

## Switchboard Relocation EIA June 2011

### Part One: basic information needed to identify the policy and prepare for screening

1.1	Directorate and Section/Unit:	Worcestershire Hub Shared Service – Customer Services
1.2	Title or brief description of the policy being screened:	Switchboard Team Restructuring
1.3	Screening by:	Sharon Ryder
1.4	Date of screening:	27 June 2011
1.5	Related policies/functions:	As well as the review of switchboard, other reviews of particular areas within Customer Services are underway or to take place. An EIA will be carried out of each of these reviews as appropriate. These service reviews include: <ul style="list-style-type: none"> <li>• Review of WCC County Hall Campus Reception Service. Launched 12 Jan 2011</li> <li>• Review of how services are accessed in person – Face to Face Review. To be launched – date to be confirmed.</li> </ul>
1.6	To which section of the Directorate or Corporate "business/service plan" does this relate?	Links to the Business Plan for the Worcestershire Hub Shared Service agreed by the Joint Committee in November 2010 (with a further change in January 2011). The Business Plan sets out the objectives for the service including broad plans to reduce overhead costs, streamline the service, reduce the cost of the service and reduce recharges in WCC.
1.7	Is this a new or existing policy?	Review and restructure of the service
1.8	Does the policy affect service users, employees, the wider community, or a combination of these?	The proposed changes will improve customer service by ensuring that all telephony staff have access to the same level of training and development. Internal calls will reduce thereby increasing the availability of staff to handle genuine customer service enquiries. .
1.9	What is the policy seeking to achieve?	<ul style="list-style-type: none"> <li>• Improved focus within team</li> <li>• Increase in self service for internal customers</li> </ul>

		<ul style="list-style-type: none"> <li>• Reduction in cost of switchboard service</li> </ul>
1.10	What are the planned outcomes for this policy?	New efficient and effective structure
1.11	Who is formally responsible for the <b>delivery</b> of this policy? If different, who is responsible for <b>leading</b> on the delivery?	Leadership and delivery of the change in structure are both the responsibility of the Head of Customer Services and the senior management team.
1.12	What (if any) previous consultation has been carried out for this policy? Who was consulted and when?	A formal review has been undertaken which has included capturing staff and stakeholder feedback about how the service could be improved..
1.13	Is equality monitoring in place for this policy?	No specific monitoring in place

**Part Two:** The purpose of the following exercise is to assess the potential relevance of the policy in the lives of staff and/or residents who are of differing age, gender (including gender reassignment), race/ethnicity, religion or belief, sexual orientation and/or who have a disability.

The questions in this section ask you to consider factors you will need to take into account in making your decision. The answers you provide will help you determine whether you will need to carry out an Equality Impact Assessment.

		Yes	No	Details and comments
2.1	Could this policy have a significant impact on service delivery or other aspects of daily life for people who belong to the groups listed above?		x	
2.2	Does the policy involve a significant commitment, or reduction, of resources?	x		Includes a reduction in resources of 1 FTE
2.3	Does the policy relate to an area where inequalities are known to exist?		x	

--	--	--	--	--

2.4 Is there any evidence of potential or actual unplanned variations in the participation levels or use of the policy between different groups?

Characteristic	Yes	No	Details, including what information you have based your answer on
Age		X	
Disability		X	
Gender (including gender reassignment)		X	
Race		X	
Religion or belief		X	
Sexual orientation		X	

If the answer to question 2.3 is "yes" or "could be yes" then you **must complete an EIA**.

For existing policies, if the answer to question 2.4 is "yes" or "could be yes" then you **must complete an EIA**.

If the answer to questions 2.1 or 2.2 is "yes" or "could be yes" then you may need to complete an EIA. Please refer to Section 3 of the [EIA Guidance](#) for further clarification on when an EIA should be completed.

2.5 Based on the factors above, is an Equality Impact Assessment required for this policy?

Yes	
No	X

An EIA is not always needed. Where you have decided that an assessment is not required please clearly summarise the reasons for your decision, including any factors you have taken into account, in the box below. Please then ensure this screening form is signed-off by your line manager and sent to the Corporate Equality and Diversity Team for publication.

<b>EIA not required: reasons and additional comments</b>
No specific impact on any of the groups identified.  Reduction in resources will not impact on service delivery for customers, service areas or participating authorities.  Changes aimed at driving efficiencies, updating the switchboard structure to ensure it is fit for purpose now and into the future.

Signed (completing Officer/Manager): .....

Date: .....

Signed (Line Manager): .....

Date: .....