Where domestic abuse and violence is involved carry out sensitive Stress Risk Assessments | Those affected will be able to discuss their fears with their managers | Managers                                    | Feedback form colleagues       |

## Pregnancy and maternity

| <b>What are we going to do to advance equality</b> | <b>What difference will it make</b> | <b>When will we do it and who will lead</b> | <b>Monitoring arrangements</b> |
|--|-------------------------------------|---|--------------------------------|
|  |                                     |   |                                |

## Race

| <b>What are we going to do to advance equality</b>                         | <b>What difference will it make</b>                                       | <b>When will we do it and who will lead</b> | <b>Monitoring arrangements</b>   |
|--|---|---|--|
| Address any HR and GDPR issues in accordance with the relevant legislation | Meet Employment, data protection and Human Rights Legislation obligations | HR and Information Governance               | Continued assessment involvement from Information Governance, HR and Legal |

## Religion or belief or none

| <b>What are we going to do to advance equality</b>                                  | <b>What difference will it make</b>            | <b>When will we do it and who will lead</b> | <b>Monitoring arrangements</b> |
|---|--|---|--------------------------------|
| Make sure we have headsets available that can be used by colleagues with hijabs and | Colleagues won't face a barrier using headsets | IT  | Feedback from colleagues       |

| <b>What are we going to do to advance equality</b>      | <b>What difference will it make</b> | <b>When will we do it and who will lead</b> | <b>Monitoring arrangements</b> |
|---|-------------------------------------|---|--------------------------------|
| with turbans or any other religious and belief headwear |                                     |   |                                |

## **Sex**

| <b>What are we going to do to advance equality</b>  | <b>What difference will it make</b>                                    | <b>When will we do it and who will lead</b> | <b>Monitoring arrangements</b> |
|---|--|---|--------------------------------|
| Where domestic abuse and violence is involved carry out sensitive Stress Risk Assessments | Those affected will be able to discuss their fears with their managers | Managers                                    | Feedback form colleagues       |

## **Sexual orientation**

| <b>What are we going to do to advance equality</b>  | <b>What difference will it make</b>                                    | <b>When will we do it and who will lead</b> | <b>Monitoring arrangements</b> |
|---|--|---|--------------------------------|
| Where domestic abuse and violence is involved carry out sensitive Stress Risk Assessments | Those affected will be able to discuss their fears with their managers | Managers                                    | Feedback form colleagues       |

We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 Minicom: 01332 640666

### Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt:

Tel. tekstowy: 01332 640666

### Punjabi

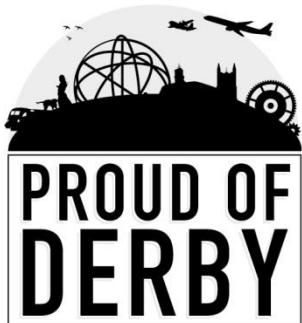
ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ  
ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

### Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č: Minicom 01332 640666

### Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں پہنچا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم  
منی کام 01332 640666 پر ہم سے رابطہ کریں۔



Derby City Council