

Surrey County Council Equality Impact Assessment for Project SPUR

1. Context of the Service or Policy

Service or Policy being assessed _____ Project SPUR

Assessor: J Govett Date Executive 17th July 2007

What are the aims of the service or policy? If this assessment is part of a project it is important to focus on the service or policy the project aims to review/improve

PRIMARY

- To absorb funding pressures through enhanced productivity over the next 3 to 5 years.
 - Funding pressures resulting from demographic changes and reduction in Government grant that maintain or improve front line service delivery.
- Improved staff morale from optimised operational processes that are supportive to the user.

SECONDARY

- Enhanced service planning through the use of consistent and timely data.
- Embedding process and data ownership in the organisation, giving the ability to drive continuous improvement programmes.
- Focused & Improved resources
 - Stream line the end-to-end process and improve front line service productivity and efficiency.
- Scalability and integration
 - Ability to integrate with other partners and to grow over time with minimal cost.
- Cash/FTE
 - The Council needs to understand where inefficiency exists in the organisation and aim to eliminate these to drive productivity enhancement.

Who are the beneficiaries /users of this service or policy?

SPUR is the overall systems strategy to re-engineer 'end to end' business processes to deliver cashable and productivity benefits for the Council over the next few years particularly given the rise in adult demographic cost pressures and the potential reduction in Government grant as a result of Comprehensive Spending (CSR) 2007.

To specifically (but not limited to) the transition from SWIFT/ABACUS to SAP modules, primarily for the Families directorate and then to upgrade and improve all the Finance, HR and Procurement processes across the Council. Therefore it will impact on most staff in the organization but to varying degrees and SPUR as a project is not intended to

change the service outcome for the front line user but more how the staff processes help in that delivery.

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

The group that may be affected are those have had little experience in computers but this project SPUR will support those who need training with appropriate measures.

There may be certain groups with impairments where we will have to provide extra training and equipment

It is unlikely to effect citizens but if it did it would have no more effect on their usage than now given we intend to provide both phone and web solutions as now. AS each new solution arises from this project we will conduct new EIA's ~ (since we wont know till we have finished the technical and process blueprinting)

Please continue and attach a separate sheet if necessary

2. Given what you already know, what is the potential for this service/policy to have a negative or differential impact on minority, disadvantaged, vulnerable and excluded groups or on race relations and community cohesion?

There may be certain groups with disabilities where we will have to provide extra training and equipment.

Impact could be high on disabled citizens. This impact needs to be minimised during the blue printing phase.

Please continue and attach a separate sheet if necessary

3. Given what you already know, what is the 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, disadvantaged and excluded groups?

The HR SAP module and the new recruitment procedures will provide more E&D statistics that will make it more measurable and supply more information to managers about their E&D issues and gaps that will only serve to improve E&D issues.

Any 24X7 access that comes from the project will only service to improve access, primarily for citizens. This may help carers who have to work unsocial hours where remote working is launched.

Please continue and attach a separate sheet if necessary

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

What is the research telling you in relation to age, belief/faith, disability, race gender/transgender, sexual orientation and other equality issues?

I visited SCC Tandridge Adults unit who operated SWIFT and visited all regional offices during 2006 and 2007 and the feedback was that the processes were not efficient and impaired morale. Nor did our current systems allow for the platform for a better architecture for future use of citizen and staff usage.

Please continue and attach a separate sheet if necessary

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 for the relevant equality groups?

There may be certain groups with disabilities where we will have to provide extra training and equipment.

Impact could be high on disabled citizens. This impact needs to be minimised during the blue printing phase.

Please continue and attach a separate sheet if necessary

6. Actions needed to implement the EIA recommendations:

Action Plan

Issue	Action	Expected outcome	Who	Deadline for action
Training	£1m in the training budget for SPUR	Computer and processes training	All identified staff after the blueprint is finished	Sept 2008
Capacity for backfill for the project that will give the capacity to consider the impact and the processes needed	£2.4m backfill to be agreed in the 2008/9 budget	In budget	CCMT/.Exec	March 2008
Specialist Equipment	IMT	Staff specialist equipment	Relevant staff identified in blueprint	Nov 2008 to March 2009
Citizen self service technology impact	IMT	Self service accessible to disabled users	Citizen	Nov 2008 to March 2009

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

Action plan review date: _____ March 2008 and Oct 2008 _____

Name of person responsible for review: _____ J Govett _____

Name of person who carried out assessment:
J Govett

Name Head of Service: _____ Signed: _____

Date Completed: _____

1. Signed off electronic version to be kept in your team for monitoring and 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:
