

Equality Analysis Form

The following questions will document the effect of your service or proposed policy, procedure, working practice, strategy or decision (hereafter referred to as 'policy') on equality, and demonstrate that you have paid due regard to the Public Sector Equality Duty.

1. RESPONSIBILITY

Department	Adult Care Services	
Service	Business Redesign and Development	
Proposed policy	Proposal to change the line management of Housing Choices Contact Team and Premier Language Service from Inclusion to Customer Services	
Date	30 December 2011	
Officer responsible for the 'policy' and for completing the equality analysis	Name	Harry Downie
	Post Title	Assistant Director
	Contact Number	0161 253 7570
	Signature	
	Date	30 December 2011
Equality officer consulted	Name	Mary Wood
	Post Title	Principal Officer Equalities
	Contact Number	0161 253 6795
	Signature	 15/2012
	Date	4 th May 2012

2. AIMS

What is the purpose of the policy/ service and what is it intended to achieve?	<p>This restructure proposes the transfer of the front facing elements of the Inclusion service to the Head of Customer Services. Bringing the social care and housing front ends together under one Head of Service is intended to:</p> <ul style="list-style-type: none"> (a) Facilitate common standards of customer care across the department (b) Establish a consistent and comprehensive approach to people's needs through the application of knowledge and technology to improve access to information/services (c) Promote accountability for the quality of the public interface as all customer contact staff within the department will work to the same Head of Service (d) Give the Contact team and PLS the attention and support they need to develop services – there would be significantly more competition for time and
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	<p>resources if services remained with Inclusion</p> <p>(e) Promote opportunities for staff development – both in terms of career progression but also in sharing learning between sites with regard to the Northgate system, web development, on-line applications/referrals, appointment systems, etc</p> <p>There will be no change of location for the Housing Choice Contact team.</p> <p>There will be no change to the number of posts, grades or duties as a result of this consultation.</p>
Who are the main stakeholders?	<ul style="list-style-type: none"> o General public o Staff within Housing Choices and the Asylum team o Six Town Housing and other Housing providers o Other public agencies eg NHS, Police o Voluntary organisations o Politicians ie members of the Council and MP's o Unison

3. ESTABLISHING RELEVANCE TO EQUALITY

3a. Using the drop down lists below, please advise whether the policy/service has either a positive or negative effect on any groups of people with protected equality characteristics.

If you answer yes to any question, please also explain why and how that group of people will be affected.

Protected equality characteristic	Positive effect (Yes/No)	Negative effect (Yes/No)	Explanation
Race	Yes	No	This proposal is only concerned with a change of line management. There maybe indirect benefits from the move in terms of wider access to information and a more joined up approach to publicity and marketing.
Disability	Yes	No	Relocation to Textile Hall will result in a change of base for the Premier Language Service. Any reasonable adjustments that may be required will be identified and considered as part of the staff consultation process
Gender	No	No	
Gender reassignment	No	No	
Age	No	No	

Sexual orientation	No	No	
Religion or belief	No	No	
Caring responsibilities	No	No	
Pregnancy or maternity	No	No	However a member of staff is on maternity leave and arrangements will be made to enable them to participate in the consultation process.
Marriage or civil partnership	No	No	

3b. Using the drop down lists below, please advise whether or not our policy/service has relevance to the Public Sector Equality Duty. If you answer yes to any question, please explain why.

General Public Sector Equality Duties	Relevance (Yes/No)	Reason for the relevance
Need to eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010	Yes	Maintenance and promotion of the Premier Language Service will help to improve access to services and prevent the potential for discrimination (direct or indirect) of people whose first language is not English.
Need to advance equality of opportunity between people who share a protected characteristic and those who do not (eg. by removing or minimising disadvantages or meeting needs)	Yes	The Premier Language Service helps people whose first language is not English to access services. Bringing together the first points of contact for the department under unitary management will help to strengthen consistency of service, promote the wider distribution of information and assist with broadening access to Adult Social Care services for the general population
Need to foster good relations between people who share a protected characteristic and those who do not (eg. by tackling prejudice or promoting understanding)	No	

If you answered 'YES' to any of the questions in 3a and 3b

Go straight to Question 4

If you answered 'NO' to all of the questions in 3a and 3b

Go to Question 3c and do not answer questions 4-6

3c. If you have answered 'No' to all the questions in 3a and 3b please explain why you feel that your policy/service has no relevance to equality.

