

## **Housing Advice: Equality Assessment**

## **APPENDIX B**

### **Staff demographic and Impact analysis (Ref EA000673):**

#### **1. Introduction:**

- 1.1. The information here is intended to give an overview of the staff impacted by the proposed centralisation of the Housing Advice Service from 4 Housing Advice Centres (HAC's) to 1 centre based at the current Newtown HAC Site.
- 1.2. Data has been provided by the Continuous Improvement Team (CIT), however due to staff movement within the service in response to changing needs and demand there will be variations which have not yet been electronically recorded.
- 1.3. Data provided has been validated against existing staff structures and up to date information gathered during a service mapping exercise undertaken in March 2015 and is determined to be sufficiently accurate for the purposes of analysis.

#### **2. Scope:**

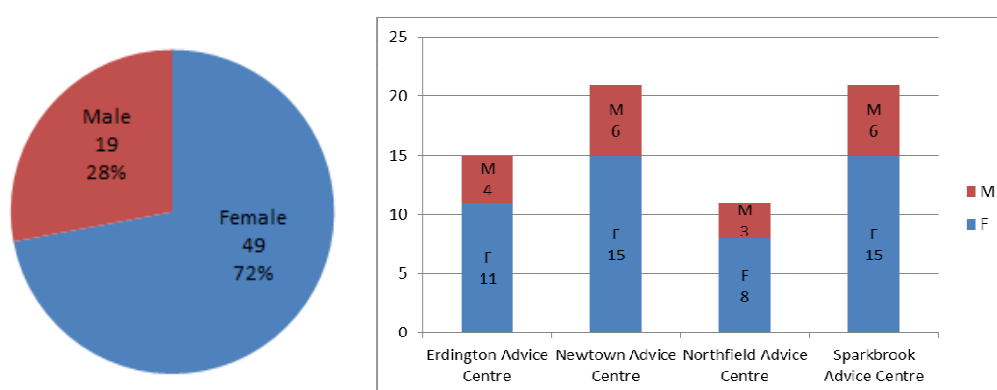
- 2.1. Housing Advice Centres are based within Customer Service Centres. CSC's are managed by the Neighbourhood Advice & Information Service (NAIS) which are part of the Place Directorate with their own service transformation project and thus fall outside the scope of this analysis. This analysis excludes NAIS staff but will consider staff within the Housing Needs service as part of the People Directorate.
- 2.2. A small number of PSS Staff are assigned to Housing Advice Centres. Detailed information as to their status has not been provided at this time and thus they have been included in this analysis to ensure that any needs have been considered should they too relocate to the proposed Newtown HAC.

#### **3. Assumptions, Limitations and Constraints:**

- 3.1. Detailed data regarding all protected characteristics for all staff within the service is not compulsory and thus data cannot be provided regarding all protected characteristics. Whatever data is known has been collected for analysis here. Given the small number of staff affected by the service redesign, it is considered that any issues relating to protected characteristics that develop during the project can be managed locally through identified mitigation and counter-measures.
- 3.2. The Equality Assessment has identified 3 particular characteristics that may be impacted by the service redesign more so than others. These characteristics are age, disability and pregnancy & Maternity and particular focus will take place on these areas.

#### 4. Staff Demographic (Gender):

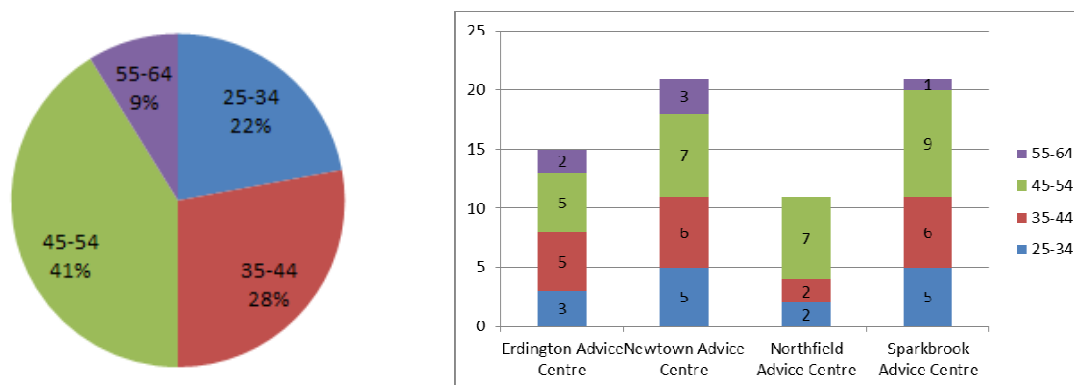
##### HAC Staff by Gender



4.1. The affected staff group comprises of 49 females (72%) and 19 males (28%). The data shows that Housing Advice Centre's personnel are predominantly female staff however gender has not been determined to be a factor which is particularly impacted by the proposed service redesign.

