

Equality Impact Assessment

Name of project/proposal

T19 CES Operating Model Redesign

Contact name

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Department

Corporate Services

Date to be published on Hantsweb

14 Sep 2017

Purpose for project/proposal

Service area / policy -

The Customer Engagement Service (CES) has a target to reduce its budget by £740,000 by April 2019 in order to support the County Council's need to make a further £140 million savings in response to national austerity measures, as well as demographic and infraltionary pressures. It is proposed that the CES savings target will be achieved in part through revising the way the CES delivers its services in order to reduce overall overheads.

The CES comprises the following teams: Hantsweb (the County Council's web service); Hantsdirect (the County Council's call centre); Insight & Engagement (including public consultation and engagement, policy, performance and strategic partnerships); Marketing and Advertising; and Corporate Communications. These teams sit alongside the Leader's and Chief Executive's offices. 91% of the CES net annual expenditure is attributable to salary costs. Together the teams provide a range of core support functions to internal County Council departments, including Councillors.

Change description -

The majority of savings will be made by restructuring the CES and reducing the overall number of staff, whilst further increasing opportunities to generate income to offset costs, and continuing to maximise the use of technology. This proposal does not include restructuring Hanstdirect.

Consultation

Has engagement or consultation been carried out? Planned

No specific consultation has been carried out on this proposal - however, the County Council carried out a public consultation exercise over the Summer 2017 called *Serving Hampshire - Balancing the Budget*. This sought views on a range of high-level options for finding further budget savings, including increasing Council Tax, using reserves and making changes to the way in which services are delivered, which may mean reducing or withdrawing certain services. The outcome of this consultation will be presented to Cabinet in autumn 2017.

Once decisions are made on the high level options for balancing the County Council's budget, further consultation will be carried out with stakeholders on any proposed service-specific changes, where required.

Staff within the CES will be formally engaged and consulted on the proposed team restructure. The CES will also engage the County Council's departments on any planned changes to its services.

Statutory considerations

Impact

Age	Low
Disability	None
Sexual orientation	None

Race	None
Religion and belief	None
Gender reassignment	None
Sex	Low
Marriage and civil partnership	None
Pregnancy and maternity	None

Other policy considerations

Poverty	None
Rurality	None
Other factors	None

If other please describe

Geographical impact Non-specific
Have you identified any medium or high Yes No
impact?*

The Customer Engagement Service (CES) will reduce its budget by £740,000 by April 2019 through revising the way the CES delivers its services, including by restructuring teams to reduce the overall number of staff, further increasing opportunities to generate income to offset costs, and continuing to maximise the use of technology.

The greatest impact will be on staff within the CES. It may be more difficult to provide a robust business case for agreeing voluntary redundancy with staff members who have worked for the County Council for a longer period, and therefore may be older - due to the costs of redundancy outweighing the business benefit. Women may also be impacted more than men simply by virtue of the fact that there are more women working in the CES than men.

Final decision date

Final decision date due	22 Sep 2017
Decision to be made by	Executive Member