

# Equality Impact Assessment



## Name of project/proposal

Review of the Finance Service

Contact name

Rob Carr

Department

Corporate Services

Date to be published on Hantsweb

11 Sep 2015

## Purpose for project/proposal

To review the Finance Service operating model that will be implemented as part of the Transformation to 2017 savings proposals, in order to produce efficiencies within the service and promote a greater level of self service across the County Council and our partners, with a view to reducing the total resources employed within the Finance service over time.

## Consultation

Has a consultation been carried out?

Planned

No specific consultation has been carried out on this proposal, however, the County Council carried out a major consultation, between 26 May and 6 July, on a range of options for finding further budget savings, including setting Council Tax, using reserves and making changes to the way in which services are delivered.

The feedback from this consultation has been taken into account in developing the final options and proposals for decision by Executive Members, Cabinet and County Council in autumn this year.

When decisions are made to pursue the options, further, specific consultation will be carried out on the detailed options where required. A consultation with staff on proposed changes to the Finance Service will take place later in the year.

## Statutory considerations

### Impact

Age	Low
Disability	None
Sexual orientation	None
Race	None
Religion and belief	None
Gender reassignment	None
Sex	Low
Marriage and civil partnership	None
Pregnancy and maternity	Low

### Other policy considerations

Poverty	None
Rurality	None
Other factors	None

If other please describe

Geographical impact

Non-specific

Have you identified any medium or high impact?\*

Yes

No

Why do you consider that your project/proposal will have low or no impact?

The Finance Service does not provide any direct services to the public, it is an internal support service providing a range of financial services such as accounting, monitoring and budgeting for Hampshire County Council and partner organisations. Changes to the service arising from the review will impact on internal Departments, but in the main the full suite of services will remain in one form or another in order to maintain the finance support to Departments. Consultation with staff affected will be carried out as part of the review and although the service has a high concentration of women and a slightly older age profile it is not anticipated that the proposed changes will impact more specifically on these groups compared to any others. Views will also be sought from Departments and partner organisations on the proposals, but the impact on members of the public and those with protected characteristics would be very minimal and difficult to track / assess. Whilst it is possible that the changes in the Finance service will have some impact on Departments in terms of changing the way they operate in respect of financial administration, this will be mitigated by forward planning, training and communications with Departments in order to minimise the impact on them and the potential for any impact on the services they provide to the public.

## Final decision date

Final decision date due  
Decision to be made by

21 Sep 2015  
Executive Member

# Equality Impact Assessment



## Name of project/proposal

Tt2017 CS1.2 Creating the Optimal H3 HR Service Delivery Model

Contact name

Ashley Jefferies

Department

Corporate Services

Date to be published on Hantsweb

21 Sep 2015

## Purpose for project/proposal

The project links with the Council's Tt2017 programme and the requirement to re-shape and innovate service provision in response to reductions in Government funding. The purpose of the Optimal Model project is to create a more efficient and effective Human Resources (HR) professional service which is provided to Hampshire County Council and its partners. The project success criteria includes: improved performance, increased resilience, provides scalability for future traded and partnership opportunities, reduces costs, increases managers confidence utilising self service and delivers customer service excellence. The Council's Digital Strategy will also be a key enabler within the success criteria of this project.

## Consultation

Has a consultation been carried out?

Planned

No consultation has been conducted on these specific proposals. However, The County Council carried out a major consultation, between 26 May and 6 July, on a range of options for finding further budget savings, including setting Council Tax, using reserves and making changes to the way in which services are delivered.

The feedback from this consultation has been taken into account in developing the final options and proposals for decision by Executive Members, Cabinet and County Council in autumn this year.

When decisions are made to pursue the options, further, specific consultation will be carried out on the detailed options where required.

If there is a requirement to undertake staff consultation, this has been planned to run between September - December 2015. Trade Unions will be notified of the proposals for change and will continue to be kept informed throughout the review. It should also be noted the project approach has been highly engaging, whereby HR colleagues would have participated in 21 work-streams to support the re-shaping of the HR service and the achievement of an optimal model. Therefore proposals for change and re-shaping the HR service would be undertaken in a considered way by maximising staff engagement and input within this process.

