

Equality Impact and Needs Assessment Form



NB: Use the electronic MS Word template. Add additional rows and increase box size as required. Make sure your final document is suitable for publishing.

A) Description

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

WDM Programme – Asset Management System development

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

EEC – Highways Management Team (HMT)

Date of assessment (DD/MM/YY)

26th February 2009

Date next assessment due (3 years)

26th February 2012

Names and/or job titles of people carrying out the assessment

WDM Programme Manager and Transport Asset Manager

Accountable person (e.g. Head of Service)

Lester Willmington – Head of Highway Management

Date EINA Form approved by accountable person (e.g. Head of Service)

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

The Highways Management Team (HMT) use an Asset Management System from WDM Ltd, to assist in the management of the County's Highways assets and associated citizen enquires. The Asset Management System is a key aspect in assisting the HMT to meet the County Council's statutory duty as the Highway Authority in maintaining Devon's Highway network. The system is used by back-office functions within the HMT at County Hall, Area offices, field workers and a front office function at the Customer Services Centre (CSC) in Tiverton. Reports can be made online by Citizens through devon.gov.uk. Data transfers are also received from South West Highways, who undertake highways works on DCC's behalf.

2. Location or any other relevant information

A county-wide service management. WDM Asset Management System is provided under a long-term partnership agreement.

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

EEC Strategic plan, DCC's Supporting strategies, Corporate complaints policies, operating and user manuals, CSC's Accessibility policies and Web Accessibility policies.

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

The main purpose of the Asset Management System is to facilitate the maintenance of the highway network for the safe and convenient movement of people and goods. All citizens gain benefits that use the highways and/or other non-users that gain indirect benefits from their use, such as through the transportation of goods. The system is designed to improve accessibility of information relating to highways to all road users in Devon.

5. Who are the stakeholders? What is their interest?

External

- WDM Ltd – delivery and maintenance of the system in accordance with the Partnership agreement and associated service levels
- South West Highways – accurate and timely reporting of work instructions and payments for works undertaken
- All citizens that gain benefits from using the Highways network and/or indirectly from their use

Internal

- Head of Highway management – Responsible for the Highways maintenance, Partnership agreement with WDM, value for money and supplier relationships
- WDM Programme manager – programme delivery & benefits realisation
- Area Office Managers – senior users of the system / Customer Services System module
- CSC Manager – senior user of the system / Customer Services System module
- Head of ICT – ultimately responsible for the availability of infrastructure

and communications for the Asset Management System, to enable the HMT to fulfil the Authorities statutory Highways duties.

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

No negative impacts with the current systems functionality or configuration and none anticipated concerning future developments – the main external exposure that Citizens have to the Asset Management System, is indirectly through telephone contact with the CSC and via the web interface / form to report enquiries on the corporate website – both of these channels are provisioned and managed in accordance with the policies of the CSC and Web accessibility policies. There is no direct exposure / use of the system by Citizens, however the impact of the use of the system by the HMT (the maintenance of the highway network) is directly experienced by most Citizens – there are no aspects of the systems functionality or culturally through its use, which results inequalities for different sections of the community. There is no discretion that can be exercised by individuals in the HMT, which may result in different treatment or level of service experienced by Citizen groups in the community – work is automatically scheduled by the system in accordance with the priority of a fault, the level of service applicable to the type / category of the road and the supplier contract. Any potential bias that could be made would be to towards a particular road and not to particular groups within the community. There is no discretion exercised by individuals in the CSC, whose primary role is concerned with the capturing of details for an enquiry, rather than the allocation / prioritisation of work – as stated, the manner in which the call is handled is undertaken in accordance of CSC policies and procedures. The CSC has also undertaken its own EINA's. Issues relating to the accessibility of IT systems to staff are addressed through the Council's corporate IT policies, which are subject to their own equalities assessments

B) Relevance – Note: if not relevant, do not complete this form

Select **all** that apply:

		Scale of relevance	
7. Service or function that people use.	X	Low	Section C applies
8. Discretion is exercised, or potential for people to experience different outcomes or level of satisfaction.		Medium	
9. Employment policy – where discretion is not exercised.		Medium	Sections C & E apply
10. Employment policy – where discretion is exercised (e.g. recruitment or disciplinary process).		High	
11. Concerns at a local, regional or national level of discrimination/inequalities.		High	
12. Major change such as the closure, removal or transfer of a service/provision.		High	
13. Community and regeneration strategies, local		High	

area agreements and organisational or directorate/partnership strategies/plans.

Other:

State why it is relevant:

How relevant (high, medium or low?):

Mark 'X' to confirm which strands are relevant to the review:

Age	<input type="checkbox"/>	Disability	<input type="checkbox"/>
Gender (men and women)	<input type="checkbox"/>	Race/ethnicity	<input type="checkbox"/>
Trans-gender	<input type="checkbox"/>	Religion/belief	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	Other (state below)	X

Any other (such as Human Rights, people on low incomes and specific sub-strands requiring particular focus such as Travellers and Gypsies, Deaf people):

Contact could potentially occur with any of the above groups / categories through the CSC or the web interface – the CSC’s Accessibility policies and call handling procedures apply to the handling of telephone customer enquiries and the Web’s accessibility policies apply to the web interface. Furthermore, it is only potentially gender that can be captured on the web form (there are some non gender specific titles that can be selected such as Dr.), lessening any opportunity to disadvantage a particular group – ultimately if the enquiry or report results in work being required, as stated, work instructions are automatically scheduled / prioritised by the system.

C) Information

14. What information (monitoring or consultation data) have you got and what is it telling you? *Required where relevance is Medium or High.*

n/a

D) Assessment

15. Describe any NEGATIVE impacts (actual or potential):

Strand/community	Impact (<i>how they may be affected</i>). Include assessment of risk (likelihood and severity).
	None

16. Describe any POSITIVE impacts:

Strand/community	Impact (<i>how they may be affected</i>)
Citizen	Interaction with the CSC and HMT improved through the availability of timely and accurate information (the quality of this information will improve as further system integrations are introduced) – ultimately provided with the safe and convenient movement of people and goods across the Highways network.

WDM Ltd	Ongoing development and improvement of the applications within the Asset Management System – benefiting some existing and potentially new customers.
South West Highways	Efficiency improved through the availability of accurate and timely information – automated payment generation.
HMT	Accurate and timely information provided to the back-office teams – minimising any frustrations with the system and enabling service standards to be met.

17. Provide any information about NEUTRAL impacts that have been identified (there is neither a positive or negative impact):

Strand/community	Why there is 'no differential impact'
	None

E) Consultation

18. Did you carry out any consultations? *Required where relevance is High.*

YES/NO – n/a

19. Who was consulted? Include your findings in 15, 16 and 17 above.

n/a

20. Describe other research, studies or information used to assist with the assessment and include your findings above:

n/a

F) Conclusions

	Action/objective/target OR Justification	Resources required	Timescale	I/R/S/O
a)	Ongoing reviews of service standards & accessibility policies.	Programme Manager, CSC & Web teams.		I
b)	Ongoing reviews of Citizen Complaints	HMT & Programme Manager		I

(I) Taking immediate effect.

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

(S) Added to the Service Plan.

(O) Added to the Fair for All Programme (as an organisational improvement)**