Step 1– Scoping the Equality Assessment (EA)

Building on the material included at the Initial Screening stage, you should begin the EA by determining its scope. The EA should consider the impact or likely impact of the policy, strategy, function or service in relation to all areas of our remit. The EA should be proportionate to the significance and coverage of the policy, strategy, function or service.

1. What data, research and other evidence or information is available which will be relevant to this Equality Assessment? Please tick all that apply					
Service Targets	☐	**Performance Targets**	☐	**Service Take-up**	☐
User Satisfaction	☐	**Press Coverage**	☐	**Census Data**	☒
Workforce Monitoring	☒	**Community Intelligence**	☐	**Previous Equality Impact Assessment**	☐
Complaints & Comments	☐	**Information from Trade Unions**	☐	**Staff Survey**	☒
Other (please specify)	☒				
Budget Consultation					

Please provide details on how you have used the available evidence/information you have selected as part of your Assessment?

The full Equality Assessment flows on from the Initial Screening completed in January 2013.

The transformation of CYPF services through the consolidation of front facing customer access teams is based on a business case approach. The new directorate operating model has been developed in consultation with Assistant Directors and Heads of Service. It is transformational and will improve customer service and reduce costs, whi

Workforce Monitoring

This provides a breakdown of staff profile and protected characteristics. A full profile of the staff group is not available until selection and recruitment is completed in April 2013. Human Resources have provided the data for 109 staff in scope. This data shows that the majority of staff are female; therefore it is likely they may be disproportionately affected by the proposals (See Appendix 1). BME staff make up around 40% of the in scope workforce, and this could result in a disproportionate impact on this group (See Appendix 1).

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2. **Have you identified any gaps in relation to the above question?**   Yes ☒   No ☐
   If 'Yes' please detail including what addition

Trade Union Consultation

Trade Unions have been consulted on the proposal since November 2012 at informal meetings on 20th

	are compatibility problems with Supernova and CRM which are currently being investigated by Service Birmingham. If this issue cannot be resolved the member of staff will be provided with an alternative software suite that provides the same level of magnification and speech support as Supernova, but is known to be compatible with CRM. **Service Users** No adverse impact has been identified with the changes being introduced. No access channels will be removed as part of the service redesign so the current level of access will be maintained, and also improved through the improved web facility. 'AbilityNet' is a national charity helping disabled adults and children use computers and the internet by adapting and adjusting their technology (http://www.abilitynet.org.uk/). Staff were deployed as User Acceptance Testers alongside the Customer First test team and together with AbilityNet their expertise was applied to the web solution and defects raised for review.
Sex	**Staff** The staff data shows that the majority of staff are female (See Appendix 1). City Council procedures for service redesign and selection will be followed for staff to mitigate any adverse impact and only a limited amount of headcount reduction is possible (See Step 1 for details of mitigation). **Service Users** There is no adverse impact identified with the changes being introduced.

4. Who are the main stakeholders and what are their requirements?

Staff
Requirements include:
- Keeping their job
-

6. What will be done to improve access to, and take-up of, or understanding of the

Step 7 – Action Plan

		services/cross-skilling - Following evaluation of telephony/CRM statistics			
Procurement and Partnership		N/A			
Monitoring, Evaluation and Reviewing		See Step 6 – Section 9		CYPF Advice & Guidance Service Senior Managers	

Step 8 – Sign-Off

Appendices

Appendix 1 – Staff Data (Workforce Monitoring)
Appendix 2 – Staff Briefing PowerPoint Slides (15/11/12)
Appendix 3 – Staff Briefing PowerPoint Slides (05/02/13)
Appendix 4 – Frequently Asked Questions

Custo er First full Equality Analysis as 2 4 2 L