Equality Analysis

Birmingham City Council Analysis Report

EA Name	Support Services Redesign (ISS) - Future Council Programme
Directorate	Economy
Service Area	Corporate Strategy Team
Type	New/Proposed Function
EA Summary	The redesign of support services will require a number of new technologies, processes and self services tools that will be used by ISS staff and officers across the Council. The introduction of new technologies will need to accomodate the requirements of officers and staff who may have protected charcteristics to ensure that they are able to work effectively and have access to the required services and support.
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Introduction

The report records the information that has been submitted for this equality analysis in the following format.

Overall Purpose

This section identifies the purpose of the Policy and which types of individual it affects. It also identifies which equality strands are affected by either a positive or negative differential impact.

Relevant Protected Characteristics

For each of the identified relevant protected characteristics there are three sections which will have been completed.
- Impact
- Consultation
- Additional Work

If the assessment has raised any issues to be addressed there will also be an action planning section.

The following pages record the answers to the assessment questions with optional comments included by the assessor to clarify or explain any of the answers given or relevant issues.

1 Activity Type

The activity has been identified as a New/Proposed Function.

2 Overall Purpose

2.1 What the Activity is for

What is the purpose of this Function and expected outcomes?	to create an integrated, efficient and effective support service for the council that is capable of supporting the Councils strategic centre and front line services

For each strategy, please decide whether it is going to be significantly aided by the Function.

Public Service Excellence	Yes
A Fair City	No
A Prosperous City	No
A Democratic City	No

2.2 Individuals affected by the policy

Will the policy have an impact on service users/stakeholders?	Yes
Will the policy have an impact on employees?	Yes
Will the policy have an impact on wider community?	No

2.3 Analysis on Initial Assessment

The main change as a result of the support services redesign will be the use of greater automation, self service and more collaborative working across teams. the technology and processes put in place to support this will include an improved intranet, workflow, telephony and data analytics tools. we will need to make sure that such tools take into account the needs of any users or staff with protected charcteristics but there will always be an option to divert to face to face support or telephone calls rather than on line services.

the use of work collaboration tools will however also make it easier to ensure all staff can access work or information wherever they are and wherever they sit in the organisation which will promote greater access and remove other barriers to joined up working.

The introduction of an improved inisght and performance function through ISS programme will enhance the Councils ability to assess how future Council decisions, policies etc will impact groups with protected charcteristics and mitigate any effects.

3.1 <u>Disability</u>

3.1.1 <u>Disability - Differential Impact</u>

Disability	Relevant

3.1.2 <u>Disability - Impact</u>

Describe how the Function meets the needs of Individuals with a disability?	we will ensure that any new tools that are deployed and the new Intranet meet the requirements of staff and users with protected charcteristics by applying national standards in terms of design and functionality
Do you have evidence to support the assessment?	Yes
Please record the type of evidence and where it is from?	there are set national standards for web tools and information and compliance tests for software
Have you received any other feedback about the Function in meeting the needs of Individuals with a disability?	No
You may have evidence from more than one source. If so, does it present a consistent view?	Yes
Is there anything about the Function and the way it affects Individuals with a disability which needs highlighting?	No

3.1.3 <u>Disability - Consultation</u>

Have you obtained the views of Individuals with a disability on the impact of the Function?	Yes
If so, how did you obtain these views?	discussion with service heads
Have you obtained the views of relevant stakeholders on the impact of the Function on Individuals with a disability?	Yes
If so, how did you obtain these views?	discussion with service heads
Is there anything about the Function and the way it affects Individuals with a disability which needs highlighting?	No

3.1.4 <u>Disability - Additional Work</u>

Do you need any more information to complete the assessment?	No
Please explain how individuals may be impacted.	through the greater use of technology and an increased reliance on self service and on line tools
Please explain how.	by putting in place tools that allow disperate groups and users to collaborate and work toegtehr regardless of loaction
Is there any more work you feel is necessary to complete the assessment?	Yes
Do you think that the Function has a role in preventing Individuals with a disability being treated differently, in an unfair or inappropriate way, just because of their disability?	Yes

Please explain what work needs to be done.	the detailed service design that will define the new service structure, size and how it should be organised
Do you think that the Function could help foster good relations between persons who share the relevant protected characteristic and persons who do not share it?	Yes
Do you think that the Function will take account of disabilities even if it means treating Individuals with a disability more favourably?	Yes
Do you think that the Function could assist Individuals with a disability to participate more?	Yes
Do you think that the Function could assist in promoting positive attitudes to Individuals with a disability?	Yes

3.2 Concluding Statement on Full Assessment

In reviewing the support services we have focused on how we can make the services more effective and provide the right tools and structures. At the next stage of the design we will look in more detail about how the services should be organised and run and this will include consideration of any staff or users with protected characteristics and we will engage in a co-design process to ensure that their needs are met

4 Review Date

31/03/16

5 Action Plan

There are no relevant issues, so no action plans are currently required.