

## Title – Reduction in Admin

### Intended Outcome

RIS currently has a budget of £366,000 for admin costs. This proposal would reduce the admin resource by 1 x Grade 8 post, 1 FTE, releasing a saving of £43,687

### Description

There are 2 x Grade 8 posts within the Roads and Amenity establishment. One post has responsibility for the administration for the East, covering Helensburgh/Lomond and Bute and Cowal. The other covers the West, Mid Argyll, Kintyre and Islay, Lorn and Mull. The resources in the East team equates to 4.8 FTE and the West team 4.5 FTE.

Due to the volume of administrative work both officers are involved in the day-to-day administration as well as carrying out their Line Manager duties. A reduction in this service will mean one Grade 8 overseeing all administration for the whole Council area, response times will increase because volume of tasks will not decrease, unmanageable workloads, reduced service quality, potential errors, lower staff morale and increased stress/burnout. Front line staff will have reduced back-office support.

With a number of areas having only one administrative person, the loss of an LGE 8 post who would provide the resilience for the burial service and the engagement with funeral directors and families. This reduction will reduce the resilience for families seeking ancestry information. There will also be reduced resilience for permit requests, etc. causing possible delays with enquiries.

### How does your proposal align with strategy?

This proposal is linked to the current budget savings requirement ensuring the Council's shortfall in budget is achieved.

### Lead and Appropriate Officers

Lead Officer	Job Title	Service
Andy Summers	Head of Service	RIS

<b>Appropriate Officer</b> Tom Murphy	<b>Job Title</b> Operations Manager	<b>Department</b> RIS
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### **Who will deliver the proposal**

Tom Murphy

<b>Signed Off By</b>	<b>Date</b>
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## Evidence

### **Data – what data have you used to inform the IIA?**

No direct data, this is a requirement to meet the proposed savings.

### **Other information – This may include reference to reports by other people/organisations relevant to the impacts you identify.**

None

### **Consultation – What consultation/engagement have you carried out to inform the IIA?**

Discussions have taken place with the potentially affected employees to date on two occasions.

### **Gaps in Evidence – Are there any gaps in evidence?**

There has been no consultation with Community Councils, the public or partners.

## Knock on Effects

### **Knock-n effect – will your proposal have knock-on effects?**

Yes

#### **Knock on Effects Details**

A reduction in this service will mean one Grade 8 overseeing all administration for the whole Council area, response times will increase because volume of tasks will not decrease, unmanageable workloads, reduced service quality, potential errors, lower staff morale and increased stress/burnout. Front line staff will have reduced back-office support.

## Monitoring

**How will you monitor the impacts of your proposal as it progresses?**

Qualitative impact will be measured through the regular team meetings, both with front line staff and admin staff. Also, from customer complaints due to customer dissatisfaction.

Employee impacts will be evaluated through team meetings and the attendance process.

## Fairer Scotland Duty

### Impact on service users

Mainland Rural Population	Island Population	Low Income	Low Wealth	Material Deprivation
Negative	Negative	Negative	Negative	Negative
Area Deprivation	Socio-Economic Background	Communities of Place	Communities of Interest	
Negative	Negative	Negative	No impact	

### Impacts on service users details

Service users could see a longer response time due to fewer staff carrying out more duties.

### Don't knows identified

### Impact on service deliverers

Mainland Rural Population	Island Population	Low Income	Low Wealth	Material Deprivation
Negative	Negative	Negative	Negative	No impact
Area Deprivation	Socio-Economic Background	Communities of Place	Communities of Interest	
Negative	No impact	Negative	No impact	

### Impacts on service deliverers details

The reduction in staffing will reduce resilience and the capability to deal with any peaks in customer demand due to operational requests and emergencies. This in turn will increase customer dissatisfaction, thus decreasing staff morale and possibly escalating staff absences.

**Due regard**

**No Impact Justification** (To be completed if the screening has shown you do not have to complete this impact assessment)

## Consumer Duty

**Does your proposal affect individuals, businesses or both?**

Both

**On the basis of your assessment, what are the likely impacts of your proposal?**

<b>Choice</b>	<b>Fairness</b>	<b>Redress</b>	<b>Safety</b>
No impact	No impact	No impact	No impact
<b>Information</b>	<b>Access</b>	<b>Representation</b>	
Negative	No impact	No impact	

**Describe the positive impacts you have identified**

**Describe the negative impacts you have identified**

The reduction in this service may have an informational impact on customers, as their enquiry may not be dealt with as timeously as before due to fewer staff yet the same demand.

