

Canon and Apex (ICT Services) Project – Due regard to equality and diversity

Background

The Canon and Apex (ICT Services) project forms part of the councils Changing the Workplace Programme. Changing the Workplace is one of four priority programmes identified within the Business Transformation portfolio: the programme focuses on optimising flexibility and agility within the Authority's resource base. The programme will deliver innovative work solutions across the organisation, enabling colleagues to work efficiently and effectively in the pursuit of positive outcomes for the people of Leeds.

The **Vision** for Changing the Workplace is:

'To create an agile organisation, optimising our resources by providing effective work solutions so we can enable our staff to deliver excellent outcomes for the people of Leeds.'

The three **themes** of Changing The Workplace are:

- **Flexible working**
Flexibility in where and when people work, so that we can efficiently meet changing customer needs
- **Mobile working**
Using mobile technology to give ourselves better access to the information we need to serve our customers and carry out our business
- **Property Management**
Getting the best value from the council's buildings by optimising flexibility and use of our workplaces, rationalising poor performing property and investing in improvements to the work environment in those workplaces that will properly support us.

In July 2010 a comprehensive Equality Impact Assessment (EIA) on Changing the Workplace was undertaken in order to identify the impact that introducing new flexible working will have on customers, employees and the organisation in terms of equality, diversity and cohesion.

Introduction

This document demonstrates that due regard to equality and diversity has been embedded within the planning and delivery of the Canon and Apex (ICT Services) project. A summary of the equality related information is provided. Set out in the plan are the key issues identified together with a series of supporting actions.

Fact Finding

The Canon and Apex (ICT Services) project involves leading circa 300 ICT staff through the change to new flexible ways of working. In addition, the lease of one of the buildings currently occupied by the service (Canon House) will be terminated and this will mean that just under half of the staff will have to relocate to new premises. This move will also result in the service having to operate from split sites as the new building, Evolution House, is located approximately 15 minutes walking distance from Canon House. Whereas both of the buildings the service currently occupy (Canon House and Apex House) are immediately adjacent to one another.

A high level analysis of the workforce profile has taken place in order for the assessment to take account of the change from different perspectives.

Consultation and communication with staff and managers has and is taking place by holding a series of workshops and briefing sessions specifically aimed at staff and managers. In addition, workshops have been held with the Business Support team as they will have to provide support across both sites and at specified hours. Questionnaires have taken place to determine any specific requirements or issues that may affect/impact upon staff by changing to new ways of working. This enables managers to be aware of individual circumstances in order to provide appropriate support for their staff together with any necessary equipment. Other questionnaires provide staff with an opportunity to express their feelings and opinions towards the change. A discussion forum dedicated to the project has been placed on Sharepoint. Drop in sessions and one to one meetings with the project's Business Engagement and Change Manager have also been made available to all staff .

The Changing the Workplace impact assessment and subsequent progress against this has been used to inform the impact assessment for this project.

Equality, diversity, cohesion and integration action plan				
Aim	Action	Timescale	Measure	Lead person
1. That Evolution House is accessible and complies with DDA legislation	Access survey Evolution House	Completed	Meets DDA Requirements	Les Reed
	Construct new disabled toilet to ground floor, demolish existing office ground floor and construct new kitchen and new breakout area	April 2011 Completed		Les Reed
2. That Apex House is accessible and complies with DDA	Access Survey Apex House	Completed	Meets DDA Requirements	Les Reed
	Find solution to step down into kitchen/breakout area and main entrance	Completed		
	Build new disabled toilet ground floor Apex House	Completed		
3. Ensure staff with special requirements are consulted about their requirements. Consult with those staff that will require a fixed workstation with regard to location/position of their workstation	Gather information on requirements by survey and Work Style Questionnaire	Staff moving to Evolution House Completed Apex House April 2011 Completed	All requirements are identified and appropriate provision/action taken	Jo Miklo/Karen Purdy/Nick Garrett
	Managers to meet with staff and discuss requirements	March 2011 (Staff moving to Evolution House) Completed		Jo Miklo/Phil Baptiste

