

# EQUALITY IMPACT ASSESSMENT

Portfolio Transformation



## STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

What is being assessed - including a brief description of aims and objectives?

### Print, Document and Mail Services

This EIA report accompanies a Business Case and recommends to Cabinet a shared services strategy for Print and Document (PADS) and Mail services based on a strategic outline business case. The following options have been considered and are rejected as a result of the approval of the recommendations made in this report:

- Services to remain in house
- Transfer services into joint venture with a private sector partner
- Transfer services into an outsourced operation with a private sector operator
- Transfer services to a public sector provider of shared services (Delt)

This EIA relates to the transfer of the PADS and Mail services operating within PCC only. The data in this EIA includes the whole workforce with some reference to more localised statistics where highlighted

The recommendation is that Delt is adopted as the default vehicle for delivery of back office services, in this case PADS and Mail services for the Council. The functions delivered by the PADS and Mail Services teams are as follows;

- Print and Document Services primarily acts as the print and mail facility for Plymouth City Council although there are a small number of commercial external customers who commission support when required on an ad hoc basis.
- As Plymouth City Council operates its services and functions from various buildings and sites in and around the City, physical mail items are collected, redirected and delivered via an internal courier service provided by the service. All Plymouth City Council service areas use the services of the Mail Room

It is proposed that migration of PADS and Mail services to Delt is scheduled alongside with the transfer of Digital and Systems Services to Delt Shared Services. The proposal outlines a target date of 1<sup>st</sup> July 2018 for the transfer of services. This EIA relates to PADS and Mail Services only.

Transfer of the Digital and Systems service is being considered in the second tranche of the

	<p>migration of back office services to Delt. Tranche two would be aimed to transition during 2018 with an ambition to migrate by Digital and Systems Services by July 1<sup>st</sup> 2018. Systems and Digital is considered to be a congruous fit with the current Delt offer, accompanied by a well-defined service specification. This service will be transferred via TUPE.</p> <p>The case for change, namely the transition of the Digital and Systems Services to Delt has been subjected to a full Equality Impact Assessment as detailed in this document. As further cases are developed we will continue to improve our understanding of customers' needs through our customer insight functions and processes and seek to maintain our existing good practices, e.g.:-</p> <ul style="list-style-type: none"> <li>• Our policy of digital by preference to meet the needs of older people with less well developed ICT skills;</li> <li>• Providing customer services from buildings which provide a high standard of access for disabled people.</li> <li>• Ensuring the availability of simple service interactions 24 / 7 enabling customers to access and request services at times and locations convenient to their needs e.g. at times around religious events or commitments.</li> <li>• Provision and availability of facilities e.g. baby change/breast feeding in 1<sup>st</sup> stop shop location on ground floor.</li> </ul> <p>It is proposed that the governance for the development of proposals for the Digital and Systems Service to transfer would sit with the Transforming the Corporate Centre Programme (TCC), and the final decision on transfer of the service would be recommended by CMT to Cabinet.</p> <p>Where any changes to structures or service delivery arrangements lead to redundancies, we will ensure that staff are not unfairly selected for redundancy e.g. on bases of them having a particular protected characteristic within the Equality Act 2010.</p>
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<b>Department and service</b>	Transformation and Change Project Manager
<b>Date of assessment</b>	27/02/2018

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics	Evidence and information (e.g data and feedback)	Any adverse impact See <a href="#">guidance</a> on how to make judgement	Actions	Timescale and who is responsible

