

Equality Analysis (EIA) Form

A) Description

Name of service, function, policy (or other) being assessed

HR – Hr business partnering, payroll and recruitment.

Directorate or organisation responsible (and service, if it is a policy)

HR&OD, Hoople Ltd

Date of assessment

18.06.19

Names and job titles of people carrying out the assessment

Tracey Sampson, Head of HR and OD, Hoople Ltd

Accountable person

Tracey Sampson, Head of HR and OD, Hoople Ltd

What are the aims or main purpose of the service, function or policy? What does it provide and how does it provide it?

The service provides HR, payroll and recruitment services to Herefordshire council. Its primary function is the completion of all transactional processes for payroll, recruitment and DBS including the updating of HR information, which cannot (currently) be done electronically by managers.

The service also provides:

- expert advice
- recruitment agency services
- schools statutory services
- casework and case management
- consultancy
- data management and reporting.

Location or any other relevant information

Hr business partnering and payroll are delivered from Plough Lane

Recruitment is delivered from the recruitment agency office at Blueschool House.

List any key policies or procedures to be reviewed as part of this assessment.

None

Who is intended to benefit from the service, function or policy?

Herefordshire council benefits from the hr, payroll and recruitment service

Who are the stakeholders? What is their interest?

The key stakeholders are:

Herefordshire council managers – receives a service
Herefordshire council staff – receives a service
Potential candidates for vacancies in Herefordshire council – receives a service
School leaders and staff – receives a service

Trade unions – their members receive a service

Hoople staff – employed by the service provider

Hoople Board – responsible for the company

EMT and SMT – responsible for service delivery

B) Partnerships and Procurement

If you contract out services or work in partnership with other organisations, Herefordshire Council remains responsible for ensuring that the quality of provision/delivery meets the requirements of the Equality Act 2010, ie.

- Eliminates unlawful discrimination, harassment and victimisation
- Advances equality of opportunity between different groups
- Fosters good relations between different groups

What information do you give to the partner/contractor in order to ensure that they meet the requirements of the Act? What information do you monitor from the partner/contractor in order to ensure that they meet the requirements of the Act?

It is a requirement of the Hoople Services Contract that Hoople does not discriminate directly or indirectly or by way of victimisation or harassment against any person contrary to the Equality Act 2010. Where possible in Providing the Services, the Provider co-operates with and assists the council to satisfy his duty under the Equality Act 2010 to eliminate unlawful discrimination and to promote equality of opportunity between persons of different racial groups and between disabled people and other people. Also, where any employee or Subcontractor employed by Hoople is required to carry out any activity on council premises or alongside council employees in any council premises, Hoople must ensure that each such employee or Subcontractor complies with the council's employment policies and codes of practice relating to discrimination and equal opportunities.

Equality and diversity data is available in any format agreed between the provider and Herefordshire Council.

Are there any concerns at this stage that indicate the possibility of inequalities/negative impacts? For example: complaints, comments, research, and outcomes of a scrutiny review. Please describe:

None

C) Information

What information (monitoring or consultation data) have you got and what is it telling you?

Hoople has a current equality and diversity policy. Staff have regular mandatory training in equality and diversity and completion rates are or are expected to be 97%-100%. This indicates that E&D is given an appropriate profile in the organisation.

D) Assessment/Analysis

Describe your key findings (eg. negative, positive or neutral impacts - actual or potential). Also your assessment of risk.

Strand/community	Impact
None	

E) Consultation

Did you carry out any consultation? Yes No

Who was consulted?

No consultation has been carried out because no changes are being proposed.

Describe other research, studies or information used to assist with the assessment and your key findings.

None – see above

Do you use diversity monitoring categories? Yes **No**

(if No you should use this as an action as we are required by law to monitor diversity categories)

If yes, which categories?

- Age
- Disability
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Race

- x Religion & Belief
- x Sex
- x Sexual Orientation

What do you do with the diversity monitoring data you gather? Is this information published? And if so, where?

Diversity data for the company as a whole is captured.

