

EQUALITY AND DIVERSITY IMPACT ASSESSMENTS
 On grounds of age, disability, gender, race, religion, sexual orientation

ICT SERVICES – EQUALITY ASSESSMENT AND ACTION PLAN

YOUR FUNCTION OR POLICY AREA: ICT SERVICES
BUSINESS UNIT: ICT SERVICES

DATE: 30 OCTOBER 2008

| Part One | GENERAL |
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| 1 | <p>Please provide a brief description of the main function and/or policy(ies) including its aims and objectives</p> <p>The IT Services Division is a central support service providing Information & Communication Technology services to all Business units and Members of the Council. IT support is also offered to a number of external organisations on a contracted basis. IT Training is provided on an ad-hoc basis to a number of District Councils in the Devon Locality. The IT Service support Centre and main Computer suite are based within the Town Hall, however technical support.(PC support, Network support) is provided on site at the many remote locations of the Council. All the Council’s remote Offices are connected into the main computer facilities of the Council.</p> <p>The Division is responsible for the production of Corporate IT Strategies, IT Security Policies and IT Training materials which are used and accessed by the majority of staff within the Council. The IT Division also has a number of technical practices and procedures which are solely used within the Division.</p> |
| 2 | <p>Please list the main stakeholders/beneficiaries in terms of the recipients of the function or the target group at whom the policy is aimed</p> <p>Internal Customers</p> <ul style="list-style-type: none"> • All Business units of the Council • All schools within Torbay (ad-hoc support) • Torbay Industrial Services (ad-hoc support) • Sure start • Members • Coroners |

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| | <p>External Customers</p> <ul style="list-style-type: none"> • Other Public Authorities (I.T. Training only – income generator) • The Public (Provision of an information channel (ie Internet - Web site & E-mail) • Joint Working Agencies (ie Youth Justice) • Voluntary Sector • TCT – Torbay Care Trust |
| 3 | If the function is provided by another partner, organisation, contractor or agency on behalf of the Authority, please give the names of these organisations/agencies (see question 19) |
| | Not applicable |
| 4 | Do you have any research data, about traditionally excluded groups? Does this research highlight any disparities or adverse impact? |
| | <p>During 2008, 5 members of staff within IT Services have been supplied with ergonomic mouse mats/wrist rests by request. 2 specialist chairs have been purchased to meet the needs of staff with back problems, and another users chair has been adapted, and set-up specific to the users needs.</p> <p>Within the IT Training provision, needs of approximately 4 delegates with hearing problems, 3 delegates with mobility issues, and approximately 4 delegates with sight problems have been successfully met. In particular, a Councillor with poor eye sight has received specific training on specialist software available to assist in computer use.</p> |
| 5 | Have you compared your policy/function with similar local authorities, if so with what results? |
| | No – SOCITM benchmarking data not available. |
| 6 | Does this policy area have high medium or low potential impact on traditionally excluded groups.? |
| | <u>LOW</u> |

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Our service will support equality and diversity ensuring inclusion, fairness and equality of access. The key actions for our Business Unit in relation to equality and diversity are as follows: -

For Race, Gender, Sexual orientation, Religion/belief, Age we will:

- ensure that any new IT related policies & procedures comply with our policy.

For Disability we will:

- Identify and procure specialist Hardware/software and equipment to assist disabled staff using IT equipment.
- Ensure IT Training rooms are fully equipped to support disabled staff.
- Arrange to visit staff at their workplace to deliver IT Training when appropriate.
- Establish a guidance document to assist staff with a disability in getting the best use of their IT equipment. (Available on the IT Services intranet pages)

Other

There are filter controls in place via Websense, which block access by staff to websites hosting material of a potential discriminatory/racist/homophobic nature.

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| | IF THE POLICY OR FUNCTION HAS A HIGH OR MEDIUM POTENTIAL IMPACT ON RACIAL MINORITIES OR OTHER TRADITIONALLY EXCLUDED GROUPS PLEASE CONTINUE WITH Part 2 of the assessment |
| Part Two | CONSULTATION |
| 7 | Please list any consultation activity with internal or external customers carried out over the last year or two: e.g. satisfaction surveys, focus groups, Citizens Panel exercises etc and how the results are publicised? |
| | |
| 8 | Please list any alternative arrangements you have made or are planning for consulting with hard-to-reach groups within the community |
| | |
| 9 | Please state how you consult with members of your staff about your function/policy |
| | |
| 10 | Please list any changes to your function or policy that you have made, or you plan to make as a result of consultation with different groups (Include future ones in your improvement plan summary attached) |
| | |
| | DISCRIMINATION |
| 11 | Please list any evidence you have of the function or policy having an adverse impact on different groups or relations between groups – this can be internal or external |
| | |
| 12 | Have you received any complaints about your function/policy in respect of equality issues? If so, please give a brief description |
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| SERVICE DELIVERY | |
|-------------------------|--|
| 13 | Please list any alternative ways designed to improve access to or use of your service by different groups, (and include this in your improvement plan summary attached) |
| | |
| 14 | Please list any alternative ways designed to improve access to information about your service by different groups (and include this in your improvement plan summary attached) |
| | |
| MONITORING | |
| 15 | Please describe how you carry out monitoring of take up of your function/policy by equality group? |
| | |
| 16 | How are the results of any monitoring analysed, reported and publicised? |
| | |
| 17 | Does an analysis of your customer base against baseline population figures for the borough show that you are reaching all groups within your remit? If not, which groups are adversely affected? -- |
| | |
| 18 | Please list any changes to your function or policy that you have made or plan to make as a result of monitoring |
| | |
| MISCELLANEOUS | |
| 19 | If your function is provided by a private sector or voluntary sector organisation on a contract basis, (see q 3) please list any arrangements have you made or plan to make to ensure that these comply with equality |
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| 20 | Does your function or policy result in any financial support being given to community groups within the voluntary and community sector. If yes, please list organisations and amounts, including the equality monitoring on nature of the groups |
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IMPROVEMENT PLAN List any recommendations for action as a result of this impact assessment. **INCLUDE IN BUSINESS PLANS**

| ISSUE | ACTION REQUIRED | LEAD | TIMESCALE | COSTS | COMMENTS |
|---|--|-----------------------|---|--|---|
| POLICY ALLIGNMENT | ensure that any new IT related policies & procedures comply with our policy | Katy Mattinson | On-going | No cost | Lead needs support from ICT Business unit managers |
| SPECIALIST IT EQUIPMENT | Identify and procure specialist Hardware/software and equipment to assist disabled staff using IT equipment. | Katy Mattinson | On-going | Costs established as new equipment is identified. | Lead needs support from ICT Business unit managers |
| IT TRAINING ROOMS ADEQUATELY EQUIPED | Ensure IT Training rooms are fully equipped to support disabled staff | Katy Mattinson | Complete but will continue to review | No cost | Lead needs support from IT Trainers. |
| IT GUIDE FOR STAFF WITH DISABILITIES | Establish a guidance document to assist Council staff with a disability in getting the best use of their IT equipment. | Katy Mattinson | By Jan/09 | No costs | Lead needs support from ICT Business unit managers |
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