

Argyll and Bute Council: Equality and Socio-Economic Impact Assessment

Section 1: About the proposal

Title of Proposal

ICT Production Team – Service Desk

Intended outcome of proposal

Creation of new service desk function within the Council which will see removal of 3 non-technical service desk operators and reallocation of work to ICT engineers. The aim is to improve first time response fix times for ICT related incidents and introduce more efficient self-service options for service desk customers, overall contributing to ongoing improvement of satisfaction with the ICT service desk function.
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Description of proposal

The service desk is currently staffed by 3 FTE non-technical staff and a number of technical staff supplement the 3 FTE and cover 1st line support duties. The non-technical staff on the service desk have 3 main functions:

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| <ul style="list-style-type: none">• Firstly they attempt to resolve simple 1st line matters such as password resets, account locks, and supply information to customers in response to information requests.• Secondly, they log and record all calls (Incidents, change requests and requests for information) into the service desk management system and assign these to the appropriate teams for 1st line support.• Thirdly, they carry out the administrative tasks outlined earlier. This is an important piece of work for the ICT service and must be maintained to ensure performance levels do not fall below current standards. |
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Second line support is covered by 2 or 3 desktop staff, 1 comms, 1 server and 1 applications support officer. All 5 or 6 second line staff are technical engineers. The proposal is to remove the non-technical posts and replace with an additional two engineering posts and allow the engineering staff to manage all initial service desk calls. Engineers are expected to assign appropriately but they would not cover the administrative tasks currently provided by the non-technical staff. Such tasks will transfer to the IT Admin team. This revised model would replicate service desk models used at most other Councils and is expected to increase the service quality by increasing the percentage of calls resolved at the first point of contact. Few other authorities operate with non-technical staff on the service desk and have a similar or greater number of technical staff managing 1st Line support compared to the Argyll and Bute operational model. The administrative element of the service desk work could be passed to the ICT admin team (3 at Helensburgh and 1 at Kilmory). At the same time ICT Management would develop the service to include more self-service, particularly in the area of password resets which count for a high volume of calls. In summary, we would expect to lose 3 FTE generic service desk staff and replace with 2 FTE IT engineers at similar overall cost.

There will be no impacts on service users. The impact will be on 3 female gender staff, 2 located at Kilmroy, Lochgilphead and 1 located at Kintyre House, Campbeltown. None are disabled.
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Business Outcome(s) / Corporate Outcome(s) to which the proposal contributes

Corporate Plan and Business Outcomes 2019 – 2022
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Getting it Right

B0113 – Our infrastructure is safe and fit for future

Lead officer details:

Name of lead officer	Gerry Wilson
Job title	ICT & Digital Manager
Department	Customer & Support Services (ICT)

Appropriate officer details:

Name of appropriate officer	Judy Orr
Job title	Head of Customer & Support Services
Department	Customer Services

Sign off of EqSEIA

Date of sign off

Who will deliver the proposal?ICT Management Team
ICT Production Team**Section 2: Evidence used in the course of carrying out EqSEIA****Consultation / engagement**

Discussions with Print Room team affected as follows:

- October 11th 2018 at team meeting, ICT Production manager advised staff that discussions were taking place around future of ICT Service Desk, the system in use and overall future. This would be addressed under reconstructing the budget proposals but likelihood impact on future service desk operation.
- October 25th 2018 IT Production manager held meeting with 3 service desk staff at Kilmory and informed outline of proposals to change the operational makeup of service desk staff in line with reconstructing the budget proposals work and this would ultimately result in proposals for the 3 staff being made redundant. Staff were advised they would have opportunity to raise any questions/discuss options at any time with manager but were pointed to HR guidance on HUB.
- W/C 29th October 2018 – Discussed individually with each member of staff, responding to questions raised about timescale for redundancy, notice period, redeployment options, any limitations on posts they could apply for if redeployment was considered (Education / NHS jobs) and where jobs were advertised. In responding, ICT Production Manager met face to face (individually) with 2 Kilmory based staff and met via telephone conversation with 1 Kintyre House based staff to answer questions and offer routes for support/further information.
- Subsequent to W/C October 29th, 1 Kilmory staff has enquired about possibility of voluntary redundancy. Other 2 members of staff have not indicated any other intent or had any further discussions.
- In response to voluntary enquiry, 1 Kilmory staff member has met with HR for advice on 29th November. IT production manager yet to follow up with staff member on outcome of discussions and if there is ongoing interest. Meeting yet to take place due to Production Manager being on leave and subsequently member of staff now on sick leave. Expect meeting to take place w/c 10th December.
- 7th December - No clear indication from any staff yet as to what their intentions are – whether to apply for voluntary, take redundancy or apply for redeployment. 1 member of staff has been on annual leave this week and one on sick leave.

Data

Other information
https://www.gov.scot/publications/fairer-scotland-duty-interim-guidance-public-bodies/pages/2/

Gaps in evidence
None

Section 3: Impact of proposal

Impact on service users:

	Negative	No impact	Positive	Don't know
Protected characteristics:				
Age		*		
Disability		*		
Ethnicity		*		
Gender		*		
Gender reassignment		*		
Marriage and Civil Partnership		*		
Pregnancy and Maternity		*		

	Negative	No impact	Positive	Don't know
Religion		*		
Sexual Orientation		*		
Fairer Scotland Duty:				
Mainland rural population		*		
Island populations		*		
Low income		*		
Low wealth		*		
Material deprivation		*		
Area deprivation		*		
Socio-economic background		*		
Communities of place?		*		
Communities of interest?		*		

Impact on service deliverers (including employees, volunteers etc):

	Negative	No impact	Positive	Don't know
Protected characteristics:				
Age		*		
Disability		*		
Ethnicity		*		
Gender	*			
Gender reassignment		*		
Marriage and Civil Partnership		*		
Pregnancy and Maternity		*		
Religion		*		
Sexual Orientation		*		
Fairer Scotland Duty:				
Mainland rural population		*		
Island populations		*		
Low income		*		
Low wealth		*		
Material deprivation		*		
Area deprivation		*		
Socio-economic background		*		
Communities of place?	*			
Communities of interest?		*		

If any 'don't know's have been identified, at what point will impacts on these groups become identifiable?

N/A

How has 'due regard' been given to any negative impacts that have been identified?

Yes. Although the impact is on predominantly female staff across 2 locations, it is expected that redeployment opportunities will be possible as there are a significant number of Council job opportunities that arise within the mid Argyll and Kintyre areas.

Section 4: Interdependencies

Is this proposal likely to have any knock-on effects for any other activities carried out by or on behalf of the council?

No

Details of knock-on effects identified

N/A

Section 5: Monitoring and review

How will you monitor and evaluate the equality impacts of your proposal?

These will be monitored following the recruitment of new engineering posts and development of operational changes to ICT Service Desk.
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