F) Conclusions

	Action/objective/target OR Justification	Resources required	Timescale	I/R/S/J
a)	None			
b)				
c)				
d)				

(I) *Taking immediate effect.*

(R) *Recommended to Council/Directors through a Committee or other Report*.*

(S) *Added to the Service Plan.*

(J) *To be brought to the attention of the Equality Manager.*

*Summarise your findings in the report. Make the full assessment available for further information.

NB: Make sure your final document is suitable for publishing in the public domain.

Equality Analysis (EIA) Form

A) Description

Name of service, function, policy (or other) being assessed

Finance

Directorate or organisation responsible (and service, if it is a policy)

Hoople

Date of assessment

19th June 2019

Names and job titles of people carrying out the assessment

Audrey Clements, Head of Management Accounts,
Theresa Shaw, Senior Team Leader

Accountable person

Audrey Clements

What are the aims or main purpose of the service, function or policy? What does it provide and how does it provide it?

To provide finance support and complete financial transactions for the Council.

Location or any other relevant information

Plough Lane

List any key policies or procedures to be reviewed as part of this assessment.

Accounts Payable, management accounts process, social care payments.

Who is intended to benefit from the service, function or policy?

Budget managers and service users in the council, suppliers to the council.

Who are the stakeholders? What is their interest?

Herefordshire Council

B) Partnerships and Procurement

If you contract out services or work in partnership with other organisations, Herefordshire Council remains responsible for ensuring that the quality of provision/delivery meets the requirements of the Equality Act 2010, ie.

- Eliminates unlawful discrimination, harassment and victimisation
- Advances equality of opportunity between different groups

- Fosters good relations between different groups

What information do you give to the partner/contractor in order to ensure that they meet the requirements of the Act? What information do you monitor from the partner/contractor in order to ensure that they meet the requirements of the Act?

It is a requirement of the Hoople Services Contract that Hoople does not discriminate directly or indirectly or by way of victimisation or harassment against any person contrary to the Equality Act 2010. Where possible in Providing the Services, the Provider co-operates with and assists the council to satisfy his duty under the Equality Act 2010 to eliminate unlawful discrimination and to promote equality of opportunity between persons of different racial groups and between disabled people and other people. Also, where any employee or Subcontractor employed by Hoople is required to carry out any activity on council premises or alongside council employees in any council premises, Hoople must ensure that each such employee or Subcontractor complies with the council's employment policies and codes of practice relating to discrimination and equal opportunities.

Are there any concerns at this stage that indicate the possibility of inequalities/negative impacts? For example: complaints, comments, research, and outcomes of a scrutiny review. Please describe:

no

C) Information

What information (monitoring or consultation data) have you got and what is it telling you?

KPI monitoring tells us there are no issues

D) Assessment/Analysis

Describe your key findings (eg. negative, positive or neutral impacts - actual or potential). Also your assessment of risk.

Strand/community	Impact

E) Consultation

Did you carry out any consultation?

Yes No

Who was consulted?

Herefordshire Council direct the services required.

Describe other research, studies or information used to assist with the assessment and your key findings.

n/a

Do you use diversity monitoring categories? Yes No

(if No you should use this as an action as we are required by law to monitor diversity categories)

If yes, which categories?

- Age
- Disability
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Race
- Religion & Belief
- Sex
- Sexual Orientation

What do you do with the diversity monitoring data you gather? Is this information published? And if so, where?

F) Conclusions

	Action/objective/target OR justification	Resources required	Timescale	I/R/S/J
e)				
f)				
g)				
h)				

(I) Taking immediate effect.

(R) Recommended to Council/Directors through a Committee or other Report*.

(S) Added to the Service Plan.

(J) To be brought to the attention of the Equality Manager.

*Summarise your findings in the report. Make the full assessment available for further information.

NB: Make sure your final document is suitable for publishing in the public domain.

Equality Analysis (EIA) Form

A) Description

Name of service, function, policy (or other) being assessed

Revenues and benefits

Directorate or organisation responsible (and service, if it is a policy)

Hoople Ltd

Date of assessment

19.06.19

Names and job titles of people carrying out the assessment

Josie Rushgrove, head of corporate finance

Accountable person

Nick Mather, chief operating officer

What are the aims or main purpose of the service, function or policy? What does it provide and how does it provide it?