4. EQUALITY INFORMATION AND ENGAGEMENT

4a. For a service plan, please list what equality information you currently have available, **OR** for a new/changed policy or practice please list what equality information you considered and engagement you have carried out in relation to it.

Please provide a link if the information is published on the web and advise when it was last updated?

(NB. Equality information can be both qualitative and quantitative. It includes knowledge of service users, satisfaction rates, compliments and complaints, the results of surveys or other engagement activities and should be broken down by equality characteristics where relevant.)

Details of the equality information or engagement	Internet link if published	Date last updated
Establishment list of existing staff (Dec 2011)		
Staff consultation (Jan 2012)		

4b. Are there any information gaps, and if so how do you plan to tackle them?

[No known information gaps at this time. Formal staff consultation will take place with the teams affected, together with Unison. Any gaps that emerge as a result of consultation will be addressed prior to implementation.](#)

[As a result of consultation, issues were raised about:](#)

- [• Boundaries between the Head of Inclusion and Head of Customer Services responsibilities. This needs more work. The customer journey for housing will be examined in detail and clear handover points established to avoid confusion, duplication or boundary issues at some later date.](#)
- [• The role currently carried out by the Housing Choices Contact Business manager in respect of complaints and reviewing decisions when the post is disestablished. This part of the proposal was reconsidered – the Manager post will still be disestablished but a new, specific job \(title and grade to be determined\) will be created to review decisions, answer complaints and provide advice and guidance](#)

to front line staff.

- Staff on temporary contracts. These were introduced in 2010 and the situation will be reviewed by the Head of Customer Services. Until such time, the temporary contracts will continue
- Continuity of Premier Language Service. This is covered by co-locating the service with the Communications team at Textile Hall. Working with a larger team will enable the service to be covered (sickness, holidays) but also offers opportunities to promote the service as part of a wider approach to community engagement

5. CONCLUSIONS OF THE EQUALITY ANALYSIS

<p>What will the likely overall effect of your policy/service plan be on equality?</p>	<p>Promoting the Premier Language Service will have a positive effect on race as people whose first language is not English will have access to interpretation facilities.</p> <p>The changes also advance equality of opportunity by improving consistency across the main contact points for the department and broadening the range of information available at each location.</p>
<p>If you identified any negative effects (see questions 3a) or discrimination what measures have you put in place to remove or mitigate them?</p>	<p>No</p>
<p>Have you identified any further ways that you can advance equality of opportunity and/or foster good relations? If so, please give details.</p>	<p>Unitary management of these services will support the delivery of consistency.</p> <p>The Premier Language Services will be integrated within the department's wider communication plan enabling better marketing of the service to take place and extend access.</p>
<p>What steps do you intend to take now in respect of the implementation of your policy/service plan?</p>	<p>Sign off by Executive Member Line Management change effective May 2012.</p> <p>Work will be undertaken on detailed processes and tasks within the Housing Choices Contact Team and Premier Language Service. Changes to improve the customer journey and increase efficiency will be implemented.</p> <p>The Housing Contact team will work towards implementing the council's Customer Relationship Management (CRM) System which will help to improve the profiling of customers and our understanding of</p>

	<p>their needs. No firm dates have been set for the introduction of CRM but the gathering of information regarding calls, activity levels, etc is likely to start in May 2012.</p> <p>Implementation of any reasonable adjustments that may be required. There are no immediate risks / concerns regarding the relocation of the Premier Language Service to Textile Hall although this will be reviewed when the substantive post holder returns from maternity leave.</p>
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6. MONITORING AND REVIEW

If you intend to proceed with your policy/service plan, please detail what monitoring arrangements (if appropriate) you will put in place to monitor the ongoing effects. Please also state when the policy/service plan will be reviewed.

Post implementation monitoring will be undertaken by both Heads of Service – to promote the integration of the Housing Contact team and Premier Language Service into Customer Services.

Regular review meetings will assess the quality of support provided by Customer Services to Inclusion teams.

Surveys will be undertaken to check the quality of services in meeting the needs of customers.

COPIES OF THIS EQUALITY ANALYSIS FORM SHOULD BE ATTACHED TO ANY REPORTS/SERVICE PLANS AND ALSO SENT TO THE EQUALITY INBOX (equality@bury.gov.uk) FOR PUBLICATION.