

Section 4 Integrated Impact Assessment

Summary Report Template

Each of the numbered sections below must be completed

Interim report	*	Final report	
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(Tick as appropriate)

1. Title of plan, policy or strategy being assessed

Cleaning Service Redesign – Asset Management Strategy

2. What will change as a result of this proposal?

The equality impact assessment looks to consider the implications of making efficiencies and realignment of services through a standardisation of services adhering to British Institute of Cleaning Science standards delivered to schools, offices and other operational sites. This is to include:

- Review of JD's, to include adjustments to roles and responsibilities for cleaners and Supervisors;
- Changes to place of work;
- Shift Patterns and hours of work;
- Reduction in overtime use of agency cleaners.
- Creation of a Service Level Agreement

3. Briefly describe public involvement in this proposal to date and planned

The Senior Manager for Facilities Management has met and continues to meet with Trade Unions on a weekly basis. Further engagement has taken place with C&F and they have been informed that changes will take place but not what the changes will be. As this is an internal review, no public involvement has taken place as this is not a requirement.

4. Date of IIA

January 2019

5. Who was present at the IIA? Identify facilitator, Lead Officer, report writer and any partnership representative present and main stakeholder (e.g. NHS, Council)

Name	Job Title	Date of IIA training	Email
Mark Stenhouse	Senior Manager – Facilities Management	23/01/2019	mark.stenhouse@edinburgh.gov.uk
Andrew Field	Senior Manager – Property & Facilities Management		andrew.field@edinburgh.gov.uk
Colin Smith	Facilities Operations Manager		colin.smith2@edinburgh.gov.uk
Gohar Khan	Performance & Audit Officer – Property & Facilities Management		gohar.khan@edinburgh.gov.uk
Ema Laughton	HR Consultant (Consultancy)		ema.laughton@edinburgh.gov.uk
Stewart Connell (Facilitator & Report Writer)	Senior Change & Delivery Officer (Strategy & Communications)		stewart.connell@edinburgh.gov.uk

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6. Evidence available at the time of the IIA

Evidence	Available?	Comments: what does the evidence tell you?
Data on populations in need	Yes	631 Cleaning Staff across all 4 localities
Data on service uptake/access	Yes	Building Type Cleaned: Nurseries, Primary Schools, Secondary Schools, EYC's, Community Centres, Museums and Offices
Data on equality outcomes	No	
Research/literature evidence	No	
Public/patient/client experience information	Yes	Customer Satisfaction surveys have historically been sent out to rate the standard of cleaning. Cleaner feedback book left for comments in most buildings
Evidence of inclusive engagement of service users and involvement findings	Yes	Weekly Trade Union engagement meetings set up and in progress. Supervisor Engagement Workshop completed on 19/12/2018 and a follow up meeting planned for Jan/Feb 2019 Cleaner Engagement Workshop on 28 th /29 th and 30 th Jan 2019
Evidence of unmet need	No	

Evidence	Available?	Comments: what does the evidence tell you?
Good practice guidelines	Yes	BICS (British Institute of Cleaning Science) used to benchmark cleaning standard.
Environmental data	No	
Risk from cumulative impacts	No	
Other (please specify)	No	
Additional evidence required	No	

7. In summary, what impacts were identified and which groups will they affect?

Equality, Health and Wellbeing and Human Rights	Affected populations
<p>Positive</p> <p>The Impact Assessment considers overall that there are many positive impacts for all employees involved within the review. The approach taken by the CEC has been consistent, with the relevant policies fairly applied. The process has involved detailed consultation with the TU's, employees and key stakeholders. In order to achieve the aims and objectives of the review, a number of factors were considered. This included such aspects as current staff location and the number of hours available at each site. Ultimately, because the hours are to be reduced at some sites due to BICS standard productivity being applied, there could be a requirement for some employees to move to other locations / buildings in order to maintain their working hours. Every effort is being made to minimise the number of moves through the redistribution of hours where possible. It is anticipated that the majority of employees will either maintain the same number of hours or will receive one of their preferred options or will opt to reduce their hours for personal reasons, regardless of being offered alternative</p>	<p>Staff – Full-time, Part-time, Shift workers, staff with protected characteristics and staff vulnerable to falling into Poverty</p>