The statutory services of council tax, business rates, housing benefit and debtors.

Location or any other relevant information

Sites at Plough Lane

List any key policies or procedures to be reviewed as part of this assessment.

All key policies and procedures followed by Hoople Ltd are stipulated by legislation, the Council or the Department for Work and Pensions

Who is intended to benefit from the service, function or policy?

The Council and public benefit by the raising of accurate charges and awards of reliefs and housing benefit where applicable.

Who are the stakeholders? What is their interest?

Council – they need the council tax and business rates function to operate effectively
DWP – they need the housing benefit service to award appropriately
Grant Thornton – audit the services provided
Council service managers – rely on the appropriate collection of sundry debtors
The public – expect an efficient, professional and courteous service
VAO – effective submission of relevant property data

B) Partnerships and Procurement

If you contract out services or work in partnership with other organisations, Herefordshire Council remains responsible for ensuring that the quality of provision/

delivery meets the requirements of the Equality Act 2010, ie.

- Eliminates unlawful discrimination, harassment and victimisation
- Advances equality of opportunity between different groups
- Fosters good relations between different groups

What information do you give to the partner/contractor in order to ensure that they meet the requirements of the Act? What information do you monitor from the partner/contractor in order to ensure that they meet the requirements of the Act?

It is a requirement of the Hoople Services Contract that Hoople does not discriminate directly or indirectly or by way of victimisation or harassment against any person contrary to the Equality Act 2010. Where possible in Providing the Services, the Provider co-operates with and assists the council to satisfy his duty under the Equality Act 2010 to eliminate unlawful discrimination and to promote equality of opportunity between persons of different racial groups and between disabled people and other people. Also, where any employee or Subcontractor employed by Hoople is required to carry out any activity on council premises or alongside council employees in any council premises, Hoople must ensure that each such employee or Subcontractor complies with the council's employment policies and codes of practice relating to discrimination and equal opportunities.

Are there any concerns at this stage that indicate the possibility of inequalities/negative impacts? For example: complaints, comments, research, and outcomes of a scrutiny review. Please describe:

C) Information

What information (monitoring or consultation data) have you got and what is it telling you?

The revenues and benefits service maintains confidential personal data however it is not used for monitoring or consultation purposes.

D) Assessment/Analysis

Describe your key findings (eg. negative, positive or neutral impacts - actual or potential). Also your assessment of risk.

Strand/community	Impact
All members of the community	<p>The potential impact of policy decisions may have a detrimental impact on members of the community that may include those with the nine 'protected characteristics'.</p> <p>A full equality impact assessment is completed by the Council when establishing policies that Hoople Ltd implement.</p> <p>In respect of financial hardship the Council, via Hoople Ltd, continues to provide assistance in meeting payments due and maintains a hardship fund for consideration in exceptional circumstances.</p>

E) Consultation

Did you carry out any consultation?

Yes No

Who was consulted?

Where discretion is permitted the Council constructs discretionary policies (for example the council tax reduction scheme) and part of this decision process includes public consultation. Hoople Ltd follow Council policies therefore do not conduct another consultation process.

Describe other research, studies or information used to assist with the assessment and your key findings.

Do you use diversity monitoring categories? Yes No

(if No you should use this as an action as we are required by law to monitor diversity categories)

If yes, which categories?

- Age
- Disability
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Race
- Religion & Belief
- Sex
- Sexual Orientation

What do you do with the diversity monitoring data you gather? Is this information published? And if so, where?

F) Conclusions

	Action/objective/target OR justification	Resources required	Timescale	I/R/S/J
i)	Hoople Ltd revenues and benefits service works closely with its stakeholders whom complete EIA of the policies and services Hoople implements	N/a	N/a	N/a

- (I)** Taking immediate effect.
- (R)** Recommended to Council/Directors through a Committee or other Report*.
- (S)** Added to the Service Plan.
- (J)** To be brought to the attention of the Equality Manager.

*Summarise your findings in the report. Make the full assessment available for further information.

NB: Make sure your final document is suitable for publishing in the public domain.

