

Equality Impact Assessment

Name of project/proposal	Contractual change to transfer selected Grade C roles to Customer Services Assistant role profile
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Department	Culture, Communities and Business Services
Date of Assessment	20 Oct 2017

Description of Service / Policy

HCC's Library Service is delivered from 48 libraries with 500 employed staff. In 2015 a new role profile (Customer Services Assistant) was created to replace the Library Assistant Grade C role. All subsequent vacancies have been recruited to this new role which has a different focus and is better aligned to the priorities of the Library Service. 151 staff are now working to this role.

Geographical impact* All Hampshire

Description of proposed change

To equalise current arrangements and enable the required flexibility and skill set for the future, it is proposed that all staff currently operating under the Library Assistant, Information Assistant, and Discovery Centre Assistant role profiles are rematched to the new Customer Services Assistant role from April 2018 onwards. This role profile has recently been updated with minor changes to language/terminology, and has been independently reviewed by a job evaluation expert who has confirmed it @ Grade C. This change impacts 237 paid frontline staff.

Engagement and consultation

Has engagement or consultation been carried out? Planned

A formal consultation will commence on 16 October 2017. All staff will be invited to attend a consultation briefing, whether directly affected or not. The consultation will focus on the contractual changes as indicated above. To support staff through the process, a series of HR Surgeries will be offered along with the opportunity for staff to provide feedback to a generic inbox and directly to their line manager. An intranet web page will be set up providing copies of presentations, briefing materials and a Q&A document which will be developed as the consultation is progressed.

Impacts of the proposed change

This impact assessment covers HCC Staff (and partners)

Statutory considerations

Impact

Age Impact	Low The age profile of Library staff has shifted in recent years with younger staff being recruited and accounting for around 15% of the workforce. The percentage of staff aged 16 to 29 is greater than in the wider department but there is no evidence that this age group would be affected any more than other age groups. 55.5% (217) of Library staff are aged between 30 and 54, 27% (105) fall in the 55 to 64 age group with around 2.5% (9) aged 65 or over.
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Disability Impact Low
The percentage of Library staff reporting a disability is 3% (12). For CCBS the percentage is just over 1%. Any reasonable adjustments for staff with disabilities will be honoured and taken into consideration when implementing the newer aspects of the role, such as the requirement to travel.

Sexual Orientation Neutral

Race Neutral

Religion and Belief Neutral

Gender Reassignment Neutral

Gender Impact Medium
At 88% (345) there is a predominance of female staff working in libraries.

Mitigation
The demographic is high in terms of women and via the consultation the Library Service will work with them to identify if there are any specific gender considerations.

Marriage and civil partnership Neutral

Pregnancy and Maternity Impact Low
With 88% (345) women in the workforce, and 70.5% (243) being under 54 years old, it is likely that at any given time there will be a number of pregnant staff. The greater requirement to travel could have an impact on pregnant colleagues if they feel that they are too tired or otherwise unable to meet the travel requirements. As is normal practice, each instance would be dealt with on a case by case basis, and where an employee is unable to meet the requirements of the role, reasonable adjustments would be considered.

Other policy considerations

Poverty Impact Medium
83% (325) of Library Staff are paid towards the lower end of the Council's pay grades (compared to 69% for the department as a whole). The monthly travel claim system, and costs associated with running a car, can be difficult for someone on a low pay.

Mitigation
Although the increased travel requirements may have an increased cost, the Library Service will pay travel costs in accordance with the County Council's policy. The consultation process will seek to identify any specific considerations.

Rurality Impact High
The requirement to travel between branches may be more difficult to comply with for staff who have no access to a car and for whom public transport is less frequent or unavailable.

Mitigation
Such examples would be dealt with on a case by case basis, with reasonable adjustments made where appropriate.

Additional Information

Staff with caring responsibilities - Low Impact

There may be instances where the increased travel time to different branches or changes to working patterns is problematic for staff who have childcare responsibilities or who care for dependants. As with other examples, appropriate notice will be given where possible and if staff are unable to meet the requirement for flexibility, this will be identified during the consultation process and considered by the Library Service on a case by case basis. Reasonable adjustments will be made as appropriate subject to the needs of the service.