## Statutory considerations

### Impact

Age	Low
Disability	Low
Sexual orientation	None
Race	Low
Religion and belief	Low
Gender reassignment	None
Sex	Low
Marriage and civil partnership	None
Pregnancy and maternity	Low

### Other policy considerations

Poverty	None
Rurality	None
Other factors	None
If other please describe	

Geographical impact

Eastleigh Winchester

Have you identified any medium or high impact?\*

Yes

No

Why do you consider that your project/proposal will have low or no impact?

Whilst workforce data across Human Resources (HR) has shown there is a small representation, 4.2% of staff with a disability and 1.8% BME effected by this project, careful consideration has been given and will continue to be given to equality impact. Furthermore, whilst the majority of part-time workers are female, HR policies and processes will be applied fairly and consistently giving consideration to existing work arrangements. The consultation process ensures that all staff are consulted with and informed of proposed changes. A full HR process will be followed to ensure staff are treated fairly and in line with appointments protocol should this be required.

## Final decision date

Final decision date due  
Decision to be made by

21 Sep 2015  
Executive Member

# Equality Impact Assessment



## Name of project/proposal

Tt2017 CS1.3 Corporate Assurance Mapping

Contact name

Neil Pitman

Department

Corporate Services

Date to be published on Hantsweb

11 Sep 2015

## Purpose for project/proposal

Assurance mapping identifies and records the key sources of assurance that inform management and those charged with governance on the effectiveness of the key controls / processes that are relied on to manage risk and achieve the organisations objectives. Assurance mapping provides organisations with an improved ability to understand and confirm that they 'Do really know what they think they know'

The outcome of the assurance mapping exercise will provide a comprehensive picture of where the organisation receives assurance, highlighting instances of over assurance (duplication) and potential areas of under assurance where additional focus maybe required. Results provide the potential to free up audit resource and build capacity for sold service initiatives

## Consultation

Has a consultation been carried out?

Planned

No consultation has been conducted on these specific proposals. However, The County Council carried out a major consultation, between 26 May and 6 July, on a range of options for finding further budget savings, including setting Council Tax, using reserves and making changes to the way in which services are delivered.

The feedback from this consultation has been taken into account in developing the final options and proposals for decision by Executive Members, Cabinet and County Council in autumn this year.

When decisions are made to pursue the options, further, specific consultation will be carried out on the detailed options where required.

Consultation has already taken place with the Risk Management Group and is further planned across the organisation to engage with all Directorate Management Teams

## Statutory considerations

### Impact

Age	None
Disability	None
Sexual orientation	None
Race	None
Religion and belief	None
Gender reassignment	None
Sex	None
Marriage and civil partnership	None
Pregnancy and maternity	None

### Other policy considerations

Poverty	None
Rurality	None
Other factors	None
If other please describe	

Geographical impact

Have you identified any medium or high impact?\*

Non-specific

Yes

No

Why do you consider that your project/proposal will have low or no impact?

Consideration of 'No Impact' for all groups is based in the internal nature of the function. The role of the service is to provide assurance to management and those charged with governance within the organisation. The work of internal audit is driven by risk and as such does not impact or compromise any of the groups highlighted.

## Final decision date

Final decision date due

21 Sep 2015

Decision to be made by

Executive Member

# Equality Impact Assessment



## Name of project/proposal

Tt2017 CS1.4 Corporate Resources - Business Support and Administration

Contact name

Gary Westbrook

Department

Corporate Services

Date to be published on Hantsweb

11 Sep 2015

## Purpose for project/proposal

Development of a new internal model for business support and administration across Corporate Resources, reflecting the outcomes of the Business and Administration review. This will deliver efficiencies through the re-design of a single function providing this support across Corporate Resources. Any reductions to staffing structures will be performed in accordance with HR policies and processes (including consultation where advised), using vacancy management and voluntary redundancy arrangements where possible.

## Consultation

Has a consultation been carried out?

No

No consultation has been conducted on these specific proposals. However, The County Council carried out a major consultation, between 26 May and 6 July, on a range of options for finding further budget savings, including setting Council Tax, using reserves and making changes to the way in which services are delivered.

