

Surrey County Council Full Equality Impact Assessment

1. Context of the Service or Policy

Service assessed: HR & Payroll (Shared Services)

Assessor: Bukky McGlynn

Date: 10th March 2008

What are the aims of the service?

The Shared Service Centre (SSC) is Surrey County Council's integrated business support and transaction centre. The SSC provides a range of services to employees, managers, vendors and citizens across the full cycle of the following Business Processes:

- Accounts Payable
- Accounts Receivable
- Payroll
- Procurement Services
- Data Management Services
- HR Administration
- Training Administration
- Financial Management
- Recruitment Administration
- Continuous Improvement Services

The HR and Payroll section's aim is to provide a consistent, efficient and integrated recruitment, training, payroll and employee service to all Surrey County Council staff and managers. The nature of the service is mainly transactional with the relevant policies and procedures developed, reviewed and owned by Corporate HR.

**2. Who are the beneficiaries /users of this service?
(NB this should address needs of client groups and a review of barriers to policy or services)**

The HR and Payroll section provides services to:

- All SCC staff
- Jobseekers
- Surrey schools
- Commercial services

The key barriers to the service are:

- Outdated Information Management system
- Fragmented policies
- Heavy reliance on manual systems
- Poor Data Management

3. What is the existing situation in relation to minority and excluded groups in which this service/policy operates?

(NB this will require declaring what information is currently captured with respect to E&D Monitoring (all seven strands) of this service or policy. It is also important to show the relevance of capturing this data.)

There are approximately 200 staff in the Shared Services Centre. 87 work in the HR and Payroll team including the 8 staff that deal with HR and Payroll queries in the Information Bureau.

According to the recent E&D survey responses, the HR and Payroll team is split across the 7 strands as follows:

1. *Age*: 66% of staff are between 18 – 49 compared to 76% in the Shared Services and 63% across the Council.
2. *Belief/faith*: 38% stated that they were Christians (38% of Shared Services and 40% of Council staff also fall within the category). A large % (21%) claimed to have no religion/faith group compared to 22% in Shared Services and 15% across the Council.
3. *Gender*: 82% are female, compared to 71% in Shared Services Centre and 79% across the Council.
4. *Sexual Orientation*: 1% are Gay Men with a further 10% stating that they would rather not say. This is consistent with the rest of Shared Services and the Council.
5. *Race*: The majority (68%) are White British and the largest ethnic minority group (6%) is Indian which again is consistent with the rest of Shared Services Centre (64 & 6%) and Surrey residents.
6. *Disability*: only 6% consider themselves to be disabled compared to 4% in Shared Services and 1.26% across the Council.
7. *Trans Gender*: there are no transgender staff in the team or in Shared Services compared to 0.01% across the Council.

It worth mentioning that the response rate to these surveys are poor, therefore these results can not be considered conclusive. Further research and analysis is required to produce a more accurate picture.

4. Is there potential for this service to have a negative or differential impact on minority and excluded groups or on race relations and community cohesion?

Please complete the summary of negative impact identified by equality and diversity strand:

<p>Age Belief / Faith Gender Sexual Orientation Race Trans Gender/ Sexual</p>	<p>2a) The 2007 staff survey indicated that only 39% of employees felt that the recruitment process was fair and transparent. This could be because the current system is slow and fragmented.</p> <p>2b) Whilst the recruitment team within the Shared Services Centre administer the process, short listing and interviewing has been fully devolved to the managers. This could lead to non compliance with corporate E&D policy and inconsistency across the different services which could potentially have a negative impact on all of the equality groups.</p> <p>2c) If an applicant's religion or race can be devised from their name or schools attended, this could have a negative impact on the selection process.</p> <p>2d) Due to misalignment between the Government and the Council's retirement age policy, women do not pay National Insurance (NI) after 60 even though they can work until 65. This does discriminate against men who pay NI until their retirement age of 65.</p>
<p>Disability</p>	<p>2e) Payslips and pay related letters are not offered in an alternative format, which could negatively impact on blind or visually impaired staff.</p> <p>2f) Not all training venues are easily accessible for staff in wheelchairs and some of the smaller training venues do not have a central hearing loop system.</p> <p>2g) There is a over reliance on electronic booking which impacts staff who do not have access to a PC at work</p> <p>2h) Our advertising and application methods rely heavily on online and print media which could have a negative impact on blind and visually impaired applicants.</p> <p>2i) Individuals with a sensory disability (deaf and blind) applicants might find it difficult to get queries resolved via the Information Bureau.</p>

2. Is there potential for this service/policy to have a positive impact, such as tackling discrimination, promoting equality of opportunity and / or promoting good community relations, for minority and excluded groups?