#### 5. Staff Demographic (Age):

##### HAC Staff by age group

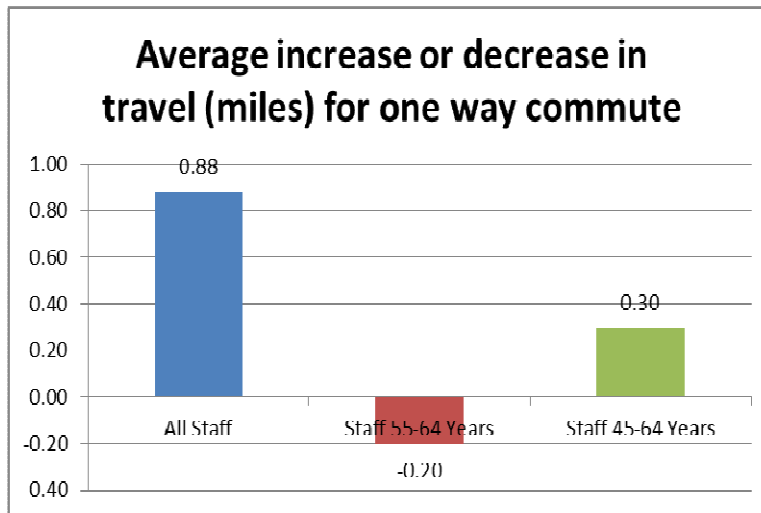


5.1. The HAC staff cohort is predominantly middle aged with 41% of the workforce being aged 45-54. A further 9% are aged 55-64 thus representing an older workforce. Age was identified as a potentially impacted group in the Equality Analysis and thus this large group of older employees can be considered further.

5.2. However, in the absence of other data to qualify this further it is also considered that the largest group of the workforce is also over 10 years away from retirement age and thus should be considered fit and healthy to travel unless otherwise stated.

5.3. Concern due to additional travel for the older workforce was considered. Data from s13 (Staff Geography) was limited to those staff aged 45-64 and those aged 55-64 and then compared to the overall workforce to be analysed.

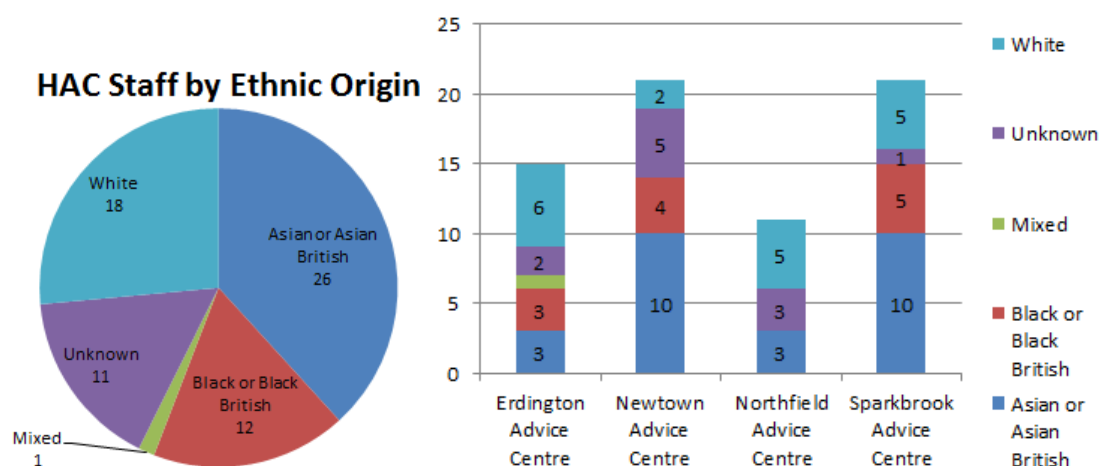
5.4. The data below clearly shows that the oldest in the workforce experience, on average, the smallest increase in commute and are thus located closer to the Newtown site than their younger comparators. It is therefore not considered that the older workforce is disproportionately affected by the proposed redesign.



5.5. It is accepted that there will be exceptions to the 'average' figures analysed here however it is felt that the number of staff who experience issues will be small enough to be assessed on a case by case basis for individual planning using the suite of countermeasures identified.

5.6. Any requests for special consideration due to excessive travel can be evaluated and considered during the staff consultation/information phase of the redesign.

