

## 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

Upgrade of In house Recruitment Database System (Recruit) / Electronic implementation of entire Recruitment Process

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

Corporate Resources – Recruitment Services

Date of assessment (DD/MM/YY)

4 June 2010

Date next assessment due (3 years)

4 June 2013

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

Natasha Kitson, - Workforce Development Team Manager - Resources  
Andrea Leach – Senior Workforce Development Advisor  
Ian Grove – Deputy Recruitment Supervisor  
Julia Luxon – Senior Administrator (First Stop)

Name and Signature of Accountable person (e.g. Head of Service)

Debbie Haskins – Head of Workforce Development  
Anne Barnett – Workforce Development Manager with responsibilities for the Recruitment Service

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

2.7.10 - Anne Barnett

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

Recruit is the system used to record and advertise all Recruitment vacancies online and gather completed online applications. All information appears on the website connected with this system [www.devonjobs.gov.uk](http://www.devonjobs.gov.uk)

#### **Current Process -**

##### **Advertising:**

Managers complete 3 paper forms (Request to Advertise, Vacancy Management, Skills Transfer). Recruit is used by First Stop Desk to input all vacancy adverts for

External organisations, DCC and Schools.

**Applicants:**

Applicants apply online at [www.devonjobs.gov.uk](http://www.devonjobs.gov.uk) or by requesting a paper version of the pack via post.

**New advertising process:**

**Advertising:** DCC managers will log onto the recruit system to place adverts via an online form. All checks and amendments to adverts will be made online by First Stop. Once adverts are made Live applicants will apply online. Once submitted Managers/ HR teams will be able to access the information online for short listing (depending on access levels). Contracts, Interview letters etc will all be created and sent out to applicants electronically via this new system.

**Applicants:** Will be able to apply and track their progress and history online.

2. Location or any other relevant information (such as profile of the area)

Recruitment Services, First Stop Desk, currently based in Room 248, County Hall, Exeter (office move in County Hall is planned for August/ September 2010)  
Advertisers/ internal managers/ applicants with internet access will have access to the system via login protected accounts from any location.

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

Slight amendments required to Recruitment and Selection procedures due to changes from paper to electronic forms. These are only tweaks and should ensure adherence to existing policy rather than changing the nature of the policy.

The only substantial change to the policy will be acceptance of online only applications with the only exceptions being made when “reasonable adjustments” required.

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

This system update will benefit Managers, applicants, HR teams and First Stop. As a result this system will enable the Recruitment process from start to finish to be carried out online.

Initially the focus will be on rolling out to internal customers to maximise the potential savings within DCC. However, once established external customers will be offered the same benefits.

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

**DCC Employers** – Placing adverts, managing vacancy and short listing applicants  
**HR/ Admin Teams/First Stop** – Amending adverts, adding Information, checking adverts etc

**Abacus** – Managing system, making amendments and hosting server

**General public** – applying for posts/ receiving information

**Not for profit organisations & Schools** – adverts placed on new site and in the future may be able to place their adverts themselves online using the new system.

**Senior Managers/Policy decision makers/implementers** – Ensuring that all

procedures are adhered to corporately.

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:

Initial feedback received with regards to this project so far has been very positive. Although changing the format of applications to online only was an initial concern our in house statistics suggest that 56% of applicants apply online and 31% use the electronic off line application form, with only 13% apply on paper.

Conversations with other authorities that have switched to online only applications reveal that there has been very little negative response from applicants with one authority reporting one complaint and others no recourse at all.

**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.	x	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 area agreements and organisational or directorate/partnership strategies/plans.		High	

Other:

State why it is relevant:

How relevant (high, medium or low?):

**Initial Screening:**

Mark an 'X' in the box to confirm which strands are relevant to the review. Ensure they are assessed against in Section D.

If not relevant, please explain why not (refer to pages 25-30 of the Toolkit for guidance). Do not say "everyone is treated equally/fairly" or similar.

Age		Please see below reason
Disability	x	Blind, partially sighted and Deaf
Gender (men and women)		Please see below reason
Race/ethnicity		Please see below reason
Religion/belief		Please see below reason
Sexual orientation		Please see below reason
Trans-gender		Please see below reason
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):

**Socio Economic:**

- Rural isolation access to acceptable internet connection speeds.
- English as a 2<sup>nd</sup> language
- Homeless people (Access to home/ Address)
- Access to technology such as computers/ Internet and disposable income

**Reasoning for Relevant strands**

Although the Recruit system is used by all strands of the community from our assessment of this upgrade we have assessed that only the above strands could be negatively affected. The main issue being internet access. Anyone with internet access will receive a better service and experience. We have considered which groups may be more likely to struggle to access the internet.