**What alternatives have you considered which can improve outcomes for customers and/or reduce harm?**

Improve automated responses through current systems and also re-aligning responsibilities in the re-shaping of the service through the restructure.

**How have you reduced harm to consumers through the development of your proposal?**

**If you have not been able to reduce harm to your consumers, why not?**

**No Impact Justification** (To be completed if the screening has shown you do not have to complete this impact assessment)

Classification: OFFICIAL

## Children's Rights and Wellbeing

### Direct and indirect impacts on children and young people

**Are there any aspects to your proposal which directly impact on children?**

No

**Are there any aspects to your proposal which indirectly impact on children?**

No

**Describe which groups of children and young people are affected by your proposal.**

**How are these groups you have identified affected by your proposal.**

### Children's rights

<b>Article 2: (non-discrimination)</b> No impact	<b>Article 3: (best interest of the child)</b> No impact
<b>Article 6: (life, survival and development)</b> No impact	<b>Article 12: (respect for the views of the child)</b> No impact

**Have you identified any other articles as being relevant to your proposal?**

No / Yes (The system defaults to 'no' if you don't answer this question. List of articles is available in the guidance.)

**What articles are relevant to your proposal?** (This, along with the following five questions, appears if you answer 'yes' to having identified other articles as being relevant.)

**If you have identified any positive impacts, describe what these are?**

**If you have identified any negative impacts, describe what these are?**

**What options have you considered to reduce negative impacts?**

**If you cannot implement measures to mitigate impact why not?**

**If you have identified relevant articles for which you don't know what the likely impact will be, how will you monitor impact as your proposal progresses?**

### **Children's wellbeing**

**For each wellbeing indicator, review whether your proposal will result in an improvement to children's wellbeing or not. (More information about the indicators is given in the guidance.)**

<b>Safe</b> No impact	<b>Healthy</b> No impact	<b>Achieving</b> No impact	<b>Nurtured</b> No impact
<b>Active</b> No impact	<b>Respected</b> No impact	<b>Responsible</b> No impact	<b>Included</b> No impact

**For the indicators where you believe your proposal will result in reduced children's wellbeing, explain what these reductions will be.**

**For the indicators where you believe your proposal will result in improved children's wellbeing, explain what these improvements will be.**

**If you have identified any indicators as being relevant to your proposal, but you do not know what the impacts will be, explain how you will monitor impact as your proposal progresses.**

**No Impact Justification** (To be completed if the screening has shown you do not have to complete this impact assessment)

## Island Communities

### How many islands does your proposal affect?

Some

### Which islands are affected by your proposal?

Islay or Bute, depending on the LGE 8 member of staff affected

### Does your proposal impact on island communities...?

Demography	Economy	Society
No impact	No impact	No impact

Describe any positive impacts you have identified.

Describe any negative impacts you have identified.

If you do not know what the impacts will be, you should reflect this in your monitoring arrangements for the proposal.

Describe how your proposal affects the islands communities you have identified differently from other communities including other islands communities and mainland areas.

How will you ensure your proposal delivers equivalent levels of service to the islands communities you have identified compared to other areas, including mainland areas? (In your answer you should include descriptions of:

- alternatives you have considered to improve or mitigate the impacts identified,
- how you have reduced negative impacts on islands communities, and
- how your mitigations will vary between communities, if relevant).

**If you have not been able to mitigate impacts, why not?**

**No Impact Justification** (To be completed if the screening has shown you do not have to complete this impact assessment)

## Equality impact

### Equality impact on service users

Disability	Race	Marriage and civil partnership	Religion or belief	Sex
No impact	No impact	No impact	No impact	No impact
Pregnancy and maternity	Age	Sexual orientation	Gender reassignment	
No impact	No impact	No impact	No impact	

**Impact identified**

**Don't knows identified**

### Equality impact on service deliverers

Disability	Race	Marriage and civil partnership	Religion or belief	Sex
No impact	No impact	No impact	No impact	No impact
Pregnancy and maternity	Age	Sexual orientation	Gender reassignment	
No impact	No impact	No impact	No impact	

**Impact on service deliverers**

**Don't knows identified**

**Due regard**

**No Impact Justification** (To be completed if the screening has shown you do not have to complete this impact assessment)