Please complete the summary of positive impact identified by equality and diversity strand, NB this would include positive initiatives delivery by the service or through the policy for the equality strands listed below:

<p>Age Belief / Faith Gender Sexual Orientation Trans Gender/ Sexual</p>	<p>3a) In the last staff survey, 78% of Shared Services staff felt that the Council was an equal opportunities employer</p> <p>3b) All applications forms, regardless of age, race, belief/faith, gender and sexual orientation, are passed on to the relevant manager to consider.</p> <p>3c) There is a process for recording and investigating complaints regarding negative E&D behaviour on courses.</p>
<p>Disability</p>	<p>3d) The Council has been accredited with the 2 Tick Disability Symbol, which recognises the Council's commitment to good practice in employing people with disabilities.</p> <p>3e) Applicants and training delegates are asked if they have any special needs and where possible, necessary adjustments are made i.e large print handouts, interpreters, food allergies, loop hearing systems, room for prayers etc. Every effort is made to secure suitable training venues once notified of delegates special needs.</p> <p>3f) All staff have attended E&D Drama Workshop.</p> <p>3g) We work with the Council's Employability's Job Carving scheme which arranges placements for people with learning disabilities.</p>
<p>Race</p>	<p>3h) The Council's vacancies are also advertised in minority groups publications via the jobs go public network.</p>
<p>HR issues only:</p>	<p>3i) A new staff forum called E&D Network has been introduced to look at issues that affect staff in the work place for example, ensuring the right equipment and resources are in place for new starters with disabilities.</p>

4. Give details of involvement, consultation and or research undertaken for each relevant equality and diversity strand, upon which this policy/service has had an impact either internally or externally:

<p>Age Belief / Faith Disability Gender Sexual Orientation Race</p>	<p>The following groups and information was consulted during this process:</p> <ul style="list-style-type: none">• HR & Payroll Managers• Recruitment super user group• 2007 Staff survey• Recruitment Policy• Training Guidelines• Corporate HR and Organisational Development Senior Management Team
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**5. Given your answers to the previous questions, how will your service or policy be revised to mitigate, reduce or eliminate negative impacts and enhance positive impacts?
(NB this is in effect the Recommendations to improve this policy)**

<p>Age Belief / Faith Sexual Orientation Race Trans Gender/ Sexual Gender</p>	<p>5a) The Council's Transformation Programme (CTP) is in the process of upgrading our recruitment software (e-recruitment) which will speed up the process.</p> <p>5b) All managers are required to keep their short listing and interview notes for 12 months so that they can be reviewed if necessary. The new e- recruitment module will also help monitor the short listing and interview process.</p> <p>5c) All E & D monitoring information is separated from the application forms before they are passed on to managers.</p> <p>5d) The government state pension age for women will increase gradually from 60 to 65 years between 2010 and 2020 which will align National Insurance payments for women and men.</p>
<p>Disability</p>	<p>5e) Portable hearing loops can be issued to delegates on training courses on request. Venues can be changed to accommodate delegates who use wheelchairs. Disabled applicants who meet minimum requirement are guaranteed an interview and given unlimited time to complete on line testing.</p> <p>5f) The annual Training Catalogue is produced in hard copy and includes paper application forms to enable staff without email access to apply using post or fax. Delegates can request information via home email addresses or via the post. Training co-coordinators are also used to co-ordinate all of the commercial services training requirements.</p> <p>5g) All job related information published online is in word format so it can be enlarged by the applicant if necessary. Our website is designed with features that make it easier to use by everyone, including those with visual, auditory, physical, speech, cognitive, or neurological disabilities. Applicants are advised that they can access Surrey's Association for Visual Impairment (SAVI) and Surrey Interpreting Agency if they need assistance during the process.</p> <p>5h) The Information Bureau's HR and Payroll team have been fully trained on how the above mentioned services work.</p>

Actions required to implement the EIA recommendations:

Action Plan:	Target	Responsibility:	Date to be completed:
Collate and analyze training and applicant 2007/08 E&D information.	N/A	Bukky McGlynn Business Partner Shared Service Centre	September 2008
Review recruitment policy and include a process for auditing short listing and interview notes to ensure compliance with E&D policy.	N/A	Carmel Miller Head of HR and Organisational Development	December 2008
Review recruitment and selection training to ensure it covers the relevant E&D information in detail.	N/A	Carmel Miller Head of HR and Organisational Development	December 2008
Incorporate an alert system, which flags up employees with special requirements i.e wheelchair access, in SAP upgrade.	N/A	Carmel Millar Head of HR and Organisational Development	March 2009
Include a telephone number for staff and applicants to call should they require the information in alternative formats.	N/A	Daniel Savage Recruitment Manager	September 2008
Applicants will not be required to state date of birth and names of schools on CV's or application forms	N/A	Daniel Savage Recruitment Manager	September 2008

7. If no actions are to be taken with respect to the recommendations please give reasons below:



Action plan review date: July 2008 Name of person responsible for review: Bukky McGlynn

EIA Assessor: Bukky McGlynn, Business Partner, Shared Services Centre

Name Head of Service: Sergio Sgambellone Signed: _____

Date Completed: 28th March 2008

- 1. Signed hard copy and electronic version to be kept in your team for audit purposes**
- 2. Send an electronic copy to the SCC 'Web Operations Team' for publication on the SCC website**
- 3. Send Action Plan to DIG for review at its next meeting.**

Date sent to Web Operations Team: 4th April 2008