The feedback from this consultation has been taken into account in developing the final options and proposals for decision by Executive Members, Cabinet and County Council in autumn this year.

When decisions are made to pursue the options, further, specific consultation will be carried out on the detailed options where required.

## Statutory considerations

### Impact

Age	None
Disability	None
Sexual orientation	None
Race	None
Religion and belief	None
Gender reassignment	None
Sex	None
Marriage and civil partnership	None
Pregnancy and maternity	None

### Other policy considerations

Poverty	None
Rurality	None
Other factors	None

If other please describe

Geographical impact

Other

Other

No front line impact to service - only affecting internal staffing arrangements.

Have you identified any medium or high impact?\*

Yes

No

Why do you consider that your project/proposal will have low or no impact?

The impact of the project is likely to be an internal restructure reflecting a new operating model for support and administration services in Corporate Resources. Any restructures affecting currently roles and responsibilities will be conducted in accordance with HR policies and processes, including staff consultation where appropriate. The model is also being developed to ensure there is no impact on front line service delivery, and this will be monitored as the project progresses.

## Final decision date

Final decision date due

21 Sep 2015

Decision to be made by

Executive Member

# Equality Impact Assessment



## Name of project/proposal

Tt2017 CS1.5 Corporate Resources Shared Services - Delivery to new customers

Contact name

Gary Westbrook

Department

Corporate Services

Date to be published on Hantsweb

11 Sep 2015

## Purpose for project/proposal

The purpose of the project is to grow and expand shared services delivery to other public sector organisations. This will enable a greater contribution towards the County Council's fixed costs.

In accordance with the design principles of the shared services offer it will deliver:

Efficiencies - additional contributions to shared costs, overheads and future investment.

Capacity and Resilience - additional resilience across the partnership, especially for specialist skills and resources.

Quality Improvements - additional investment in new processes and technology to improve the efficiency and effectiveness of the current operating model

## Consultation

Has a consultation been carried out?

No

No consultation has been conducted on these specific proposals. However, The County Council carried out a major consultation, between 26 May and 6 July, on a range of options for finding further budget savings, including setting Council Tax, using reserves and making changes to the way in which services are delivered.

The feedback from this consultation has been taken into account in developing the final options and proposals for decision by Executive Members, Cabinet and County Council in autumn this year.

When decisions are made to pursue the options, further, specific consultation will be carried out on the detailed options where required.

## Statutory considerations

### Impact

Age None

Disability None

Sexual orientation None

Race None

Religion and belief None

Gender reassignment None

Sex None

Marriage and civil partnership None

Pregnancy and maternity None

### Other policy considerations

Poverty None

Rurality None

Other factors None

If other please describe

Geographical impact

Have you identified any medium or high impact?\*

All Hampshire Non-specific

Yes

No

Why do you consider that your project/proposal will have low or no impact?

This is a programme focusing on the attraction of new operational partners to the County Council's Shared Services model for Corporate Resources. There is minimal equalities impact on Hampshire County Council, beyond the positive impact of additional roles being recruited to within the County Council to deliver services to new partner organisations. All recruitment is conducted in accordance with HCC recruitment policy.

There will be no impact on Hampshire residents.

## Final decision date

Final decision date due  
Decision to be made by

21 Sep 2015  
Executive Member

# Equality Impact Assessment



## Name of project/proposal

Tt2017 CS1.6 IT Services

Contact name

Simon Blake

Department

Corporate Services

Date to be published on Hantsweb

11 Sep 2015

## Purpose for project/proposal

Changing the way in which Information Technology services will be provided to the County Council and its partners in the future, and through reviewing contracts with external suppliers and providers. The impact will be a fit for purpose IT operating model, aligned to the digital programme, which better meets the needs of internal customers, adheres to regulation and compliance requirements and keeps pace with technology advancements. Savings will be driven through reduced headcount and reduced external spend through more effective market management of contracted services.

## Consultation

Has a consultation been carried out?

No

No consultation has been conducted on these specific proposals. However, The County Council carried out a major consultation, between 26 May and 6 July, on a range of options for finding further budget savings, including setting Council Tax, using reserves and making changes to the way in which services are delivered.

The feedback from this consultation has been taken into account in developing the final options and proposals for decision by Executive Members, Cabinet and County Council in autumn this year.

