

EQUALITY IMPACT ASSESSMENT - TRAFFORD COUNCIL

A. Summary Details		
1	Title of EIA (Equality Impact Assessment):	Changes to the One Trafford Contact Centre opening hours and staff contractual change
2	Person responsible for the assessment:	Helen Ashcroft
3	Contact details:	
4	Section & Directorate:	OTP (One Trafford Partnership) Client Team, Place Directorate
5	Name and roles of other officers involved in the EIA, if applicable:	

B. Policy or Function		
1	Is this EIA for a policy or function?	Policy <input type="checkbox"/> Function <input checked="" type="checkbox"/>
2	Is this EIA for a new or existing policy or function?	New <input type="checkbox"/> Existing <input type="checkbox"/> Change to an existing policy or function <input checked="" type="checkbox"/>
3	What is the main purpose of the policy/function?	Trafford Council still need to identify savings to balance the budget for 2021/22. The proposal is to bring the opening times of the One Trafford contact centre in line with Access Trafford revised opening times outlined in

		<p>their business case. The revised opening times are 9am to 5pm from 01.04.2019.</p> <p>In addition to the reduction in opening hours we have reviewed the online forms for self-serve transactions via the website. These specifically focusing upon pressure points within the call centre encouraging residents that are able to report transactional service requests online. For example reporting a missed bin where it is easy for customers to self-serve online.</p> <p>The FTE (full-time equivalent) staff post at the call centre will reduce from 6 to 5 and there is therefore the potential for redundancy. Therefore a 30 day staff consultation will be required.</p>
4	Is the policy/function associated with any other policies of the Authority?	Wider Council Budget savings Digital Strategy
5	Do any written procedures exist to enable delivery of this policy/function?	Yes; Amey have their own establishment and organisational change policies.
6	Are there elements of common practice not clearly defined within the written procedures? If yes, please state.	No
7	Who are the main stakeholders of the policy? How are they expected to benefit?	<p>The One Trafford Partnership - the proposed changes will ensure we create a sustainable, value for money call centre whilst achieving the required savings.</p> <p>One Trafford Employees - the aim of the approach is to help create a sustainable resilient service.</p>

		One Trafford Contact Centre Customers – If successful in promoting self-serve for those residents who are able it will reduce demand. It will also allow for a more responsive service for those residents who need to speak to an advisor and better customer journey for our service users.
8	How will the policy/function (or change/improvement), be implemented?	Staff will be consulted regarding changing the hours in the Contact Centre along with necessary changes to staff contracts.
9	What factors could contribute or detract from achieving these outcomes for service users?	There is the risk that call waiting times at peak times may increase. However, callers will be guided to log transactional service requests online to reduce demand. This should enable the service to operate more efficiently and allow it to focus on emergency requests and assist vulnerable residents. The service will also be able to focus on assisting those residents where a discussion or more information is required.
10	Is the responsibility for the proposed policy or function shared with another department or authority or organisation? If so, please state?	Yes, One Trafford Partnership which is a partnership between Trafford Council and Amey for the delivery of highways and environmental services.

C. Data Collection on People Impacted by Policy or Function

1	Do you have monitoring data on the number of people (from different equality groups) who are using or are potentially impacted upon by your policy/ function?	This data is held by One Trafford
2	Please specify monitoring information you have available and attach relevant information*.	n/a
3	If monitoring has NOT been undertaken, will it be done in the future or do you have access to relevant monitoring data?	n/a

*Your monitoring information should be compared to the current available census data to see whether a proportionate number of people are taking up your service

D. Consultation & Involvement

1	Are you using information from any previous consultations and/or local/national consultations, research or practical guidance that will assist you in completing this EIA?	No
2	Please list any consultations planned, methods used and groups you plan to target. (If applicable)	On initiation of the 30 day consultation period, staff will be consulted on their views of the specific proposal.

3	**What barriers, if any, exist to effective consultation with these groups and how will you overcome them?	No barriers are anticipated.
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**It is important to consider all available information that could help determine whether the policy/ function could have any potential adverse impact. Please attach examples of available research and consultation reports

E: The Impact – Identify the potential impact of the policy/function on different equality target groups

The potential impact could be negative, positive or neutral. If you have assessed negative potential impact for any of the target groups you will also need to assess whether that negative potential impact is high, medium or low

	Positive	Negative (please specify if High, Medium or Low)	Neutral	Reason
Sex				
Pregnant women & women on maternity leave		Low		Provision will be put in place for staff on maternity leave during the consultation period.
Gender Reassignment		Low		There is no disproportionate impact on staff based on gender
Marriage & Civil Partnership			Neutral	n/a
Race- include race, nationality & ethnicity (NB: the experiences may be different for different groups)		Low		There is no disproportionate impact on staff based on race/ethnic origin, as all staff are going through the same consultation process

Disability – physical, sensory & mental impairments		Low		There is no disproportionate impact anticipated for staff based on disability. However, any reasonable adjustments required for disabled staff as a result of implementation of the proposals will be put in place.
Age Group - specify e.g. older, younger etc.		Low		There is no disproportionate impact on staff based on age as all staff are going through the same consultation process
Sexual Orientation – Heterosexual, Lesbian, Gay Men, Bisexual people		Low		There is no disproportionate impact on staff based on sexual orientation, as all staff are going through the same consultation process
Religious/Faith groups (specify)		Low		There is no disproportionate impact on staff based on religion/faith, as all staff are going through the same consultation process

As a result of completing the above what is the potential negative impact of your policy?

High

Medium

Low

Neutral

F. Could you minimise or remove any negative potential impact? If yes, explain how.

Race:	n/a (not applicable)
Sex & Gender, including pregnancy & maternity, gender reassignment, marriage & civil partnership	n/a
Disability:	Any individual adjustments required as a result of implementation of the proposals will be considered on a case by case basis. Any the necessary reasonable adjustments will be put in place.
Age:	n/a
Sexual Orientation:	n/a
Religious/Faith groups:	n/a
Also consider the following:	
1	If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity for a particular equality group or for another legitimate reason?
2	Could the policy have an adverse impact on relations between different groups?
3	If there is no evidence that the policy <i>promotes</i> equal opportunity, could it be adapted so that it does? If yes, how?

G. Action Plan				
Recommendation	Key activity	When	Officer Responsible	Progress milestones

Please ensure that all actions identified are included in the attached action plan and in your service plan.

Signed 
 Lead Officer Helen Ashcroft
 Date 03.02.2021

Signed
 Service Head
 Date

If this EIA is to accompany a budget proposal please include sign off from a member of CLT:

Signed  CLT Member Richard Roe, Corporate Director, Place Date 03.02.2021