Equality Analysis (EIA) Form

A) Description

Name of service, function, policy (or other) being assessed

IT

Directorate or organisation responsible (and service, if it is a policy)

Hoople

Date of assessment

18/06/2019

Names and job titles of people carrying out the assessment

Mark Pearson: Head of Systems Delivery

Accountable person

Mark Pearson: Head of Systems Delivery

What are the aims or main purpose of the service, function or policy? What does it provide and how does it provide it?

The IT service is driven by the Digital Strategy adopted by the Herefordshire Council. The Digital Strategy defines the objectives and key work streams that Hoople are required to support and deliver as part of this SLA.

Location or any other relevant information

Plough Lane and other outlying sites.

List any key policies or procedures to be reviewed as part of this assessment.

The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services. The IT service is a key support function which enables the council to deliver its services and IT services and systems are designed to support delivery of services in line with council policies.

Who is intended to benefit from the service, function or policy?

The IT service is provided to Herefordshire Council employees to support the provision of services and obligations to the community.

Who are the stakeholders? What is their interest?

All staff and members of Herefordshire Council.

B) Partnerships and Procurement

If you contract out services or work in partnership with other organisations, Herefordshire Council remains responsible for ensuring that the quality of provision/delivery meets the requirements of the Equality Act 2010, ie.

- Eliminates unlawful discrimination, harassment and victimisation
- Advances equality of opportunity between different groups
- Fosters good relations between different groups

What information do you give to the partner/contractor in order to ensure that they meet the requirements of the Act? What information do you monitor from the partner/contractor in order to ensure that they meet the requirements of the Act?

It is a requirement of the Hoople Services Contract that Hoople does not discriminate directly or indirectly or by way of victimisation or harassment against any person contrary to the Equality Act 2010. Where possible in Providing the Services, the Provider co-operates with and assists the council to satisfy his duty under the Equality Act 2010 to eliminate unlawful discrimination and to promote equality of opportunity between persons of different racial groups and between disabled people and other people. Also, where any employee or Subcontractor employed by Hoople is required to carry out any activity on council premises or alongside council employees in any council premises, Hoople must ensure that each such employee or Subcontractor complies with the council's employment policies and codes of practice relating to discrimination and equal opportunities.

None

Are there any concerns at this stage that indicate the possibility of inequalities/negative impacts? For example: complaints, comments, research, and outcomes of a scrutiny review. Please describe:

IT Services and systems are delivered in such a way that the requirements of individuals can be met and reasonable adjustments can be made as necessary when those adjustments have been identified.

C) Information

What information (monitoring or consultation data) have you got and what is it telling you?

None

D) Assessment/Analysis

Describe your key findings (eg. negative, positive or neutral impacts - actual or potential). Also your assessment of risk.

Strand/community	Impact
Not applicable	

E) Consultation

Did you carry out any consultation?

Yes No

Who was consulted?

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Describe other research, studies or information used to assist with the assessment and your key findings.

None

Do you use diversity monitoring categories? Yes No

(if No you should use this as an action as we are required by law to monitor diversity categories)

If yes, which categories?

- Age
- Disability
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Race
- Religion & Belief
- Sex
- Sexual Orientation

What do you do with the diversity monitoring data you gather? Is this information published? And if so, where?

None

F) Conclusions

	Action/objective/target OR justification	Resources required	Timescale	I/R/S/J
j)	Not applicable.			
k)				
l)				
m)				

(I) Taking immediate effect.

(R) *Recommended to Council/Directors through a Committee or other Report*.*

(S) *Added to the Service Plan.*

(J) *To be brought to the attention of the Equality Manager.*

*Summarise your findings in the report. Make the full assessment available for further information.

NB: Make sure your final document is suitable for publishing in the public domain.

Equality Analysis (EIA) Form

A) Description

Name of service, function, policy (or other) being assessed

Training and Education Hoople Ltd

Directorate or organisation responsible (and service, if it is a policy)

Hoople Ltd

Date of assessment

20/06/19

Names and job titles of people carrying out the assessment

Roger Clarke Training and Education Service Manager

Accountable person

Roger Clarke

What are the aims or main purpose of the service, function or policy? What does it provide and how does it provide it?