When decisions are made to pursue the options, further, specific consultation will be carried out on the detailed options where required.

## Statutory considerations

### Impact

Age	None
Disability	Low
Sexual orientation	None
Race	None
Religion and belief	None
Gender reassignment	None
Sex	None
Marriage and civil partnership	None
Pregnancy and maternity	None

### Other policy considerations

Poverty	None
Rurality	None
Other factors	None
If other please describe	

Geographical impact

All Hampshire

Have you identified any medium or high impact?\*

Yes

No

Why do you consider that your project/proposal will have low or no impact?

This project will focus on driving down costs of services provided by IT. Supply of basic systems infrastructure (network and server hardware for example) are not provided directly to end user groups and as such will have no impact on Hampshire residents. Any business systems that present a web site component to users, will need to comply with the 'Web Accessibility Initiative AA' standard defined by the World Wide Web Consortium's (W3C) guidelines on accessibility. By ensuring that any purchased systems meet these disabled access standards through the procurement process, the impacts will be low/none to all protected groups. To mitigate, web services will also be compatible with recent versions of the following screen readers:

- Jaws
- ZoomText
- NVDA
- VoiceOver
- Window Eyes
- Supernova screen readers
- Magicetc

and:

- basic operating system screen magnifiers
- speech recognition software, e.g. Dragon Naturally Speaking
- operating system speech packages

## **Final decision date**

Final decision date due  
Decision to be made by

21 Sep 2015  
Executive Member

# Equality Impact Assessment



## Name of project/proposal

Tt2017 CS1.7 Corporate Resources - Hants Direct Customer Contact Model

Contact name

Gary Westbrook

Department

Corporate Services

Date to be published on Hantsweb

11 Sep 2015

## Purpose for project/proposal

The development of specific opportunities as part of the County Council's Digital Strategy to best utilise new technology to deliver efficiencies within the current Hants Direct customer contact centre model. The project is still in early stages of scoping. Areas being explored are:

- o Improved customer processes (driven by back office)
- o Updated web content
- o Simpler, clearer, pictorial, video content, less about the department and more about the customer activities.
- o Automated answer search
- o Apps/eforms/web self service
- o Automated voice services/auto phone
- o Web chat – new channel/shorter conversation
- o Social media – increased activity/new channel

## Consultation

Has a consultation been carried out?

No

No consultation has been conducted on these specific proposals. However, The County Council carried out a major consultation, between 26 May and 6 July, on a range of options for finding further budget savings, including setting Council Tax, using reserves and making changes to the way in which services are delivered.

The feedback from this consultation has been taken into account in developing the final options and proposals for decision by Executive Members, Cabinet and County Council in autumn this year.

When decisions are made to pursue the options, further, specific consultation will be carried out on the detailed options where required.

## Statutory considerations

### Impact

Age	Medium
Disability	Medium
Sexual orientation	Low
Race	Low
Religion and belief	Low
Gender reassignment	Low
Sex	Low
Marriage and civil partnership	Low
Pregnancy and maternity	Low

### Other policy considerations

Poverty	Medium
Rurality	Medium
Other factors	None
If other please describe	

Geographical impact

All Hampshire

Have you identified any medium or high impact?\*

Yes

No

## Equality statement

The development of specific opportunities as part of the digital strategy for Hants Direct are still in early scoping, and therefore a detailed EIA cannot be completed at this stage. However, there is likely to be an impact on some protected characteristics that will need to be fully understood as part of the development of recommendations. This will need to consider how specific customer groups defined by protected characteristics may be affected by technology driven changes to the contact model.

This will be in line with the Corporate Digital Strategy Equality Impact Assessment.

Date to review actions

## **Final decision date**

Final decision date due  
Decision to be made by

21 Sep 2015  
Executive Member

# Equality Impact Assessment



## Name of project/proposal

CS2.1 - Transformation to 2017 - Consolidation of the Policy & Governance directorate operating model and team structures

Contact name

Stephanie Randall

Department

Corporate Services

Date to be published on Hantsweb

11 Sep 2015

## Purpose for project/proposal

Proposal: To reduce the number of staff providing support within the County Council in respect of a range of services/activities including Legal, Policy, Communications and Performance, and Emergency Planning services, following conclusion of the recent voluntary redundancy programme. Efficiency savings (of approximately £300,000) will be achieved through re-designing team structures to ensure that these services remain able to respond flexibly to deliver support services to the wider organisation, and are able to remain focused on adding most value to the organisation. Further efficiency savings (approximately £100,000) will also be achieved through the identification of any remaining 'housekeeping' savings within these teams.