(Equality Act)						
<b>Age</b>	<b>Workforce</b>			<p>There could be impacts from the transfer of staff on Local Government pension arrangements and our commitment to the apprentice programme.</p> <p>No adverse impacts on the community are anticipated from the specific proposals in the report although the work fulfilled by the PADS and Mail teams does relate to all residents of Plymouth as there is a statutory requirement for each household to receive Council Tax and Elections correspondence in the timescales detailed in the related legislation. It is the responsibility of the owning service (Customer Services and Elections) to ensure that residents receive the relevant letters and communications and these departments rely</p>	<p>The Transfer of Undertaking's and Protection of Employment Regulations will apply and this will require that a similar pension arrangement is put in place.</p> <p>Delt will be actively encouraging apprenticeships for any and all services under its management as a central thread of its People Plan.</p> <p>The company is fully committed to maintaining a pipeline of skills and expertise and has an ongoing training programme to ensure that skills are refreshed to meet the evolving demands of services.</p> <p>It is anticipated that by moving the PADS and Mail teams to Delt demand from local partners for an</p>	TCC programme lead 2017 – 19.
	<b>Age</b>	<b>Count</b>	<b>%</b>			
	16-20	11	3%			
	21 - 30	45	14%			
	31- 40	65	20%			
	41-50	110	34%			
	51-60	83	25%			
	61-70	13	4%			
	70+	1	0%			
	<b>Community</b>					
<p>The average age in Plymouth (39.0 years) is about the same as the rest of England (39.3 years), but less than the South West (41.6yrs).</p> <p>Of the 16 SW authorities we have the third lowest percentage of older people (75), and the fifth highest percentage of children and young people (under 18). Children and young people (CYP) under 18 account for 19.8 per cent of our population, within this 88.8 per cent are under 16.</p> <p>The proportion of people living in our community who are aged over 65 years old is predicted to in excess of 59,000 by 2031, an increase of 28%.</p> <p>Older people struggle to achieve the highest standard of physical and mental health due to age related illness, e.g. declining eye sight and hearing, physical frailty, trips and falls and dementia.</p> <p>Older people may have retired before home computers (PCs) became widely used in the workplace.</p>						

