

DUNDEE CITY COUNCIL

Equality and Diversity Rapid Impact Assessment

Part 1

Date 28th June 2010	Title Contract Services Department Service Plan 2010-12
Is this a new document? <input checked="" type="checkbox"/>	Is this an existing document under review? <input type="checkbox"/>
Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.	Single Outcome Agreement for Dundee 09-12 The Council Plan 2010-12 Single Equality Scheme 2009-12
What is the description of the policy, procedure or strategy?	The Contract Services Department Service Plan 2010-2012 has been developed taking account of the strategic challenges facing the department along with the priorities set out in the Council Plan 2010-2012.
What is the intended outcome of this policy, procedure or strategy?	The Plan establishes the following key objectives and identifies strategies for ensuring these are realised: A Working City Increase the employability of people in construction and grounds maintenance • Quality of Life and Social Inclusion Reduce any inequality experienced by Contract Services customers • Healthier, Safer Communities Reduce the impact of the Department's operations on the environment • Getting it Right for Every Child Increase employees awareness of child protection issues • Job Satisfaction Improve efficiency through increasing job satisfaction Customer Satisfaction Improve customer satisfaction across all the department's operations • Corporate Improvement Optimise the rate of return to the General Fund Reduce fleet costs Reduce grounds maintenance costs Maximise turnover from Non-Housing Maintenance Works
Which individuals are responsible for undertaking Equality and Diversity Impact Assessment?	Ken Laing, Director John Martin, Support Services Manager Mark Ross, Procurement & Perf. Manager Bruce Patrick, Asst. Procurement & Perf. Manager

Part 2

Which groups of the population will be positively or negatively affected by this policy, procedure or strategy?

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities including Gypsies and Travellers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender including transgender people	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or Belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People with a disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, Gay and Bisexual	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Socio-economic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part 3

Equality and Diversity Rapid Impact Assessment

<p>a) Have any positive impacts been identified?</p> <p><i>We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another.</i></p>	<p>If yes please give further details</p> <p>This Plan recognises that Dundee Contract Services employees regularly interact with citizens in their homes or in their neighbourhoods. It recognises that the way that employees deal with citizens must be the same for all. The Plan includes a commitment to improve employees awareness of equalities issues, to increase employees awareness of child protection issues and to improve customer care through effective training. Taken together, these measures will ensure a positive impact on all citizens' experience of the service provided by Dundee Contract Services</p>
<p>b) Have any negative impacts been identified?</p>	<p>If yes please give further details</p> <p>No</p>
<p>c) What action is proposed to overcome any negative impacts?</p>	<p>Please give details</p> <p>N/A</p>
<p>d) Consultation or involvement which has informed this assessment.</p>	<p>Please give details</p> <p>Annual Consumer Survey 2009</p> <p>Employee Survey 2007</p>
<p>e) Is there a need to collect further evidence?</p>	<p>If yes please give further details including how you gather further evidence.</p> <p>There is no evidence of discrimination or bias in the service offered by Dundee Contract Services. It has been recognised that the views of citizens from minority ethnic communities may be under-represented in the Annual Consumer Survey which will be addressed. Equality Action Groups are now in place and have established lines of communication with representatives of all equalities communities.</p>
<p>f) How will the policy be monitored ?</p>	<p>Please give details</p> <p>The following performance indicators will be used to measure the success of the Plan:</p> <ul style="list-style-type: none"> % Employees aware of equalities issues Number of days spent on training in equalities issues % Employees aware of child protection issues Number of days spent on training in child protection issues Number of days spent on training in customer care issues Number of complaints received relating to the behaviour or attitude of employees

Part 4

Department

Dundee Contract Services

Type of Document

Human Resource Policy	<input type="checkbox"/>
General Policy	<input type="checkbox"/>
Strategy/Service	<input checked="" type="checkbox"/>
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input type="checkbox"/>
Other	<input type="checkbox"/>

Contact Information

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Signature of author of the policy, procedure or strategy: Ken Laing

Head of Department and Service area: Ken Laing

Date of next review: 2012