## Consultation

Has a consultation been carried out?

No

No consultation has been conducted on these specific proposals. However, The County Council carried out a major consultation, between 26 May and 6 July, on a range of options for finding further budget savings, including setting Council Tax, using reserves and making changes to the way in which services are delivered.

The feedback from this consultation has been taken into account in developing the final options and proposals for decision by Executive Members, Cabinet and County Council in autumn this year.

When decisions are made to pursue the options, further, specific consultation will be carried out on the detailed options where required.

## Statutory considerations

### Impact

Age	None
Disability	None
Sexual orientation	None
Race	None
Religion and belief	None
Gender reassignment	None
Sex	None
Marriage and civil partnership	None
Pregnancy and maternity	None

### Other policy considerations

Poverty	None
Rurality	None
Other factors	None
If other please describe	

Geographical impact

All Hampshire

Have you identified any medium or high impact?\*

Yes

No

Why do you consider that your project/proposal will have low or no impact?

The purpose of the proposal is to achieve efficiency savings within internal support services that support the wider county council. This is not expected to have any negative impact for groups with protected characteristics internally within the County Council, as this proposal will be seeking to consolidate the savings which will be achieved through staff choosing to leave the organisation following the recent conclusion of the voluntary redundancy (VR) process. Any wider impact for staff not reflected in these existing VR decisions would be subject to full staff consultation processes, which would also result in further EIAs being completed.

It is considered that there will be no impact to the residents of Hampshire, as this will proposal will not have a direct impact on external service provision.

## Final decision date

Final decision date due

21 Sep 2015

Decision to be made by

Executive Member

# Equality Impact Assessment



## Name of project/proposal

Tt2017 CS2.2a Reviewing provision of communications and related services

Contact name

Paddy Hillary

Department

Corporate Services

Date to be published on Hantsweb

11 Sep 2015

## Purpose for project/proposal

Considering opportunities for improving the way in which communication and other related specialised services such as marketing (e.g. in support of income generation and recruitment) and graphic design are managed and provided across the County Council. This will include identifying improvements to business processes to enable these to be streamlined and become more efficient, and considering options for how the delivery of these services can be further integrated across the Council - this will include a review of the way services are procured from external suppliers/providers, identifying options for aligning and sharing specialist services and considering how decisions are currently made across different areas of the Council.

## Consultation

Has a consultation been carried out?

No

No consultation has been conducted on these specific proposals. However, The County Council carried out a major consultation, between 26 May and 6 July, on a range of options for finding further budget savings, including setting Council Tax, using reserves and making changes to the way in which services are delivered.

The feedback from this consultation has been taken into account in developing the final options and proposals for decision by Executive Members, Cabinet and County Council in autumn this year.

When decisions are made to pursue the options, further, specific consultation will be carried out on the detailed options where required.

## Statutory considerations

### Impact

Age	None
Disability	None
Sexual orientation	None
Race	None
Religion and belief	None
Gender reassignment	None
Sex	None
Marriage and civil partnership	None
Pregnancy and maternity	None

### Other policy considerations

Poverty	None
Rurality	None
Other factors	Low
If other please describe	Possible implications for staff

Geographical impact

Other

Other

Could impact outside of Hampshire e.g. partner organisations

Have you identified any medium or high impact?\*

Yes

No

Why do you consider that your project/proposal will have low or no impact?

This review of communications and related services will be primarily an internal restructuring exercise in order to gain improved efficiencies and savings. In undertaking the review due consideration will be given to the staff in scope and in particular the potential impact on any staff in the protected characteristic groups.

Consultation with staff affected will be carried out as part of the review if required.

## Final decision date

Final decision date due  
Decision to be made by

21 Sep 2015  
Executive Member