	<p>The exact scale of this transfer is confined to 6 Full Time Equivalent Staff of whom the average age is 50 years. There are 4 individuals, aged 50 or above.</p>	<p>on the PADS and Mail teams to fulfil this work. There is not anticipated to be any impact from amalgamating the team with Delt.</p>	<p>enhanced and holistic Print and Mail service grows as new business is secured. Hence it is anticipated that resource needs will scale up with demand and therefore there is no intention to restructure thereby there is no imminent threat to positions</p>																									
<p><b>Disability</b></p>	<p><b>Workforce</b></p> <table border="1" data-bbox="465 703 943 1134"> <thead> <tr> <th>Disability Status</th> <th>Count</th> <th>C</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Disabled</td> <td>20</td> <td></td> <td>5%</td> </tr> <tr> <td>Not disabled</td> <td>156</td> <td></td> <td>40%</td> </tr> <tr> <td>Declined to specify</td> <td>4</td> <td></td> <td>1%</td> </tr> <tr> <td>Not recorded</td> <td>204</td> <td></td> <td>53%</td> </tr> <tr> <td>Not known</td> <td>3</td> <td></td> <td>1%</td> </tr> </tbody> </table> <p><b>Community</b></p> <p>A total of 31,164 people (from 28.5 per cent of households) declared themselves as having a long-term health problem or disability (national figure 25.7 per cent of households), compared with the total number of people with disabilities in UK (11,600,000). 10 per cent of our population have their day-today activities limited a lot by a long-term health problem or</p>	Disability Status	Count	C	%	Disabled	20		5%	Not disabled	156		40%	Declined to specify	4		1%	Not recorded	204		53%	Not known	3		1%	<p>Recording of workforce personal data around the characteristic is low.</p> <p>Any new office base will need to be accessible to meet the needs of disabled staff.</p> <p>No adverse impacts on the community are anticipated from the specific proposals in the report.</p>	<p>The low recording rate is reflected in wider corporate data. This is being addressed through a separate workforce wide programme led by our HR department.</p> <p>At present it is not envisaged that staff will transfer to different premises, staff access needs will be considered as cases are developed.</p>	<p>TCC programme lead/HR 2017 – 19.</p>
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	<p>disability.                      1,297 adults registered with a GP in Plymouth have some form of learning disability (2013/14).                      Plymouth schools report that of every 1,000 children 17.5 have a learning difficulty.                      None of the PADS and Mail team have a recognised health condition that would be recognised as a protected characteristic under the disability provisions of the Equality Act. None of the team require special workplace adjustments to their immediate working area.</p>																											
<p><b>Faith/religion or belief</b></p>	<p><b>Workforce</b></p> <table border="1" data-bbox="465 592 945 1098"> <thead> <tr> <th>Faith</th> <th>Count</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Buddhist</td> <td>4</td> <td>1%</td> </tr> <tr> <td>Christian</td> <td>104</td> <td>27%</td> </tr> <tr> <td>None</td> <td>91</td> <td>24%</td> </tr> <tr> <td>Other</td> <td>4</td> <td>1%</td> </tr> <tr> <td>Prefer not to say</td> <td>5</td> <td>1%</td> </tr> <tr> <td>Not known</td> <td>14</td> <td>4%</td> </tr> <tr> <td></td> <td>79</td> <td>6%</td> </tr> </tbody> </table> <p><b>Community</b>                      84,326 (32.9 per cent) of the Plymouth population stated they had no religion.                      Those with a Hindu, Buddhist, Jewish or Sikh religion combined totalled less than 1 per cent.                      Christianity: 148,917 people (58.1 per cent), decreased from 73.6 per cent since 2001.                      Cent), doubled from 0.4 per cent since 2001.                      Buddhism: 881 people (0.3 per cent), increased from</p>	Faith	Count	%	Buddhist	4	1%	Christian	104	27%	None	91	24%	Other	4	1%	Prefer not to say	5	1%	Not known	14	4%		79	6%	<p>Recording of workforce personal data around the characteristic is low.                       No adverse impacts on our workforce or the community are anticipated from the specific proposals in the report.</p>	<p>The low recording rate is reflected by wider corporate data. This being addressed through a separate workforce wide programme led by our HR department.</p>	<p>HR 2017 – 19.</p>
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	<p>0.2 per cent since 2001.                  Hinduism: 567 people (0.2 per cent) described their religion as Hindu, increased from 0.1 per cent since 2001.                  Judaism: 168 people (0.1 per cent), decreased from 181 people since 2001.                  Sikhism: 89 people (less than 0.1 per cent), increased from 56 people since 2001.                  0.5 per cent of the population had a current religion that was not Christianity, Islam, Buddhism, Hinduism, Judaism or Sikh, such as Paganism or Spiritualism.</p>												
<p><b>Gender - including marriage, pregnancy and maternity</b></p>	<p><b>Workforce</b></p> <table border="1" data-bbox="465 595 1037 715"> <thead> <tr> <th>Gender</th> <th>Count</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>266</td> <td>69%</td> </tr> <tr> <td>Male</td> <td>121</td> <td>31%</td> </tr> </tbody> </table> <p><b>Community</b>                  Overall 50.6 per cent of our population are women and 49.4 per cent are men: this reflects the national figure of 50.8 per cent women and 49.2 per cent men.                  There were 3280 births in 2011. Birthrate trends have been on the increase since 2001, but since 2010 the number of births has stabilised.                  4 members of the team are female and the remaining 2 are male. The transition is not anticipated to have a negative impact on either gender group.</p>	Gender	Count	%	Female	266	69%	Male	121	31%	<p>There is potential for an adverse impact arising from changed terms and conditions. Given the high proportion of female staff this is particularly the case around maternity and flexible working arrangements.</p> <p>No impacts on the community are anticipated from the specific proposals in the report.</p>	<p>Delt have indicated they will offer enhanced maternity arrangements, however this may be offset by a reduction in flexi time allowance and longer working week.</p> <p>TUPE will apply and this will mean that changes to staff terms and conditions will be subject to negotiation with Trade Unions.</p>	<p>TCC programme lead/HR 2017 – 19.</p>
Gender	Count	%											
Female	266	69%											
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<p><b>Gender reassignment</b></p>	<p>We do not collect workforce data on Gender Reassignment.</p> <p><b>Community</b>                  Recent surveys have put the prevalence of transgender people between 0.5 and 1% of population (some very recent reports have upped this to 2%).</p>	<p>PCC has specific HR policies in relation to transitioning staff.</p> <p>No adverse impacts on the community are anticipated from the</p>	<p>TUPE will apply and this will mean that changes to staff terms and conditions will be subject to negotiation with Trade Unions.</p>	<p>TCC programme lead/HR 2017 – 19.</p>									