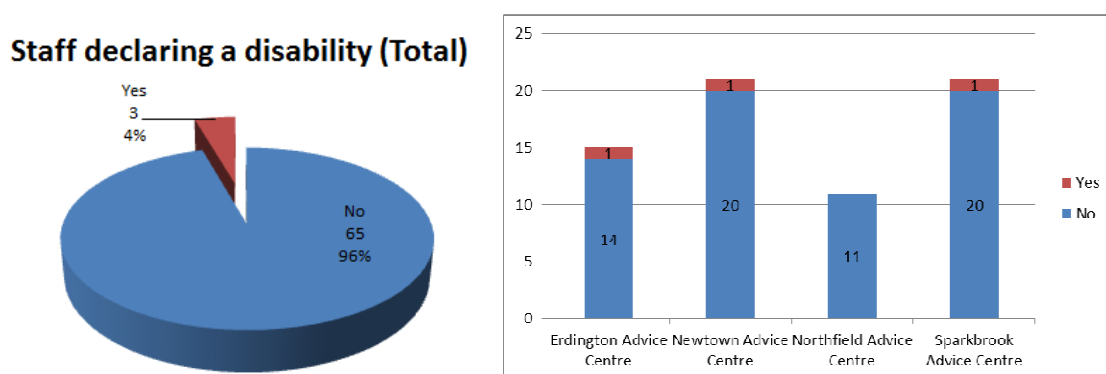
## 6. Staff Demographic (Race):



6.1. The Housing Advice workforce is made up predominantly of BME Staff (57% of staff). Of these, Asian or Asian British is the largest group with 38% of staff identifying this way. 26% of staff identify themselves as White and Black or Black British staff account for 17% of the remaining staff.

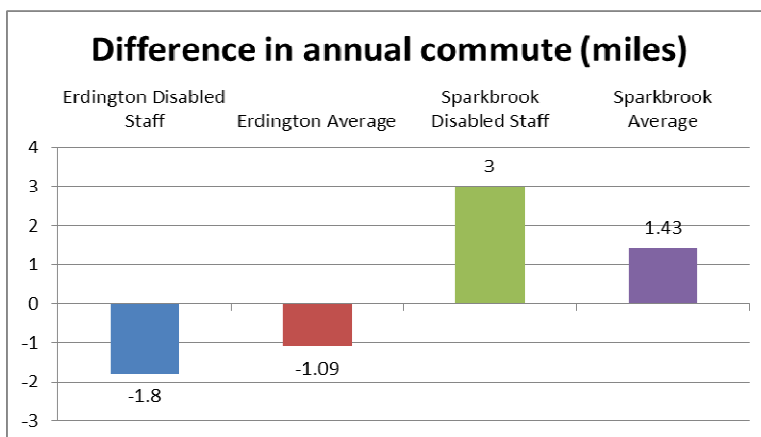
6.2. There is an identified gap in data with the ethnicity of 16% of the workforce remaining unknown. However, as stated previously this data is not compulsory and is gathered by staff self-declaring. Furthermore, race has not been determined to be a factor which will be particularly impacted by the proposed service redesign and thus this data is for information only.

## 7. Staff Demographic (Disability):



7.1. Within the affected staff group there are 3 members of staff declared as having a disability. Staff are not required to declare this and thus this figure may be subject to some change. One member of staff is already working from the Newtown HAC site and the remaining 2 work from Erdington & Sparkbrook.

- 7.2. Disability was identified as a potentially impacted group in the Equality Analysis and thus this group of employees should be considered further.
- 7.3. The proposed Newtown HAC site is ground floor accommodation and thus more suited to employees with a physical/mobility disability than other sites such as Sparkbrook and Erdington which are reliant upon the functionality of lifts. Access to work equipment provided for employees will be retained and can be transferred to the new site.
- 7.4. Staff transferring will be existing staff as further recruitment is not planned. Therefore it is not foreseen that any issues for those with hearing or visual impairment will arise from the building itself that were not possible to overcome at previous work locations.
- 7.5. Disabled employees who are particularly impacted are likely to be impacted by the possibility of additional travel time/distance to the Newtown HAC site. It is anticipated that the majority of employees drive and have access to a vehicle however the use of public transport has also been considered and full details can be found in s13 – Staff Geography.
- 7.6. With such a small cohort of known disabled staff it has been possible to detail differences in daily one way travel (shown below). Disabled staff at Erdington will experience a decrease in daily commute exceeding that of the mean average for other staff at that HAC. Disabled Staff at Erdington will experience an increased journey exceeding the average for that staff group.



