

# Equality Impact Assessment

## Name of project/proposal

TT19 - Shared Services

Contact name

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Department

Corporate Services

Date to be published on Hantsweb

14 Sep 2017

## Purpose for project/proposal

The IBC will need to make productivity and efficiency savings to delivery TT19 budget reduction targets. The developing programme of work to deliver the savings will not change the overarching design principles of the self service operating model. Key areas of developing focus are:

- Working across the shared services partnership to improve the effectiveness customer contact / customer insight model. This aims to reduce the amount of failed demand overseen by the IBC in both dealing with customer contacts and making manual retrospective adjustments. There will be an expectation that employees, managers, shoppers and approvers across the partnership follow correct and standard business process. This will be supported by improved on-line guidance and support and search and navigation functionality. Additional support will be made available through e-learning modules where appropriate
- Continue to optimise self service by continued investment in self service technology.
- The IBC will not be resourced to process or transact 'on-behalf-of' and non-compliance with standard self-service processes will be rigorously monitored. Repeated poor compliance will necessitate the need to increase staffing levels within the IBC which in turn will need to be funded by placing 'charges' on those departments deviating from standard process

## Consultation

Has engagement or consultation been carried out? Yes

No specific consultation has been carried out on this proposal, however, the County Council carried out a major public consultation exercise over the Summer 2017 on a range of options for finding further budget savings including increasing council tax, using reserves and making changes to the way in which services are delivered, which may mean reducing or withdrawing certain services. The outcome of this consultation will be presented to Cabinet in September 2017.

When decisions are made to pursue the options, further specific consultation will be carried out with stakeholders 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	Low

## 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  Yes  No  
impact?\*

This is an internal Corporate Resources project, aiming to improve the efficiency and effectiveness of a self service / technology enabled operating model that will not directly impact upon the residents of Hampshire.

We are mindful that some users with a disability may not be able to self serve effectively using technology. Technology is being developed with this in mind, and exceptional alternative business processes will be developed where a disability impacts the ability of a customer to transact with the service.

Maternity / Pregnancy and Family Friendly transactions form part of the scope of the review of self service forms currently being used. These are likely to be positively changed to make them more automated and user friendly.

## Final decision date

Final decision date due 22 Sep 2017  
Decision to be made by Executive Member