

South Ayrshire Council Equality Impact Assessment Scoping

1. Proposal details

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| Proposal Title ECS03 - Proposal to close the Customer Contact Centre at John Pollock Centre, reduce staff numbers and relocate remaining staff to deliver service from The Wallace Tower. | Lead Officer Kate O'Hagan, Head of Employee & Customer Services |
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2. Which communities, groups of people, employees or thematic groups do you think will be, or potentially could be, impacted upon by the implementation of this proposal? Please indicate whether these would be positive or negative impacts

| Community, Groups of People or Themes | Negative Impacts | Positive impacts |
|---|---|---|
| The whole community of South Ayrshire | The proposal will have very little impact on the community as calls will be handled via the Customer Service Centres who currently answer a significant percentage of calls. | The proposal will enable us to continue to deliver high quality customer services while maintaining best value. |
| People from different racial groups, ethnic or national origin. | No impact on customers or employees | No impact on customers or employees |
| Women and/or men (boys and girls) | No impact on customers. The majority of staff in the CCC are female, however the balance of male-female is representative of the workforce as a whole. | No impact on customers. |
| People with disabilities | No impact on customers. Managing Change would apply to staff and reasonable adjustments will be made for any affected employee who has a disability. | No impact on customers. |
| People from particular age groups for example Older people, children and young people | No impact on customers. The age profile of the CCC is that of an older workforce but this is broadly consistent with the age profile of the organisation as a whole. Managing Change would apply to affected staff and impact is anticipated to be low. | No impact on customers. |
| Lesbian, gay, bisexual and heterosexual people | No impact on customers or employees | No impact on customers or employees |
| People who are proposing to undergo, are undergoing or have undergone a process to change sex | No impact on customers or | No impact on customers or |

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| | employees | employees |
| Pregnant women and new mothers | No impact on customers or employees | No impact on customers or employees |
| People who are married or in a civil partnership | No impact on customers or employees | No impact on customers or employees |
| People who share a particular religion or belief | No impact on customers or employees | No impact on customers or employees |
| Thematic Groups: Health, Human Rights, Rurality and Deprivation. | The proposal will have very little impact on customers as calls will be handled via the Customer Service Centres who currently answer a significant percentage of calls. | The proposal will enable us to continue to deliver high quality customer services while maintaining best value. |

3. Do you have evidence or reason to believe that the proposal will support the Council to:

| General Duty and other Equality Themes | Level of Negative and/or Positive Impact (high, medium or low) |
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| Eliminate discrimination and harassment faced by particular communities or groups | Low impact |
| Promote equality of opportunity between particular communities or groups | Low impact |
| Foster good relations between particular communities or groups | Low impact |
| Promote positive attitudes towards different communities or groups | Low impact |
| Increase participation of particular communities or groups in public life | Low impact |
| Improve the health and wellbeing of particular communities or groups | Low impact |
| Promote the human rights of particular communities or groups | Low impact |
| Tackle deprivation faced by particular communities or groups | Low impact |

4. Summary Assessment

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| Is a full Equality Impact Assessment required? (A full EIA must be carried out on all high and medium impact proposals) | | YES <input type="checkbox"/> | NO <input checked="" type="checkbox"/> |
| Rationale for decision: No impact is anticipated for customers as calls will be handled from Customer Service Centres. While a small number of staff will be affected, the impact regarding protected characteristics is low and the staff profile by protected characteristic has been compared with the wider workforce profile. Managing Change (which has been equality impact assessed) will apply to affected employees and support such as interview skills coaching will be given. Staff and Trades Unions will be consulted. | | | |
| Signed : Kate O'Hagan | | Head of Service | |
| Date: 29 February 2016 | | Copy to equalities@south-ayrshire.gov.uk | |