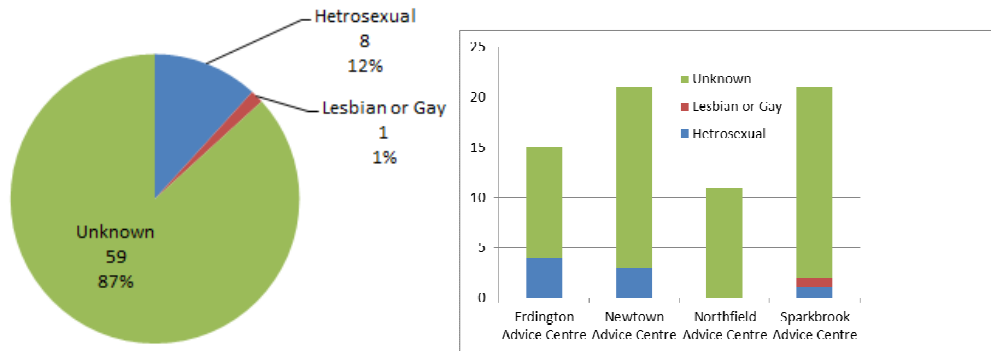
- 7.7. Taking account of the above it should not be assumed that disabled staff are automatically disadvantaged, particularly in the absence of any detailed data on the nature of the disabilities for the members of staff in question. It should also be noted that there are non-disabled staff who will experience an increased commute exceeding the one outlined here and thus the staff in question are not disproportionately disadvantaged.

7.8. In consideration of the above it is considered that due to the small group of staff involved, any issues arising as a result of the redesign, can be managed and resolved through existing counter measures.

## 8. Staff Demographic (Sexual Orientation):

8.1. Detailed information regarding the staff demographic in terms of Sexual Orientation is not gathered as mandatorily and is reliant on self-reporting by staff. At present the sexual orientation of 87% of the HAC workforce is not known. Details are shown below:

**Staff Sexual Orientation**

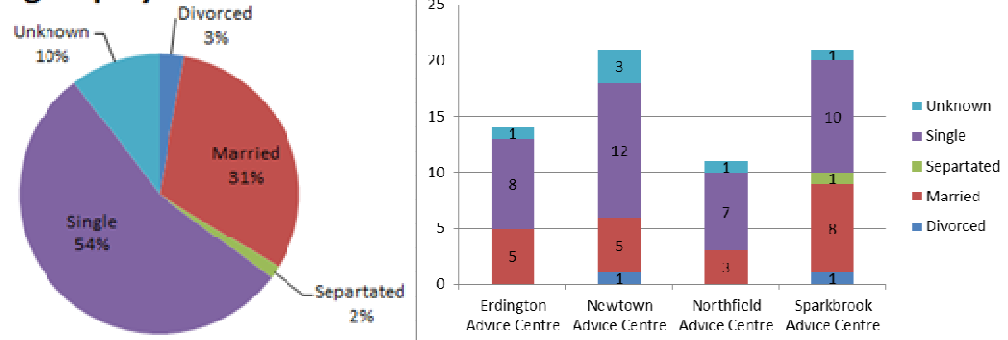


8.2. Sexual Orientation was not identified as a potentially impacted group in the Equality Analysis and thus this group of employees is identified for information only.

## 9. Staff Demographic (Marriage & Civil Partnership):

9.1. The majority of the HAC workforce identify themselves as Single (54%) and 31% of the workforce are married. 10% are unknown and 3% are divorced.

**Staff group by martial status**

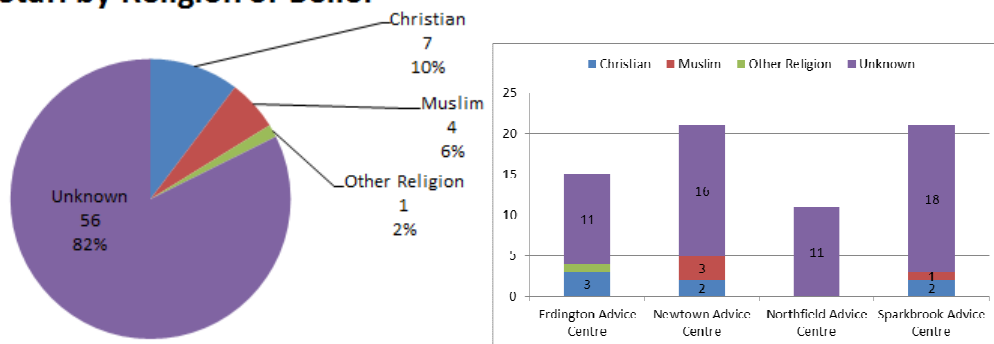


9.2. Marriage or Civil Partnership were not identified as potentially impacted groups in the Equality Analysis and thus this group of employees is identified for information only.

