

## EQUALITY IMPACT ASSESSMENT

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 2019/20
Aims of the activity	<p>The CC&amp;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 particular needs of 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 continue to balance the budget efficiencies are being identified through an ongoing vacancy management approach and close monitoring of spend on non-staffing budgets as well as a reduction in the staffing budget which will be delivered through a permanent reduction in overall FTE hours equating to a minimum value of £30k.</p>
Author(s) & Title(s)	Amanda Roe, Service Manager (Policy Performance & Improvement)
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</p> <p>Customer complaints</p> <p>LGBF indicators</p> <p>Strategic assessment for setting the Equality Outcomes 2017-2021</p>

<p>Internal consultation with staff and other services affected.</p>	<p>Consultation with Business Services Leadership Team, CC&amp;I Extended MT</p>
<p>External consultation (partner organisations, community groups, and councils).</p>	<p>Stakeholder survey with partners and community groups as part of setting council priorities and budget engagement.</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.	
Are there any gaps in the information you currently hold?	No

Stage 4: Measures to fill the evidence gaps.		
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	

Stage 5: Are there potential impacts on protected groups? Please complete for each protected group by inserting "yes" in the applicable box/boxes below.				
	Positive	Negative	Neutral	Unknown
Age – Younger		Yes		
Age – Older		Yes		
Disability			Yes	
Race – (includes Gypsy Travellers)			Yes	
Religion or Belief			Yes	
Sex (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)
<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 most characteristics the expected impact is neutral.</p> <p>There is a mix of male and female employees within the CC&amp;I service and the age of employees ranges from those early in their careers to individuals who have chosen to work beyond their individual pension age. The reduction in staffing hours is likely to be spread across multiple posts, some of which are not currently vacant therefore there may be negative impacts on the protected characteristics of age and sex. Where possible the reduction will be achieved through a reduction in working hours or job sharing opportunities. The reduction in staffing hours may change the frequency of service delivery and where this is the case there will be engagement with customers to ensure any alternative arrangements are communicated and accessible.</p> <p>The use of vacancy management and monitoring and managed spend of non staffing budgets has no positive or negative impacts on individuals with protected characteristics. Essential spend that supports delivery of services and ensures compliance with the Public Sector Equality Duty is being maintained.</p>	

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**Stage 7: Have any of the affected groups been consulted?**

<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>	<p>Mitigating Steps</p>	<p>Timescale</p>
	<p>Reduction in hours will be done in consultation with employees in CC&amp;I</p>	<p>First Q 2019</p>
	<p>CC&amp;I Management Team continues to monitor staffing and non-staffing budgets and service performance on a regular basis to understand the impact of any efficiency measures in place.</p>	<p>Ongoing</p>
	<p>There will be engagement with customers to understand impact of changes to service delivery and communicate any changes or alternative arrangements for service delivery</p>	<p>First Q 2019</p>
	<td data-bbox="1107 1473 1497 1547"> </td>	
<td data-bbox="1107 1547 1497 1610"> </td>		

**Stage 9: What steps can be taken to promote good relations between various groups?**

<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?

<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 planning approach through the identification of actions and performance measures that help the CC&amp;I 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?

<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&amp;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>
<p> </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.

Sign off and authorisation.	1) Service and Team	Customer Communication & Improvement, Business Services		
	2) Title of Policy/Activity	Budget 2019/20		
	3) <b>Authors:</b> I/We have completed the equality impact assessment for this policy/activity.	Name: Amanda Roe Position: Service Manager (Policy, Performance & Improvement) Date: 10 January 2019 Signature:	Name: Position: Date: Signature:	
		Name: Position: Date: Signature:	Name: Position: Date: Signature:	
	4) Consultation with Service Manager	Name: Sarah Rochester, Morag Esson 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:	