1. Management and maintenance of Learning Management System
2. Development days on LMS for E learning including content and generation of material
3. To oversee the placement of Social Work Students in Adults and Children's Services
4. To manage and support the Digital apprenticeship system on behalf of Herefordshire Council
5. To supply staff to work in the Home first service including DBS checks, induction and training, employment insurances, mileage claims.

Location or any other relevant information

Work to support these aims are carried out by staff located at Churchill House and Plough Lane

List any key policies or procedures to be reviewed as part of this assessment.

None

Who is intended to benefit from the service, function or policy?

Herefordshire Council **employees and citizens of Herefordshire**

Who are the stakeholders? What is their interest?

Herefordshire Council and Hoople Ltd

B) Partnerships and Procurement

If you contract out services or work in partnership with other organisations, Herefordshire Council remains responsible for ensuring that the quality of provision/delivery meets the requirements of the Equality Act 2010, ie.

- Eliminates unlawful discrimination, harassment and victimisation
- Advances equality of opportunity between different groups
- Fosters good relations between different groups

What information do you give to the partner/contractor in order to ensure that they meet the requirements of the Act? What information do you monitor from the partner/contractor in order to ensure that they meet the requirements of the Act?

It is a requirement of the Hoople Services Contract that Hoople does not discriminate directly or indirectly or by way of victimisation or harassment against any person contrary to the Equality Act 2010. Where possible in Providing the Services, the Provider co-operates with and assists the council to satisfy his duty under the Equality Act 2010 to eliminate unlawful discrimination and to promote equality of opportunity between persons of different racial groups and between disabled people and other people. Also, where any employee or Subcontractor employed by Hoople is required to carry out any activity on council premises or alongside council employees in any council premises, Hoople must ensure that each such employee or Subcontractor complies with the council's employment policies and codes of practice relating to discrimination and equal opportunities.

None contracted out

Are there any concerns at this stage that indicate the possibility of inequalities/negative impacts? For example: complaints, comments, research, and outcomes of a scrutiny review. Please describe:

N/A

C) Information

What information (monitoring or consultation data) do you have and what is it telling you?

Each month KPI are completed as part of the SLA, which includes any underperformance. To date we have achieved the require KPI outcomes

D) Assessment/Analysis

Describe your key findings (eg. negative, positive or neutral impacts - actual or potential). Also your assessment of risk.

Strand/community	Impact
Home First Employees	Looking at the recruitment of staff and how we can increase the numbers making application to fill vacancies

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E) Consultation

Did you carry out any consultation? Yes x No

Who was consulted? Justine Bennett

For item 5 Home First work with Service Manager

Describe other research, studies or information used to assist with the assessment and your key findings.

Looking at the shortage of staff working in the care sector. Its an area which is identified as a nation problem linked to working in a rural environment with low wages

Do you use diversity monitoring categories? Yes x No

(if No you should use this as an action as we are required by law to monitor diversity categories)

If yes, which categories?

- x Age
- x Disability
- x Gender Reassignment
- x Marriage & Civil Partnership
- x Pregnancy & Maternity
- x Race
- x Religion & Belief
- x Sex
- x Sexual Orientation

What do you do with the diversity monitoring data you gather? Is this information published? And if so, where?

The information is used to understand why certain groups are not applying for care roles. This would be reported in our Equality Impact assessment

F) Conclusions

	Action/objective/target OR justification	Resources required	Timescale	I/R/S/J
n)	To encourage more people to come into social care sector	Better induction, offer training at start of role which required budget, development of training plan, and identify which courses need to be delivered to enable people who have no experience in the care sector to gain skills enabling them to do the role	Already being developed and budget identified.	I

o)			
p)			
q)			

(I) *Taking immediate effect.*

(R) *Recommended to Council/Directors through a Committee or other Report*.*

(S) *Added to the Service Plan.*

(J) *To be brought to the attention of the Equality Manager.*

*Summarise your findings in the report. Make the full assessment available for further information.

NB: Make sure your final document is suitable for publishing in the public domain.