## 10. Staff Demographic (Religion or Belief):

10.1. Detailed information regarding the staff demographic in terms of Sexual Orientation is not gathered as mandatory process and is reliant on self-reporting by staff. At present the religion or belief of sexual orientation of 87% of the HAC workforce is not known. Details are shown below:

**HAC Staff by Religion or Belief**



10.2. Religion or Belief was not identified as a potentially impacted group in the Equality Analysis and thus this group of employees is identified for information only.

## 11. Staff Demographic Gender Reassignment):

11.1. Detailed information is not available regarding the staff demographic in terms of any gender reassignment status. This data is not presently collected.

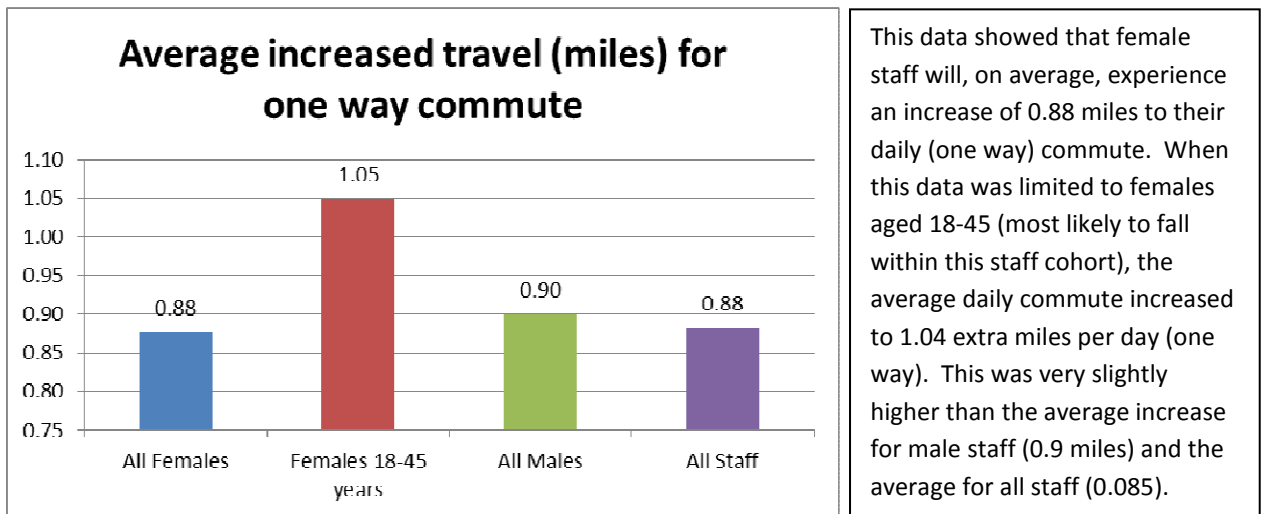
11.2. Gender Reassignment status was not identified as a potentially impacted group in the Equality Analysis and thus this group of employees is identified for information only.

## 12. Staff Demographic (Pregnancy & Maternity):

12.1. This group was identified as a potentially affected group within the HAC Staff cohort. It is acknowledged that this particular group is, unlike other groups, fluid and persons falling within this cohort can change more frequently than others. Therefore, data provided by HR may not be reliable or up to date.

12.2. Therefore, to get the most up to date information, a request was sent to service managers within all 4 HAC's dated 08/04/2015. This requested confirmation of any staff within the service, known to be currently pregnant or subject to maternity arrangements. At the time of preparing this analysis only one pregnant employee and one recently returning from maternity leave had been identified.

12.3. A concern exists that members of staff whom are either pregnant or in the maternity period may experience difficulty in travelling to an alternate place of work some distance from their existing one. In consideration of this data, staff geography (s13) data was analysed and limited to females who will be changing workplace.



12.4. While the staff most likely to fall within this group will, on average, travel further it is not felt that the additional 0.14 miles presents less preferential treatment to this group.

