

Assessing Equality – The Equality Act 2010

Customer Impact Assessment

Name and brief description of policy being analysed

Communication & Consultation

The HR team have a duty to communicate with its stakeholders, including employees, managers, CMT, members and any appropriate partner organisations. It is accepted we use a variety of ways to communicate, and consult given the differing needs of our customers.

The team endeavour to maintain clear and concise and where appropriate, regular consultation and communication with all to ensure consistent messages.

Methods of consultation and communication are adjusted to suit target audience.

Consultation is properly established and appropriate to the needs of the service and in line with appropriate employment law legislation for timescales etc.

Information used for customer analysis

Note relevant consultation; who took part and key findings; refer to, or attach other documents if needed; include dates where possible

The policy itself, best practice, ACAS guidelines, XpertHR, appropriate legislation, consultation with MTSP, CMT, colleagues and HR team. Where appropriate Staff Committee.

The HR team consult, engage and communicate via face to face, feedback questionnaires/staff surveys, 3Cs, collective bargaining. The HR consult and communicate regularly and ensure the appropriate and most effective method is used depending on target audience.

Consultation is undertaken frequently within the organisation for a range of issues e.g. contractual changes, new and amended policies, reorganisations, pay and grading etc.

	Could particularly benefit	Neutral	May adversely impact	Explanations	Is action possible or required?	Details of actions or explanations if actions are not possible Please note details of any actions to be placed in your Service Plan
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All consultations are managed through HR to ensure the process is followed correctly and the process is fair.	N	
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	

Assessing Equality – The Equality Act 2010

Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Pregnancy & maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Marriage & civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Human Rights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No known impact	N	
Socio Economic	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No known impact	N	
Multiple/ Cross Cutting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No known impact	N	

Outcome(s) of customer analysis

a) Will the policy/ procedure impact on the whole population of Fenland and/ or identified groups within the population; negative neutral positive

No major change needed Adjust the policy Adverse impact but continue Stop and remove / reconsider policy

HR team currently use a variety of different communication and consultation methods based on target audience.

All consultations are available on the Council's HR intranet pages and where appropriate individuals advised face to face.

MTSP is a group of Council appointed representatives that meet monthly to discuss relevant topics, proposals, consultations, and appropriate Council wide issues.

Arrangements for future monitoring:

Continue to use consultations to help inform policy and key decision making.

Assessing Equality – The Equality Act 2010

Regularly review following feedback to understand the effectiveness of consultation and communication used.

Details of any data/ Research used (both FDC & Partners):

Completed by:

Name: Ross Potter

Position: HR, Payroll & Learning Admin Apprentice

Approved by (manager signature):

Date published:

Details of any Committee approved by (if applicable):

Date endorsed by Members if applicable: