



EQUALITY IMPACT ASSESSMENT

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| Stage 1: Title and aims of the activity (“activity” is an umbrella term covering policies, procedures, guidance and decisions). | |
| Service | Business Services |
| Section | Customer Communication & Improvement (CC&I) |
| Title of the activity etc. | Review of Budget 2018/19 |
| Aims of the activity | <p>The CC&I service supports the organisation with all internal and external communications and marketing activity, providing frontline customer service through the contact centre in Fraserburgh, service points across Aberdeenshire, and the feedback team who manage the Comments, Compliments and Complaints framework. The Policy, Performance and Improvement Team support the Policy and Performance Frameworks which guide the corporate approach to decision-making, support the development of the council’s vision and priorities, as well as supporting change across the organisation, be that to address the needs of particular services, or through corporate initiatives like Worksmart, and delivering important corporate activity like community planning, equalities and community empowerment.</p> <p>A budget for the service is agreed annually and is set based on business need and available resources to ensure the service and council overall has a balanced budget each year.</p> <p>To balance the budget savings of £57k must be achieved. This is being delivered through a reduction in non-staffing budget lines within the Policy, Performance and Improvement Team and Communications Team and the deletion of a vacant post (which has arisen because of a service review that identified the post was no longer required) within the Policy, Performance & Improvement Team</p> |
| Author(s) & Title(s) | Amanda Roe, Service Manager (Policy Performance & Improvement) |

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| Stage 2: List the evidence that has been used in this assessment. | |
| Internal data (customer satisfaction surveys; equality monitoring data; customer complaints). | <p>Stakeholder surveys Customer complaints LGBF indicators Strategic assessment for setting the Equality Outcomes 2017-2021</p> |

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| <p>Internal consultation with staff and other services affected.</p> | <p>Consultation with Business Services Leadership Team, CC&I Extended MT Service review consultations</p> |
| <p>External consultation (partner organisations, community groups, and councils).</p> | <p>Stakeholder survey with partners and community groups as part setting council priorities</p> |
| <p>External data (census, available statistics).</p> | <p>N/A</p> |
| <p>Other (general information as appropriate).</p> | <p>Review of organisational structure, delivery and budgets within other councils as part of service reviews</p> |

| Stage 3: Evidence Gaps. | |
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| Are there any gaps in the information you currently hold? | No |

| Stage 4: Measures to fill the evidence gaps. | | |
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| 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: |
| | N/A | |
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| Stage 5: Are there potential impacts on protected groups? Please complete for each protected group by inserting "yes" in the applicable box/boxes below. | | | | |
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| | 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) |
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| <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>For all characteristics the expected impact is neutral. Whilst there is a deletion of a post (Community Engagement Officer), a service review identified duplication between the post of Engagement & Consultation Officer and the Community Engagement Officer posts. The Community Engagement Officer post was vacant and through a review of the remit of the existing Engagement & Consultation Officer post it has been possible to ensure that the deletion of the Community Engagement Officer post has no detrimental impact on how the service supports the organisation with engagement strategy and activity.</p> <p>The removal of £16k from the Policy Performance and Improvement budget has been achievable by reducing the budget that supports the mainstreaming of the Equality Act. This budget has been set to reflect average spend over the last two years. It also takes account of a decision in 2013 to increase the budget to support the organisation mainstream the Public Sector Equality Duty which was a specific outcome for the Equality Outcomes 2013-2017. When setting the Equality Outcomes. When setting the Equality Outcomes 2017-2021 the evidence confirmed that mainstreaming is achieved and requires 'maintenance'. The budget will support this proportionate approach and enable the policy team supporting the delivery of the Equality Outcomes to continue to work with services and external partners such as AVA to achieve the outcomes.</p> | |
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Stage 7: Have any of the affected groups been consulted?

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| <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>There has not been specific engagement or consultation with protected groups.</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 |
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| | <p>The Engagement & Consultation Officer post has been redesigned to ensure tasks that were the sole remit of the Community Engagement Officer have been incorporated.</p> | |
| | <p>The Policy, Performance & Improvement non-staffing budget has been reviewed to ensure the ability to support core mainstreaming activity such as learning & development and awareness raising such as the diversity calendar.</p> | |
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Stage 9: What steps can be taken to promote good relations between various groups?

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| <p>These should be included in the action plan.</p> | <p>A core function of CCI will continue to be supporting the organisation deliver on the spirit and detail of the Community Empowerment (Scotland) Act 2015, in particular participation in decision making through effective engagement and involvement of communities including groups with protected characteristics. The service also enables delivery of the Public Sector Equality Duty which includes a duty to foster good relations.</p> |
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Stage 10: How does the policy/activity create opportunities for advancing equality of opportunity?

Activities undertaken by the CC&I service continue to support equality of opportunity whether through the range of communication mechanisms, the accessibility of customer services online, via the contact centre and where appropriate face to face as well as the role of the service to promote engagement and involvement across all residents and communities.

Stage 11: What equality monitoring arrangements will be put in place?

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| <p>These should be included in any action plan (for example customer satisfaction questionnaires).</p> | <p>Monitoring arrangements have been incorporated into the service's business plan through the identification of actions and performance measures that help the service management team understand and improve performance.</p> <p>The reputation tracker will be used to provide a 'temperature check' of whether residents believe the council 'takes account of residents' views' as well as satisfaction with Customer Services. The tracker also includes indicators that demonstrate impact of communication and delivery of customer services.</p> |
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Stage 12: What is the outcome of the Assessment?

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| <p>Please complete the appropriate box/boxes</p> | 1 | No negative impacts have been identified –please explain. |
| | <p>The actions taken to deliver a balanced budget for CC&I have ensured that core activity will continued to be delivered.</p> | |
| | 2 | <p>Negative Impacts have been identified, these can be mitigated - please explain.</p> <p>* Please fill in Stage 13 if this option is chosen.</p> |
| | <p> </p> | |
| | 3 | <p>The activity will have negative impacts which cannot be mitigated fully – please explain.</p> <p>* Please fill in Stage 13 if this option is chosen</p> |

* 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.

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| Sign off and authorisation. | 1) Service and Team | Customer Communication & Improvement, Business Services | | |
| | 2) Title of Policy/Activity | Budget 2018/19 | | |
| | 3) Authors: I/We have completed the equality impact assessment for this policy/activity. | Name: Amanda Roe Position: Service Manager (Policy, Performance & Improvement) Date: 11 January 2018 Signature: | Name: Position: Date: Signature: | |
| | | Name: Position: Date: Signature: | Name: Position: Date: Signature: | |
| | 4) Consultation with Service Manager | Name: Date: | | |
| | 5) Authorisation by Director or Head of Service | Name: Kate Bond Position: Date: | Name: Position: Date: | |
| | 6) If the EIA relates to a matter that must 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: equalities@aberdeenshire.gov.uk | | | Date: |
| (Equalities team to complete) Has the completed form been published on the website? YES/NO | | | Date: | |