12.5. It is also considered that existing mitigation to protect this group is sufficient to address any issues that may arise during the period of transference. This includes (but is not limited to):

- Flexible use of maternity leave
- Extended maternity leave requests
- Family Friendly Working Requests
- Flexible working requests
- Interchangeable paternity and maternity leave
- Agile working from other sites such as CAB's (back office & decision functions)



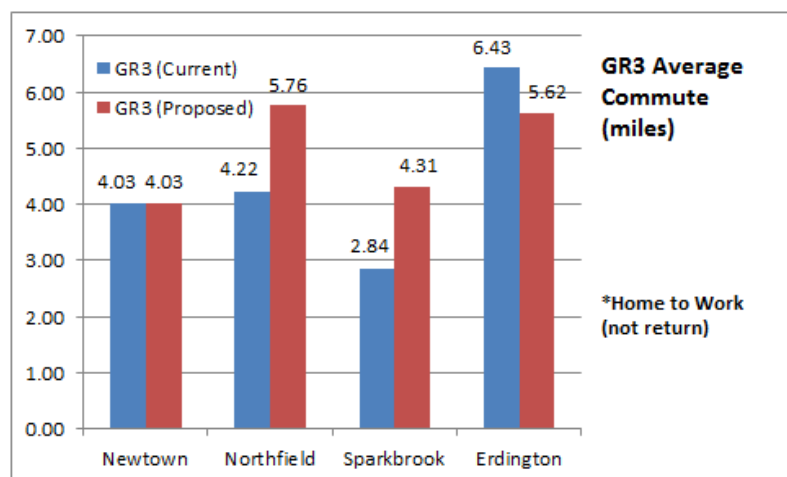
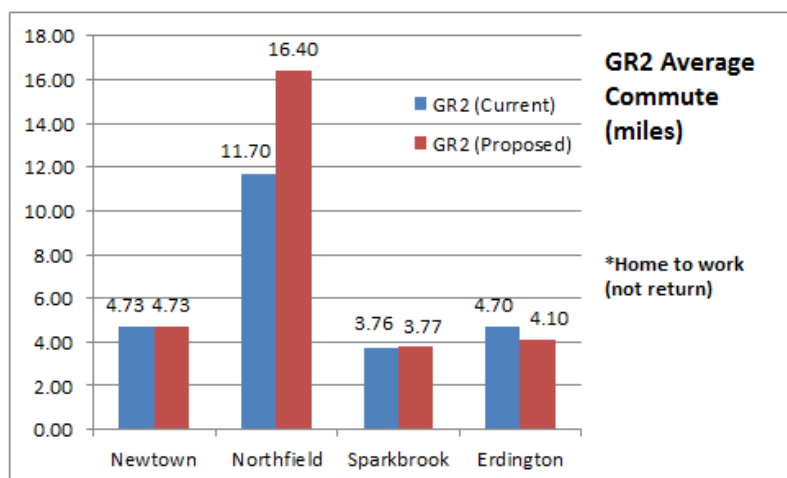
### 13. Staff Geography:

13.1. Data from HR was provided detailing the home postcodes of all employees impacted by the proposed geographical change in location. This was compared to their current work postcode and the postcode for the Newtown HAC site to show distance. Full details are retained in the source data but not disclosed here for confidentiality purposes.

13.2. In terms of travel distance, Newtown employees will not be impacted as there is an assumption that they will continue to work at their current location. Therefore they have been excluded from some calculation

Average Commute (Miles)	GR2 (Current)	GR2 (new)	GR3 (Current)	GR3 (new)	GR4 (Current)	GR4 (new)	GR5 (Current)	GR5 (new)
Newtown	4.73	4.73	4.03	4.03	3.58	3.58	8.80	8.80
Northfield	11.70	16.40	4.22	5.76	5.95	7.88	N/A	N/A
Sparkbrook	3.76	3.77	2.84	4.31	4.05	5.00	5.90	9.20
Erdington	4.70	4.10	6.43	5.62	7.43	7.98	5.10	1.60
Average Milage by Grade	6.22	7.25	4.38	4.93	5.25	6.11	6.60	6.53

### 13.3. Comparison by Grade :

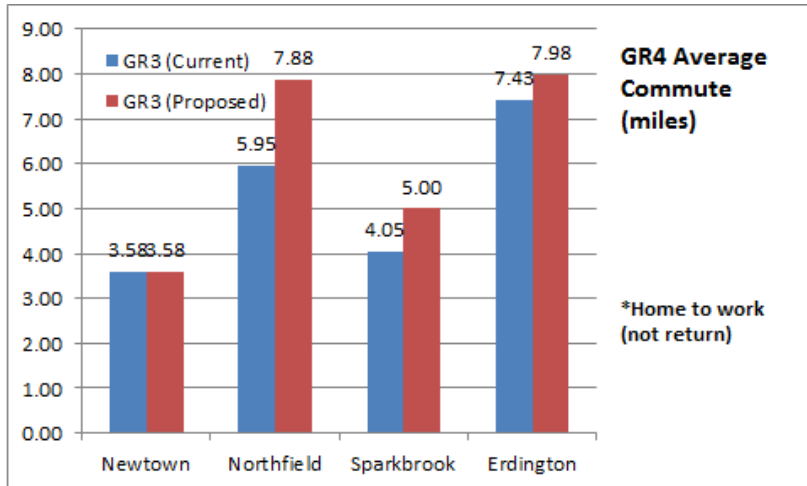


The data shown here shows the 'mean average' distance for an employee from their home address to their current work address and the proposed Newtown site side by side.

