



Equality Impact Assessment questionnaire

(covering race, gender, disability, sexual orientation, religion or belief and age)

This Equality Impact Assessment (EqIA) seeks to assess the impacts of your service, function, policy or strategy on people who are legally protected from discrimination (this is people belonging to one or more of these groups: race, religion, disability, sexual orientation, religion or belief and age).

Conducting this EqIA will ensure that any positive or negative impacts on people legally protected from discrimination are highlighted and the necessary action is taken to ensure equality in our services.

This impact assessment must be reviewed at least every three years.

Build the next review of this service/policy into your departments' Management Plan.

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| Service or Policy Area: | Competency Framework |
| Service Unit: | Human Resources |
| Officer Completing Assessment: | Tina Beckett, Mike Smith & Fozia Yamin |
| Telephone: | ██████ |
| Date: | 7 August 2009 |

| General | |
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| Q.1 | Please provide a brief description of this service/policy including its aims and objectives |
| The Competency Framework outlines the generic behaviours we expect to see displayed by all employees in their posts | |
| Q. 2 | Please list the main stakeholders/beneficiaries/ recipients of this service/policy |
| All employees, Elected Members. Indirectly service users by developing quality of services which affects residents interaction with staff, directly service users are affected in terms of the developed of job description and person specifications. | |
| Q. 3 | If this service/policy is provided by another organisation behalf of the Council, please give the names of these organisations |
| N/a. | |

| Consultation | |
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| Q. 4 | Please list any consultation activity with internal or external customers carried out over the last year: e.g. satisfaction surveys, focus groups or citizens panel exercises etc. |
| Internally, conducted a publicity campaign with staff members and trades unions to engage on the content of the framework, then a pilot exercise with three service teams who provided feedback on the draft framework. Consulted with Customer Contact Centre Manager and Business Change Manager. Also consulted with Joint Consultative Committee (SMT, Member, Employee & Union representatives) and Managers' Forum. | |
| Q. 5 | Please list any arrangements you have made, or are planning for consulting with groups protected from legal discrimination on your service/policy |
| Will consult with MYN groups when the Competency Framework is proposed to be used within the recruitment process, when new job descriptions and person specifications are determined following completion of LPGR. | |
| Q. 6 | Please list groups protected from legal discrimination you have consulted with |
| Internally, consulted with workforce through Trade Unions, Joint Consultative Committee and DWG. | |

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| Q. 7 | Please state how you consult with members of your staff about your service/policy |
| <i>Please see questions 4 to 6.</i> | |
| Q. 8 | Please list any changes to your service/policy that you have made, or you plan to make as a result of consultation with groups protected from legal discrimination |
| <ul style="list-style-type: none"> - Language in the Framework has been modified. - Structure of Framework has been simplified and levels removed, so that everyone works to the same set of competencies - Framework modified to include a separate section covering E&D, which allows assessment of equality data. - Paperwork streamlined and an online form designed to bring 3 separate forms onto one. - Paper-based version created for those without direct access to computer. | |

| Discrimination | |
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| Q. 9 | Please list any evidence you have of this service/policy having an adverse impact on any groups (internal or external) protected from legal discrimination |
| Has not yet been implemented, so no evidence of this policy discriminating against any group protected from legal discrimination. | |
| Q. 10 | If the function or policy is discriminatory, is positive action justifiable to overcome the discrimination? |
| N/a | |
| Q. 11 | Could the function or policy have an adverse impact on relations between groups protected from legal discrimination? If so, please describe |
| <i>Please see question 9.</i> | |

Service Delivery

Q. 12 | Please list any alternative ways to improve **access to your service/policy** by groups protected from legal discrimination. *Include this in the Action Plan attached.*

When initial instruction issued to start PR&D process, availability of 'other format' will be included.

Possible to enlarge text size on Intranet screen (View, Text Size, Larger/Largest).

