

INTEGRATED IMPACT ASSESSMENT COVERING

- EQUALITIES & SOCIO ECONOMIC DUTIES
- HUMAN RIGHTS AND RIGHTS OF THE CHILD

STAGE 1 - DO I NEED A DETAILED IMPACT ASSESSMENT?

Service/department	GSP	
Name of policy or proposal	Option 1: reduce Contact centre staffing by 2 posts Option 2 reduce Contact centre by further 2 posts	
Budget template reference	F3.2 – Customer services	
Is this a		Mark X below
New activity, programme or policy?		
Change to an existing activity, programme or policy?		
Budget proposal?		x

Duties: tick the boxes you think apply	No	Maybe	Yes
Equalities: Will your proposal have an impact on groups with protected characteristics? <i>Consider the impact of your proposal on people and how they access your services and information without barriers.</i>		x	
Socio-economic <i>Not every person/family has access to regular income or savings. Will your proposal have an adverse impact on them</i>	x		
Does your policy or proposal impact on the human rights of people?	x		
Does your policy proposal impact on the rights of children and young people	x		

Reasoning

Briefly describe your reasoning for the responses given above:

Option 1 is not considered to have any negative impact.
 Option 2: A reduction in contact centre staffing will lead to longer waiting times and more abandoned calls. The aim is to push more customers into self-service.
 This may impact on some service users with a disability. A Stage 2 consideration is considered prudent.

If you have answered **maybe** or **yes** to any of the Stage 1 questions above then proceed to complete the Stage 2 Impact Assessment questions below.

If you have answered **no** to the Stage 1 questions above then please sign off by providing the details below and submit to don.toonen@moray.gov.uk

Lead Officer for developing the policy or proposal	Andy Donegan
Other people involved in the screening (this may be council staff, partners or others i.e. contractor or community)	Alasdair McEachan
Date	29.09.23

STAGE 2: DETAILED IMPACT ASSESSMENT

Brief description of the affected service

1. Describe what the service does: The service handles frontline calls and emails to the Council
2. Who are your main stakeholders? A wide range of the public who use council services.
3. What changes as a result of the proposals? Is the service reduced or removed? Fewer staff dealing with incoming calls and emails
4. How will the proposals impact on your customers?

Longer waiting times for telephone access to contact centre staff and response times to emails

6. How will your proposals impact on people with these protected groups?

A higher proportion of people in the groups below are likely to rely on direct contact, rather than self-service, to resolve a service issue. They are more likely to be deterred by waiting in a call queue.

Protected groups	X	Potential impacts and considerations – give details
Race	x	People with a language barrier could find it harder to use digital self service transactions and prefer direct contact. If this direct phone contact takes longer they they could find it harder to obtain services.
Disability	x	Ditto for people with a disability who may need assistance with transactional services.
Carers (for elderly, disabled or minors)	x	
Sex		
Pregnancy and maternity (including breastfeeding)		
Sexual orientation		
Age (include children, young people, midlife and older people)	x	Elderly people could find it harder to use digital self service transactions and prefer direct contact. If this direct phone contact takes longer becomes they could find it harder to obtain services.
Religion, and or belief		
Gender reassignment		
Inequalities arising from socio-economic differences	x	People with lower incomes may not have internet technology to allow digital self service.

Human rights

Potentially relevant convention rights	X	Describe, where applicable, if and how specific rights are affected.
Article 5: Right to liberty and security		
Article 6: Right to a fair trial		
Article 8: Right to respect for private and family life, correspondence and the home		
Article 10: Freedom of expression		

Potentially relevant convention rights	X	Describe, where applicable, if and how specific rights are affected.
<i>Article 11: Freedom of assembly and association</i>		
<i>Article 12: Right to marry</i>		
<i>Article 14: Prohibition of discrimination (in relation to the convention rights)</i>		
<i>Article 1 of Protocol 1: Protection of property</i>		
<i>Article 2 of Protocol 1: Right to education</i>		
<i>Article 3 of Protocol 1: Right to free elections by secret ballot</i>		

Children's Rights and Wellbeing

Relevant articles – UNCRC	X	Describe, where applicable, if and how specific rights are affected.
Article 2 – Non discrimination		
Article 12 – Respect of the views of the child		
Article 3.1 – Best interest of the child		
Article 6.2 – Right to survival and development		

7. Evidence. What information have you used to make your assessment?

Performance data	Records are kept of the categories of all incoming calls.
Internal consultation	
Engagement or consultation with affected groups	
Local statistics	Call response times are recorded and noted as performance indicator.
National statistics	
Other	

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8. Evidence gaps

Do you need additional information in order to complete the information in the previous questions?

Sufficient information is held and no further consultation is needed.

9. Mitigating action

Can any negative impacts of the proposals be mitigated?

- Calls for users in the most vulnerable areas are diverted to minimise their waiting time.
- Libraries now offer an information hub service where vulnerable service users can get local face assistance with common queries.
- A free call back is offered to those on lower income to avoid them incurring higher costs.

10. Justification

If nothing can be done to reduce the negative impact(s) but the proposed proposal must go ahead:

The proposals are not considered to have a disproportionate effect on people with protected characteristic and those on lower income. Negative impacts are considered to be sufficiently mitigated against.

The position can be monitored through PI's and complaints and further mitigation measures considered if necessary.

CONCLUSIONS:	Indicate with an X
1. The impact of the proposals were found to be positive in: <ul style="list-style-type: none"> • Reducing discrimination, harassment, victimisation or other conduct prohibited under the Equality Act 2010 • Promoting equality of opportunity and fostering good relations 	
2. No negative impacts were identified in the proposals/ any negative impacts were considered to be negligible	
3. Some potential negative impacts have been identified as outlined in question 6. <ul style="list-style-type: none"> • Protected characteristics under the Equalities Act • Socio Economic impact and inequality • Human rights/rights of the Child 	X X
4. Negative impacts can be mitigated with the proposed actions outlined in question 8.	x
5. The negative impacts cannot be fully mitigated but the proposals can be justified as outlined in question 9.	
6. It is advised not to go ahead with the proposals.	

Sign off and authorisation:

We have completed the integrated impact assessment for this policy/activity.	Name: Position: Date:
Authorisation by head of service	Name: Position: Date:
Permission to publish on website -	
Please return this form to the Equal Opportunities Officer, Chief Executive's Office.	

STAGE 1