GR2 travel distance for staff based at Sparkbrook & Erdington HAC's remains similar. GR2's at Northfield show a significant increase. Analysis of the data shows this is due to the small number of GR2's at Northfield with staff commuting over 24 miles one way, thus increasing the mean average.

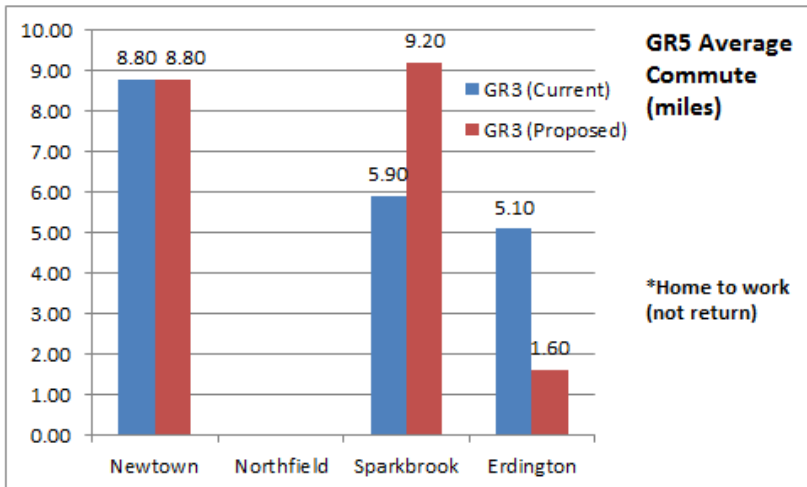
GR3's are impacted predominantly at Sparkbrook and Northfield with Northfield staff seeing the most significant average increase of 1.54 miles in their daily one way journey. Staff at Erdington HAC live on average, closer to the Newtown HAC than their current workplace and thus experiencing a reduction in travelling distance

## Appendix B: Staff Equalities and Demographic Analysis (Housing Advice)



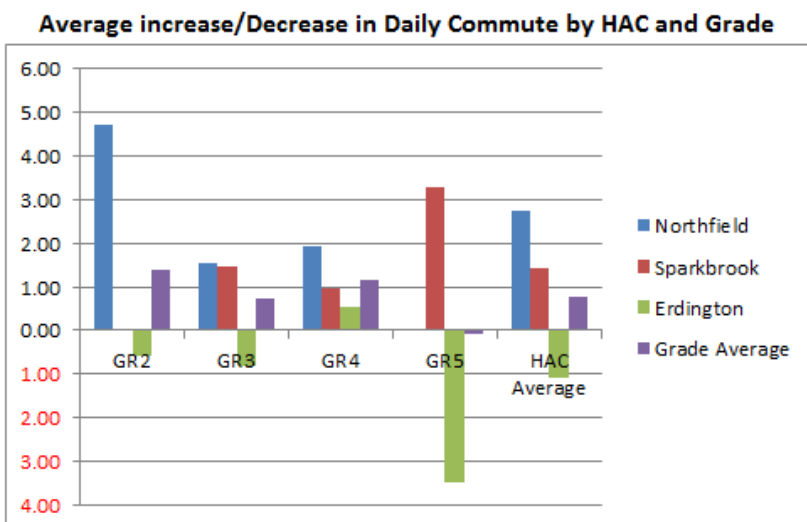
Travel for Erdington Staff remains similar and staff at Sparkbrook experience an average 1 mile increase to their daily one way journey. Again, staff at Northfield experience a more significant increase in their commuting distance (1.93 miles).

Given the location of the Northfield HAC this increased impact on staff is expected. Northfield is statistically the furthest HAC from the Newtown site.



Grade 5 staff experience the most drastic increase in commuting distance with a 3.3 mile increase at Sparkbrook and a 3.5 mile decrease at Erdington, however this should be considered against the small sample number of GR5 staff as part of the whole affected workforce (3 x GR5 excluding 1 vacant post, the future of which is yet to be determined).

### 13.4. Increases and Decreases in Travel:



Staff based at Newtown will experience no increase or decrease in Travel cost/time/distance and have thus been excluded from this calculation.

Statistically the majority of employees moving will experience a 1-2 mile increase in their daily one way journey to work. A small but significant group from the Erdington HAC will experience a reduction in this journey.