	<p>Over the last 8 years the prevalence of transgendered people in the UK has been increasing at an average rate of 20%+ per annum in adults and 50% for children. In 2015 there was a 100% increase in referrals to the Gender Identity Development Service at the Tavistock &amp; Portman Institute.</p>	<p>specific proposals in the report.</p>																																						
<p><b>Race</b></p>	<p><b>Workforce</b></p> <table border="1" data-bbox="465 408 1133 1102"> <thead> <tr> <th>Race</th> <th>Count</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Any other Asian Background</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Any other Ethnic background</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Any other White background</td> <td>7</td> <td>2%</td> </tr> <tr> <td>Black British - African</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Black British - Caribbean</td> <td>2</td> <td>1%</td> </tr> <tr> <td>Chinese</td> <td>2</td> <td>1%</td> </tr> <tr> <td>Mixed White and Asian</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Not declared</td> <td>10</td> <td>3%</td> </tr> <tr> <td>White British</td> <td>338</td> <td>87%</td> </tr> <tr> <td>White Irish</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Blanks</td> <td>23</td> <td>6%</td> </tr> </tbody> </table> <p><b>Community</b>            92.9 per cent of Plymouth's population identify themselves as White British.            7.1 per cent identify themselves as Black and Minority Ethnic (BME) with White Other (2.7 per cent), Chinese (0.5 per cent) and Other Asian (0.5 per cent) the most common ethnic groups.            Our recorded BME population rose from 3 per cent in 2001 to 6.7 per cent in 2011, and therefore has more</p>	Race	Count	%	Any other Asian Background	1	0%	Any other Ethnic background	1	0%	Any other White background	7	2%	Black British - African	1	0%	Black British - Caribbean	2	1%	Chinese	2	1%	Mixed White and Asian	1	0%	Not declared	10	3%	White British	338	87%	White Irish	1	0%	Blanks	23	6%	<p>No adverse impacts on our workforce or the community are anticipated from the specific proposals in the report.</p> <p>Some BME communities may be attracted to a career with Delt who would not normally consider a public sector career and this may help to address the current under-representation of these communities in our workforce.</p>	<p>N/A</p>	
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	<p>than doubled since the 2001 census.</p> <p>Recent census data suggests we have at least 43 main languages spoken in the city, showing Polish, Chinese and Kurdish as the top three.</p>												
<b>Sexual orientation - including civil partnership</b>	<p><b>Workforce</b></p> <table border="1"> <thead> <tr> <th>Sexual Orientation</th> <th>Coun</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Heterosexual</td> <td>3</td> <td>1%</td> </tr> <tr> <td>Blanks</td> <td>384</td> <td>99%</td> </tr> </tbody> </table> <p><b>Community</b></p> <p>There is no precise local data on numbers of Lesbian, Gay and Bi-sexual (LGB) people in Plymouth, but nationally the government have estimated this to be between 5 - 7 per cent and Stonewall agree with this estimation given in 2005. This would mean that for Plymouth the figure is approximately 12,500 to 17,500 people aged over 16 in Plymouth are LGB. There are 464 people in a registered Same-Sex Civil Partnership.</p>	Sexual Orientation	Coun	%	Heterosexual	3	1%	Blanks	384	99%	<p>Recording of personal data around the characteristic is very low.</p> <p>No adverse impacts on our workforce or the community are anticipated from the specific proposals in the report.</p>	<p>We have only recently begun to capture this data.</p>	<p>HR 2017 – 19.</p>
Sexual Orientation	Coun	%											
Heterosexual	3	1%											
Blanks	384	99%											

### STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	Currently Plymouth City Council has set an Equality Objective to reduce the Gender Pay Gap that runs up until 2020. Delt is an accredited Living Wage employer. The Living Wage commitment will see everyone working at Delt, regardless of whether they are permanent employees or third-party contractors; receive a minimum hourly wage of £8.25. This will assist in ensuring Gender Pay parity in the workforce.	N/A
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist,</b>	Currently Plymouth City Council has an Equality Objective to increase hate crime reporting that runs up until 2020. We will seek to agree with Delt that they cooperate in practical ways to ensure we are assisted to meet our target.	TCC



<b>homophobic, transphobic and faith, religion and belief incidents by 2020.</b>		
<b>Good relations between different communities (community cohesion)</b>	Unemployment is recognised as a key driver of poor community cohesion. These proposals will retain jobs in the local community and may therefore be expected to make a positive contribution to Community Cohesion.	N/A
<b>Human rights</b> Please refer to <a href="#">guidance</a>	None in relation to first tranche of transfers.	N/A

**STAGE 4: PUBLICATION**

Responsible Officer

Date

Director, Assistant Director or Head of Service