Age, gender (male and Female), Transgender, Sexual Orientation, Race/ ethnicity, Religion and Belief were all considered but we were unable to find any risks that are not addressed within our current advertising procedures. We will of course continue to react to any new arising issues as a big benefit of this new system is that we will be able to manager any changes required in house.

**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.*

As part of this review we have used the following information:

- Other local authorities have been consulted
- Statistics have been collated in house (for the jobs we handle) to track how applicants apply.
- We have also requested feedback from the ACS and CYPS personnel Admin teams on how they receive applications. A contact from CYPS stated that the majority of applicants received are electronic.
- Response wording for DCC advert (for who we handle packs for) has been altered to monitor online applicants. This change has resulted in less applicants calling to request a pack and more applicants applying electronically.
- We have contacted a number of colleagues to see if any in house statistics exist with regards to Internet Access in Devon. We are currently awaiting feedback on this.

**Planned further consultation –**

We also plan to test that our new system is compatible with SEN software such as JAWS and Dolphin.

**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).
<b>Partially sighted/ Blind, deaf &amp; English as a second language</b>  <b>Risk – Low</b>	<p>When assessing these groups of users we discussed all aspects of the Recruitment process from the manager placing the advert to the applicants applying. We agreed that risk was low for these users because of the positives of this upgraded system. For example, text size, sign posting and layout of website. Our website has been upgraded to improve user experience.</p> <p>To ensure that our system is compatible with SEN reader software we plan to seek in house checks.</p> <p>Anyone with English as a second language or Deaf people may find applying online difficult however; it is unlikely to be more difficult than the existing alternatives.</p>
<b>Socio Economic:</b> <b>- Rural isolation,</b> <b>- Homeless people</b> <b>(Access to home/ Address)</b> <b>- Access to technology such as computers/ Internet and disposable income</b>  <b>Risk – Low</b>	<p>The main issue that arose from our assessment for these groups was internet Access. As a result we have negotiated a mutually agreeable solution with library services. First Stop will direct people without internet access to their nearest library (encouraging library use) and the libraries will increase free computer time for applicants and support them with the site.</p> <p>We will continue to monitor for potential issues. A benefit of the upgrade is that we will be able to manage most changes in house.</p>

16 Describe any POSITIVE impacts:

Strand/community	Impact ( <i>how they may be affected</i> )
ALL	As applicants will all be applying online, this will result in clear and readable applications being submitted encouraging equal opportunities.

	Advanced IT skills are not required and online support will be available, as well as, support from the First Stop Desk as standard now.
All	Applicants will be able to track their progress online and a copy of their application will be stored, improving communications.
All	Being internet based people with specific needs can adjust their internet preferences to ensure that they get the best from it. This includes adaptations for disabilities, translators for second language, spell checks, ease of altering size/colour of pages.
All	Workflows within the system mean that the process is managed by First Stop in partnership with key services including HR Policy and Strategy. This will ensure that the Recruitment Standards and corporate documentation will be followed. There will be know need for managers to work it out as they go. This will result in much fairer application processes.
All	There are opportunities for improvements in the future including removing applicant names/dates from applications if required to anonymise applicants.
All	Monitoring diversity will be undertaken within the system as and when people apply. This will lead to more comprehensive data collection and interpretation. A wide range of reports can be exported to Excel.
All	Automatically generated emails and letters will improve communications with applicants. They will know that their application has been received and will receive emails to let them know that they have/have not been progressed to the next stage.
All	The upgraded applicant website will be more user friendly and include added features including maps providing more information on where the vacancies are based, easier searches, clear timescales.

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.*

NA
----

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

NA
----

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

NA

**F) Conclusions**

	<b>Action/objective/target OR Justification</b>	<b>Resources required</b>	<b>Timescale</b>	<b>I/R/S/O</b>
a)	To ensure that our system is compatible with SEN reader software we plan to seek in house checks.	To contact IT for relevant contact	Before implementation of new workflows are rolled out in second stage	I
b)	To ensure that system users are adequately supported/ trained on using this new system	To be included in implementation and communication plans	Before full Implementation	I
c)				
d)				

(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)\*\*