## 14. Public Transport

- 14.1. In cases where employees are reliant on public transport Birmingham has an excellent bus, rail and metro network. The Newtown HAC site is approximately 1.4 miles from the city centre including 3 main rail stations (Moor St, New St & Snow Hill), Perry Bar Rail station is located 1.3 miles away and Aston Rail Station is 1.2 miles away. The Midland Metro also serves the local area from Snow Hill (1.5 miles away), Jewellery Quarter (1.2 miles away) and St Pauls (1.1 miles away). Buses and trains from other parts of Birmingham and surrounding areas into the city centre are abundant and numerous.
- 14.2. The Newtown HAC site is directly served by a number of buses direct from the city centre and buses from the Aston and Great Barr areas (including Perry Barr Rail station). It is suggested that the vast majority of employees who are reliant on public transport will be able to reach the site via train or bus with a maximum of one change.
- 14.3. It is not feasible to plot a public transport route for each individual employee however as part of Appendix A public transport routes via bus from the 3 alternate HAC sites were plotted and it is suggested that this will give a reasonable indication as to public transport access to the site. The table is shown below however in all cases a member of the public could reach the Newtown Site from an existing HAC in a time between 30mins and 1hr.

Erdington (B23 6RE) HAC to Newtown HAC (B19 2SW)	4.1 miles 9 mins driving	<b>Bus 115: 30-33 Mins</b>  Total walking time 15 mins, Total Bus time 15 mins.  <b>Bus 905 &amp; Bus 33: 28 Mins.</b>  Total walking time 7 mins, Total bus time 14 mins.	Nearest Rail: Erdington, 6mins from HAC
Northfield HAC (B31 1PG) to Newtown HAC (B19 2SW)	7.7 Miles 16 mins driving	<b>Bus 63 &amp; 51: 52 Mins</b>  Total walking time 14 mins, Total bus time 38mins  <b>Bus 61 &amp; 886: 45 Mins</b>  Total walking time 7 mins, Total bus time 33 mins	Nearest Rail:  Northfield 20 mins walk from HAC
Sparkbrook HAC (B11 1LU) to Newtown HAC (B19 2SW)	3.3 Miles 9 mins driving	<b>Bus 8C: 54 Mins</b>  Total walking time 13 mins, Total bus time 41mins  <b>Bus 6 &amp; 33: 37 Mins</b>  Total walking time 12 mins, Total bus time 20mins	Nearest Rail:  Small Heath, 14 mins from HAC

## 15. Findings & Recommendations:

- 15.1. The proposed service redesign is likely to cause some disruption and disadvantage to many employees across the service regardless of circumstance.
- 15.2. In relation to the protected characteristics identified as being subject to potential disadvantage (Age, Disability, Pregnancy & Maternity), it is considered that there is possibility for some disadvantage in excess of that experienced by others. However it is also found that such disadvantage is likely to be minimal and, in the vast majority of cases, no more significant than that experienced by all employees being relocated.
- 15.3. The Newtown HAC site is a more central location with ground floor access and modern facilities and is thus, more likely to be better suited to employees with a disability.
- 15.4. The Birmingham City Council Contract of Employment provides for transfers of Work Location (Pg 4) *“If there is a business need you might be required to work in any Directorate or location within the Birmingham Conurbation at the discretion of the Council. Any job transfer would be commensurate with your current grade and level of experience. The transfer would be made in accordance with your conditions of service and following a period of meaningful consultation”*.
- 15.5. The contract also provides a mobility clause (Pg 4-5) *“This appointment is subject to this mobility clause, which provides for the movement of staff to alternative work locations for business reasons and the reimbursement of any additional travelling costs for up to a three month period. The entitlement to claim travelling costs related to a work location change covers Grades 1, 2 and 3 only”*.
- 15.6. The likely size of any group staff impacted adversely due to a protected characteristic is likely to be very small and manageable through existing mitigation and countermeasures on a case by case basis. Available countermeasures include (but are not limited to):
- Flexible working requests
  - Agile Working
  - Access to Work and other Reasonable Adjustments
  - Mobility Clause \*
  - Home Working Requests
  - Reasonable Adjustment Requests
  - Working from alternate locations (Back office functions at Lifford Hse and Sutton New Rd)\*\*

\*Grades 1, 2 & 3 only

\*\* Future of Back Office functions at Sutton New Rd and Lifford House are TBC

15.7. It is recommended that meaningful consultation with staff commences at the earliest opportunity in order to identify any member/group staff who may be significantly and/or disproportionately disadvantaged due to a protected characteristic. Following identification efforts can be made to deal with issues arising using the suite of available countermeasures. This consultation is also required as a part of the Birmingham Contract of Employment prior to undertaking a change of workplace for staff involved.