Equality, diversity, cohesion and integration action plan				
Aim	Action	Timescale	Measure	Lead person
		April/May (staff remaining at Apex House) 2011 Completed		
	Ensure staff with special requirements are consulted on floor plans and requirements	As above Completed	Consultation takes place within timescales and decisions/outcomes recorded	Les Reed/Jo Miklo/Phil Baptiste
	Ensure correct assessments are undertaken by Health & Safety professional	As above and as appropriate Completed	Assessments completed and recorded	Phil Batiste

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4. Additional equipment purchased via the Access to Work scheme is obtained with as little delay as possible	Identify those staff eligible for support and consult and order equipment as soon as possible	March/April 2011 All additional equipment required has been identified. Completed, however still awaiting two height adjustable desks (September 2011)	The process is monitored and timescales recorded. Equipment is delivered prior to implementing new ways of working wherever possible. Any lessons learned to improve the process are captured and acted upon in future projects	Jo Miklo/Phil Baptiste Joanne Gomersall
5. That administrative staff that have to provide pre determined hours of cover and support to both sites are empowered to determine the best way of maintaining service delivery but also benefiting from new ways of working wherever possible	Complete a series of facilitated workshops with administrative staff	February/March 2011 Completed	Achieve a consensus of opinion and a positive outcome Agreed solution for working arrangements that is recorded and monitored once implemented	Steve Bedford/Jacqueline Robertson Steve Bedford

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6. Ensure that staff unable to work more flexibly because of their job/equipment requirements are dealt with sensitively	Ensure that expectations are managed	February to April 2011	Monitor any complaints and/or feedback received	Bev Fisher/ Jo Miklo/Nick Garrett
	Clear messages regarding the possible limitations of software/equipment and the need to maintain service delivery are delivered during communication and engagement	Completed		
	Explore any possibilities and work with staff to develop opportunities to introduce as much flexibility as possible now and going forwards	March 2011 Review every six months during 2011/12 Ongoing		
7. Address staff concerns regarding personal safety when travelling to and from Evolution House	Consult with Human Resources and Health & Safety over history of any incidents past history of the site and communicate this information to staff	Completed		
	Assess security measures in place on site such as perimeter security and internal security measures and communicate findings	Completed NB further work being undertaken by		

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	<p>to staff</p> <p>Identify bus routes and distance from bus stops and train station in terms of average walking distance from Evolution House. Identify care parks within close proximity and availability of disabled parking. Post the information on Sharepoint/inform staff in workshops etc.</p> <p>Undertake risk assessment of the site and take any appropriate action to lesson any known risks</p>	<p>service with West Yorkshire Police, LCC Health and Safety</p> <p>Completed</p> <p>April 2011</p> <p>Completed</p>	<p>Record findings of risk assessment identify all actions and implement actions</p>	<p>Jo Miklo/Phil Baptiste</p>
<p>8. Support staff to find solutions to use new ways of working in order to reduce the impact of working across split sites</p>	<p>Deal with questions and issues promptly and refer to lessons learned from the pilots where similar situations arose</p>	<p>Ongoing</p>		<p>Nick Garrett/Jo Miklo/Karen Purdy</p>

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as much as possible and particularly for staff with reduced mobility	Ensure access and egress plans, facilities at both sites are suitable for staff with reduced mobility and appropriate measures are in place. Take account of individual wishes and circumstances when booking meetings and before asking staff to travel between sites.	Completed	As actions 2 and 3 above.	Les Reed
		Completed	Staff protocols to be drafted and embedded	Bev Fisher/Jo Miklo
	Ensure technology is used as effectively and training/development and support is provided where necessary	Identify and record any issues	Nick Garrett	
		Identify training/development requirements	Nick Garrett	
		Record the details of training provided and obtain feedback and capture lessons learned in terms of quality and how/whether met individual needs	Nick Garrett/ Joanne Gomersall	
	Perception Surveys September 2011 completed			
	Survey Apex staff due October 2011			

Equality, diversity, cohesion and integration action plan				
Aim	Action	Timescale	Measure	Lead person

Governance, ownership and approval		
State here who has approved the actions and outcomes from the equality, diversity, cohesion and integration impact assessment		
Name	Job Title	Date
Jane Watson	Programme Director	20.02.2011
Bev Fisher	Head of Service Delivery (ICT Services)	20.02.2011