<p>hours to maintain their existing number of hours.</p> <p>As a result of the cleaning review, opportunities will be created to provide often marginalised and excluded groups, for example, parents seeking part time hours around childcare, increased opportunities for employment.</p> <p>Increased number of supervisory roles will provide a positive, encouraging work environment for all staff leading to higher levels of productivity, reduced sickness absence and reduced staff turnover.</p> <p>Negative</p> <p>Reducing the number of staff may impact on service delivery and could, therefore, negatively impact on the rights of customers and the public. This could be mitigated by prioritising work and assessing the impact on rights and equalities while agreeing the priorities. The potential impacts are held to be proportionate given the importance of the Council meeting its budget reduction targets. However, if the reduction results in a less effective cleaning service and, therefore, a higher spread of infection, it will be a proportionately higher impact on children, the elderly and some people with disabilities given their increased susceptibility to disease.</p> <p>As a mitigating action, we are looking at the process for approving overtime with a view to tightening the governance and controls around the approvals process. This will ensure that overtime is targeted only to where it is necessary for service delivery and prevented in all other cases resulting in the required saving but maintaining vital services. Cleaning productivity levels will be standardised and adhere to BICS standard and this together with increased Supervision will result in cleaner schools and buildings. Therefore, provide a more effective cleaning service even if hours are reduced.</p>	<p>All ages, genders and races. However, the greatest impact could be on Single parents</p> <p>Greatest Impact thought to be for Young People and Children, Older People and People in their middle years, Pensioners, Disabled People</p>
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Environment and Sustainability	Affected populations
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<p>Positive</p> <p>No Impact</p> <p>Negative</p> <p>Increase in public transport and or Council vehicles will add to the carbon footprint.</p>	<p>Staff – Full-time, Part-time, Shift workers, staff with protected characteristics and staff vulnerable to falling into Poverty</p>
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<p>Economic</p> <p>Positive</p> <p>By saving the Council on revenue expenditure pertaining to overtime and agency, this proposal could enhance a range of rights depending on where this money is utilised instead. Alternatively, by releasing a pressure on the budget, it may prevent future restructuring which could have a bigger impact on equality and rights.</p> <p>Improve local employment opportunities due to vacancies being created as a result of all staff being Full Time and reducing Fixed Term and agency staff. Therefore, the Council might have to recruit to fill these vacancies.</p> <p>Negative</p> <p>Staff who might need to change working hours/patterns or location could be affected negatively if these changes result in additional costs associated with travel and or alternative arrangements for childcare or other caring responsibilities. Arrangements will be made to discuss any possible impacts on staff before changes are made and staff could have an opportunity to move to sites that have a more positive impact on work/life balance. .</p>	<p>Affected populations</p> <p>All ages, genders and races</p>
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8. Is any part of this policy/ service to be carried out wholly or partly by contractors and how will equality, human rights including children’s rights , environmental and sustainability issues be addressed?

Not Applicable

9. **Consider how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.**

This service change does not directly impact Children, however, as users of the buildings they will be indirectly affected and as such we do not need to send any information to them directly.

10. **Does the policy concern agriculture, forestry, fisheries, energy, industry, transport, waste management, water management, telecommunications, tourism, town and country planning or land use? If yes, an SEA should be completed, and the impacts identified in the IIA should be included in this.**

Not Applicable

11. Additional Information and Evidence Required

If further evidence is required, please note how it will be gathered. If appropriate, mark this report as interim and submit updated final report once further evidence has been gathered.

12. Recommendations (these should be drawn from 6 – 11 above)

As stated earlier, the approach being taken by CEC, has been consistent, with the relevant policies fairly applied. The process has involved detailed consultation with the Trade Unions, employees and key stakeholders. This will inevitably help eliminate discrimination, promote the equality of opportunity and foster good relations between employees.

On conducting this IIA, all efforts have been made to ensure that processes have been conducted fairly and equitably to ensure that we achieve a more efficient and fit for purpose operating model with minimum disruption to staff working patterns. The Assessment has indicated some negative impacts for potentially a small number of staff who the Council will continue to support. Support will include operational and management support.

13. Specific to this IIA only, what actions have been, or will be, undertaken and by when? Please complete:

Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)	Who will take them forward (name and contact details)	Deadline for progressing	Review date
Team Stress Risk Assessment to be carried out.	Mark Stenhouse	January 2019	March 2019
Hold engagement Sessions with Supervisors to make the change inclusive and help form the new model.	Mark Stenhouse, Ema Laughton	January 2019	March 2019

14. How will you monitor how this policy, plan or strategy affects different groups, including people with protected characteristics?

There will be ongoing conversations, briefings and opportunities to gather feedback with staff in line with the organisation review process.

15. Sign off by Head of Service/ Project Lead

Name *Peter Warr*

Date *28/2/19*

16. Publication

Send completed IIA for publication on the relevant website for your organisation. See Section 5 for contacts.

Section 5 Contacts

• **East Lothian Council**

Please send a completed copy of the IIA to equalities@eastlothian.gov.uk and it will be published on the Council website shortly afterwards. Copies of previous assessments are available via

http://www.eastlothian.gov.uk/info/751/equality_diversity_and_citizenship/835/equality_and_diversity

- **Midlothian Council**

Please send a completed copy of the IIA to zoe.graham@midlothian.gov.uk and it will be published on the Council website shortly afterwards. Copies of previous assessments are available via

http://www.midlothian.gov.uk/downloads/751/equality_and_diversity

- **NHS Lothian**

Completed IIAs should be forwarded to impactassessments@nhslothian.scot.nhs.uk to be published on the NHS Lothian website and available for auditing purposes. Copies of previous impact assessments are available on the NHS Lothian website under Equality and Diversity.

- **The City of Edinburgh Council**

Completed impact assessments should be forwarded to Strategyandbusinessplanning@edinburgh.gov.uk to be published on the Council website.

- **City of Edinburgh Health and Social Care**

Completed and signed IIAs should be sent to Sarah Bryson at sarah.bryson@edinburgh.gov.uk

- **Edinburgh Integration Joint Board**

Completed and signed IIAs should be sent to Sarah Bryson at sarah.bryson@edinburgh.gov.uk

- **West Lothian Council**

Complete impact assessments should be forwarded to the Equalities Officer.

