



Derby City Council

Equality impact assessment form

Directorate	Corporate Resources
Service area	Service Desk
Proposal	Budget 2023/2024 - Close IT Service desk telephone line
Reason for proposal	Budget Savings
Sign off (Director/Head of Service)	Andy Brammall
Date of assessment	21 November 2022

Please read the support notes to help you in Appendix 1 before completing your assessment

The form

You need to attach the completed form to any report to help councillors and colleagues make their decisions by taking equality implications into account.

The assessment team or name of individual completing this form - Mark Walker

Team leader's name and job title – David Jackson, Service Desk Team Leader

Other team members if appropriate

Name	Job title	Organisation	Area of expertise
Mark Walker	Head of Technology and Service delivery	Derby City Council	Head of Service
Jane Withrow	Customer Contact Manager	Derby City Council	Customer services manager within Derby Direct
Kevin Evans	Business and Commercial Manager	Derby City Council	Business applications support and IT transformation
Equality Impact Assessment Panel made up of Employee Network members and Access Hub	Various and Community	Derby City Council and community	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 decision you want to make?	To retire the service desk telephone channel reducing the IT support contact channels and leverage savings contribution as part of the Departmental 10% budget reduction.
2. Why do you need to make this decision?	To support the corporate response for budget savings for 23/24
3. Who delivers/will deliver the changed service/policy including any consultation on it and any outside organisations who deliver under procurement arrangements?	Director of Digital and Customer Management and the Head of Service Technology and Service Delivery.
4. Who are the main customers, users, partners, colleagues or groups affected by this decision?	All colleagues and Members who require telephone assistance in support of IT issues.

Step 2 – collecting information and assessing impact

5. Who have you consulted and engaged with so far about this change, 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.	<p>Budget proposals have been consulted on with Strategic Directors and Council Cabinet levels but have yet to have wider consultation.</p> <p>The closure of the telephony will be communicated as part of the commencement of the achieving change consultations beginning on Tuesday 13th December 2023. The communication is planned in 3 meetings each expected to take 1 hour which can be attended physically or virtually.</p> <p>Once this date is known the communication to colleagues and the rationale for this change will be communicated across the organisation and as part of a department achieving change process.</p>
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6. Using the skills and knowledge in your assessment team or what you know yourself, and from any consultation you have done, what do you already know about the equality impact of the proposed change 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. Only fill in the mitigation box if you think the decision will have a negative impact and then you'll need to explain how you are going to lessen the impact.

People with protected characteristics	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
Age – older and younger people	Not identified as an impact area, unless they were disabled people or pregnant and just given birth			
Disability – the effects on the whole range of disabled people, including	<ul style="list-style-type: none"> Removal of the telephone channel will impact colleagues, including those with protected 		Yes	<ul style="list-style-type: none"> A communication campaign will be provided to advise users

People with protected characteristics	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
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	<p>characteristic, by preventing them raising a service issue verbally.</p> <ul style="list-style-type: none"> • Colleagues will be encouraged to use self-help and the service portal to address and raise incidents or requests. • Colleagues may also physically attend the drop-in clinic, currently based at the Council House 3rd Floor, if required and where appropriate • We know that for some of our disabled colleagues, upper floors are not accessible without adequate personal emergency evacuation plans and buddies to help get out of the building in an emergency • Removing the helpline will create extra barriers for disabled colleagues as it is not that easy for some disabled people to physically come into the building if they have working from home as a reasonable adjustment under the Equality Act. A quick phone call to IT is much more accessible for some of our disabled colleagues. 			<p>where to look for self-help and how to raise a support ticket on the service portal.</p> <ul style="list-style-type: none"> • A more focused approach to generating self-help guides and documentation supporting colleagues 24 Hours per day • Service prioritisation on automation to reduce issues and pressure on the Digital teams. • In the event that a swap of equipment is required the IT teams can arrange to meet colleagues with Mobility issues on the ground floor of the Council House. • If further work or fixes are required on the 3rd floor colleagues may need to accompany the IT Officer to the 3rd floor we will follow the PEEP. • Training will be organised for IT colleagues on the use of the evac chair • A protocol will be agreed with the Disabled Employees Network on how to contact IT by phone if the disabled colleague's laptop is not working at all and they cannot log on for the self help guide. Coming into the Council House for some disabled colleagues will be a very last resort.
Gender identity- trans and those people who don't identify with a particular gender, for example, non-binary, genderfluid, genderqueer, polygender and those who are	Not identified as an impact area, unless they were disabled people or pregnant and just given birth			