Q. 13 | Please list any alternative ways to improve **understanding of your service/policy** by groups protected from legal discrimination. *Include this in the Action Plan attached.*

- 1-hour Training/Briefing session to be delivered to all managers/employees (Nov-Dec 2009 / Jan 2010)
- To be included on Team Talk, as an item at Team Meetings – L&D Manager to attend if required.
- Guidance notes available on Sharepoint (with an 'other format' signpost)
- Drop-in sessions to discuss and resolve understanding of Framework.
- Learning & Development Manager available for queries.

Monitoring

Q. 14 | Please describe how you monitor take up of your service/policy

- Monitor progress of PR&D meetings
- Everyone will complete an online form (hard copy will be provided to those without access to computer & manager will enter info onto online form for them)

Q. 15 | How are the results of any monitoring analysed, reported and publicised?

- Weekly summary of PR&D completion rates sent to SMT
- Data from online forms to be analysed and summary published across the Council – anonymity of individual staff maintained.
- Regular feedback to JCC, SMT and DWG.

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| Q. 16 | Does an analysis of your customer base against baseline population figures for the District show that you are reaching all groups in your area? If not, which groups are adversely affected? |
| N/a (due to inward facing nature of the policy) | |
| Q. 17 | Please list any performance targets relating to equality in your function |
| Do not have any performance targets, except for: - Monitoring whether employees have equal access to training via online form (see Q14). | |
| Q. 18 | Please list any plans you have to introduce new targets on equality in your service/policy <i>Include this in the Action Plan attached.</i> |
| Establish a local target on equality & diversity behaviours – to be set after the first round of Assessments. | |

Miscellaneous

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| Q. 19 | If your function is provided by a private sector or voluntary sector organisation on a contract basis, please list any arrangements you have made or plan to make to make sure that these organisations ensure equality. |
| N/a | |
| Q. 20 | Have you received any complaints about your service/policy in respect of equality issues? If so, please give a brief description |
| No complaints have been received. | |
| Q. 21 | Please list any staff training issues on equality arising from this assessment |
| 1-hour Training/Briefing session to be delivered to all managers/employees (Nov-Dec 2009 / Jan 2010) | |
| Q. 22 | Does your service/policy result in any financial support being given to people protected from legal discrimination within the voluntary and community sector. If yes, please list organisations and amounts. |
| No | |
| Q. 23 | How do you plan to publicise the results of this assessment? |
| Published on the internet and intranet. | |

ACTION PLAN

Please detail any action that you plan to take as a result of this impact assessment

| Objective | Action/s | Lead Officer | Completed by |
|--|--|--------------|-------------------|
| Communication to stakeholders the purpose of the Framework and their roles and responsibilities: | - Guidance notes available on Sharepoint (with an 'other format' signpost) | Tina Beckett | September 2009 |
| | - To be included on Team Talk, as an item at Team Meetings – L&D Manager to attend if required. | | September 2009 |
| | - 1-hour Training/Briefing session to be delivered to all managers/employees (Nov 2009 - Jan 2010) | | Nov 09 – Jan 2010 |
| | - Drop-in sessions to discuss and resolve understanding of Framework. | | November 2009 |
| | - Learning & Development Manager available for queries. | | Any time |
| | - Consult with MYN groups, when the Competency Framework is proposed to be used within the recruitment process, when new job descriptions and person specifications are determined following completion of LPGR. | | 2010 |
| Availability in other formats | - When initial instruction issued to start PR&D process, availability of 'other format' will be included, as well as | Tina Beckett | November 2009 |

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| | instruction on how to enlarge text size on Sharepoint screen (View, Text Size, Larger/Largest). | | |
| Performance Management | <ul style="list-style-type: none"> - Skills Audit summary to be published on the internet and intranet. - Local target on equality & diversity behaviours to be established after the first round of Assessments. | Tina Beckett | May 2010 |
| Staff Training | <ul style="list-style-type: none"> - To ensure all stakeholders attend Equality & Diversity Training. - To ensure all managers/employees attend the PR&D training/briefing session. | Tina Beckett | February 2009 |