**Birmingham City Council - Equality Impact Assessment Budgdet Savings Proposal 2020+**

**Title of proposed EIA**

Corporate Contact Centre Consolidation (EQUA347)

Amended Service

|  |  |
| --- | --- |
|  | Amended Service |
|  | Amended Service |

**EIA is in support of**

Digital and Customer Services

**Directorate**

**Service Area**

[Nick Smith](https://birminghamcitycouncil.sharepoint.com/sites/EqualityAssessmentToolkit/_layouts/15/listform.aspx?PageType=4&ListId=%7bbee94d96-dc70-4fc5-be07-01e470c199f9%7d&ID=259)

**Responsible Officer**

**Purpose of proposal**

|  |  |
| --- | --- |
|  | Consolidation of existing call handling functions currently spread across the Council into the Customer Services. This will help improve the quality and efficiency of the services. |

**What sources of information/data have been used to produce the screening of this policy/proposal?**

|  |  |
| --- | --- |
|  | Relevant reports/strategies |

**PLEASE ASSESS THE POTENTIAL IMPACT OF YOUR PROPOSAL ON THE FOLLOWING PROTECTED CHARACTERISTICS**

**Age**

Employees

​It is to be anticipated that affected employees will span all age categories. All employees potentially in scope will be consulted and their views sought.

**Disability**

Employees

Both Lancaster Circus and Woodcock Street are Disability and Discrimination Act compliant (wheelchair accessible and with disabled toilet facilities). Both sites have staff with disabilities already working in them. Accommodation can be made for any staff with specific desk, seat or IT requirements. Personal Emergency Evacuation Plans are drawn up for all staff should they require one.  
  
Both sites are well-served by public transport as they are within easy walking distance of city centre bus, train and tram stops. Parking is available, on a first come first served basis, for blue badge holders.

**Sex**

Employees

|  |  |
| --- | --- |
|  | ​No impact foreseen. |

**Gender Reassignment**

Employees

|  |  |
| --- | --- |
|  | ​No impact foreseen |

**Marriage and Civil Partnership**

Employees

|  |  |
| --- | --- |
|  | ​No impact foreseen |

**Pregnancy and Maternity**

Employees

|  |  |
| --- | --- |
|  | It is possible that there will be pregnant employees or those on maternity leave within the group of employees potentially in scope.   All employees potentially in scope will be engaged with during consultation, as stated in the appropriate policies and procedures. |

**Race**

Employees

|  |  |
| --- | --- |
|  | ​No impact foreseen |

**Religion or Beliefs**

Employees

|  |  |
| --- | --- |
|  | ​No impact foreseen |

**Sexual Orientation**

Employees

|  |  |
| --- | --- |
|  | ​No impact foreseen |

**Please indicate any actions arising from completing this intial screening exercise**

None

**Please indicate whether a full impact assessment is recommended**

We will monitor any adverse impact on staff as the programme develops.

**If a full assessment is required please complete sections below:**

**What information/data has been collected to facilitate the assessment of this policy/proposal?**

​

**Any consultation analysis**

**Is there any adverse impact/s on any people with protected characteristics?**

**If yes, please explain your reasons for going ahead with your proposal?**

**Could the policy/proposal be modified to reduce or eliminate any adverse impact on any particular protected equality group(s)?**

Not Applcable

**How will the effect(s) of this policy/proposal on equality be monitored?**

​

**What data is required in the future to ensure effective monitoring of this policy/proposal?**

**Consulted people or groups**

We will keep staff informed of any changes.

**Informed people or groups**

|  |  |
| --- | --- |
| Not Applicable |  |

**Summary and evidence of findings from EIA**

|  |  |
| --- | --- |
| Contact Centre industry standard resource analysis has been carried out to identify the efficiency savings that could be made should these services transfer into the corporate contact centre. The savings would be made by consolidation and ensuring our customer service advisors time is better utilised by adopting workforce management principals, such as call forecasting, set shifts, scheduled breaks/lunches. Effectively adopting contact centre management principles which drive efficiencies within the operation, without compromising the delivery of a quality service.  Applying these techniques will therefore deliver savings from within the teams transferring in. In addition, the consolidation of these staff within the Contact Centre will deliver savings within the overall Contact Centre operation. This is due to the fact that each of the operations have synergies in functions such as Resource Planning, a combined function would deliver efficiencies across both funding mechanisms.  The consolidation will be managed in accordance with BBC’s policies and procedures for restructuring and will be consulted on and agreed with Trade Unions. The process itself is unlikely to affect the promotion of equality either internally or externally |  |
|  |  |
|  |  |

**DATE: 11/10/2019**