People with protected characteristics	What do you already know?	Positive impact	Negative impact	Mitigation - what actions will you take to lessen impact?
questioning their gender or non-gendered identity.				
Marriage and Civil Partnership	Not identified as an impact area			
Pregnancy and maternity - women who are pregnant or who have recently had a baby, including breast feeding mothers	We know that working from home can be much easier during the later stages of pregnancy and after giving birth and breastfeeding. So, just like for some disabled colleagues it will be more difficult to physically go to the Council House than to call the helpdesk.		Yes	The protocol for IT telephone support that we are drawing up for disabled colleagues will address pregnancy and maternity issues too
Race - the effects on minority ethnic communities, including newer communities, Gypsies and Travellers and the Roma community	Not identified as an impact area, unless they were disabled people or pregnant and just given birth			
Religion or belief or none - the effects on religious and cultural communities, customers and colleagues	Not identified as an impact area, unless they were disabled people or pregnant and just given birth			
Sex - the effects on both men and women and boys and girls	Not identified as an impact area, unless they were disabled people or pregnant and just given birth			
Sexual orientation - the effects on lesbians, gay men, bisexuals, pansexual, asexual and those questioning their sexuality	Not identified as an impact area, unless they were disabled people or pregnant and just given birth			

Important - For any of the equality groups you don't have any information about, then please contact our Lead on Equality and Diversity for help. You can also get lots of information on reports completed 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!

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?

Outcome 1		No major change needed – the EIA hasn't identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken
Outcome 2		Adjust the proposal to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?
Outcome 3	3	Continue the proposal 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"> • sufficient plans to stop or minimise the negative impact • mitigating actions for any remaining negative impacts • plans to monitor the actual impact.
Outcome 4		Stop and rethink the proposal when the EIA shows actual or potential unlawful discrimination

Why did you come to this decision?

The Equality Impact Assessment Panel were concerned about how closing the Support Helpline would have a negative impact on disabled colleagues and pregnant colleagues and those who had just given birth, but with the right reasonable adjustments in place and flexible protocol drawn up with IT and the Disabled Employees Network this could work.

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

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 so important that the equality impact assessment is done thoroughly, as this is what the Judge will consider

Appendix 1

Equality impact assessment form– 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 about our services and functions that affects people and **before** that decision is made. This also includes quick Covid 19 related decisions.

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.

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 complete 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. The nine protected characteristics are age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race religion and belief, sex and sexual orientation.

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.

This completed form should be attached to any Corporate Leadership, Senior Leadership, Cabinet or Personnel Committee report to help decision makers take the equality implications into account when they make the decision. Equality impact assessments **must be done before** decisions are made.

You'll find that completing 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.

Unless this is a quick Covid 19 decision, 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 Equality Hubs and 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.

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

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 must be easy to understand.

Contact for help

Ann Webster – Lead on Equality and Diversity

ann.webster@derby.gov.uk

Tel 01332 643722 mobile 07812301144

[Sign Language Service](#)

We can give you this information in any other way, style or language that will help you access it. Please contact us on **01332 643722, 07812301144** or **derby.gov.uk/signing-service/**

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 ਇੱਥੇ ਸੰਪਰਕ ਕਰੋ: **01332 64XXXX** ਜਾਂ **derby.gov.uk/signing-service/**

Polish

Aby uľatwić PaŃstwu dostęp do tych informacji, moźemy je PaŃstwu przekaźać w innym formacie, stylu lub języku. Prosimy o kontakt: **01332 64XXXX** lub **derby.gov.uk/signing-service/**

Slovak

Túto informáciu vám môźeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Prosim, kontaktujte nás na tel. č.: **01332 64XXXX** alebo na stránke **derby.gov.uk/signing-service/**

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم **01332 640000** یا **derby.gov.uk/signing-service/** پر ہم سے رابطہ کریں