

Equality, Diversity, Cohesion and Integration (EDCI) screening



As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration.

A **screening** process can help judge relevance and provides a record of both the **process** and **decision**. Screening should be a short, sharp exercise that determines relevance for all new and revised strategies, policies, services and functions.

Completed at the earliest opportunity it will help to determine:

- the relevance of proposals and decisions to equality, diversity, cohesion and integration.
- whether or not equality, diversity, cohesion and integration is being or has already been considered, and
- whether or not it is necessary to carry out an impact assessment.

Directorate: Resources	Service area: Contact Centre
Lead person: Elisha Barker	Contact number:

1. Title: The creation of additional posts within the contact centre

Is this a:

Strategy / Policy

Service / Function

Other

If other, please specify

2. Please provide a brief description of what you are screening

Additional funding has been assigned to the contact centre to enable it to recruit more customer services officers. (See additional detail in delegated decision report.)

3. Relevance to equality, diversity, cohesion and integration

All the council's strategies and policies, service and functions affect service users, employees or the wider community – city wide or more local. These will also have a greater or lesser relevance to equality, diversity, cohesion and integration.

The following questions will help you to identify how relevant your proposals are.

When considering these questions think about age, carers, disability, gender reassignment, race, religion or belief, sex, sexual orientation. Also those areas that impact on or relate to equality: tackling poverty and improving health and well-being.

Questions	Yes	No
Is there an existing or likely differential impact for the different equality characteristics?		x
Have there been or likely to be any public concerns about the policy or proposal?		x
Could the proposal affect how our services, commissioning or procurement activities are organised, provided, located and by whom?		x
Could the proposal affect our workforce or employment practices?	x	
Does the proposal involve or will it have an impact on <ul style="list-style-type: none">• Eliminating unlawful discrimination, victimisation and harassment• Advancing equality of opportunity• Fostering good relations		x

If you have answered **no** to the questions above please complete **sections 6 and 7**

If you have answered **yes** to any of the above and;

- Believe you have already considered the impact on equality, diversity, cohesion and integration within your proposal please go to **section 4**.
- Are not already considering the impact on equality, diversity, cohesion and integration within your proposal please go to **section 5**.

4. Considering the impact on equality, diversity, cohesion and integration

If you can demonstrate you have considered how your proposals impact on equality, diversity, cohesion and integration you have carried out an impact assessment.

Please provide specific details for all three areas below (use the prompts for guidance).

• **How have you considered equality, diversity, cohesion and integration?**
(think about the scope of the proposal, who is likely to be affected, equality related information, gaps in information and plans to address, consultation and engagement activities (taken place or planned) with those likely to be affected)

The current make up of the contact centre is as follows and the senior management team are working with the HR to ensure that all available recruitment channels are used in order to ensure applications are received from as wide a group of applicants as possible. Generally the contact centre's staffing profile is in line with the overall LCC profile with slightly more female and disabled employees and a slightly younger age profile.

As of March 2022 there are 206 employees in the contact centre:

133 are female 65%, compared to 61% LCC wide.

32 are BAME 16%, compared to 15% LCC wide. (Note : 19 are not specified or prefer not to say)

21 are disabled 10%, compared to 6% LCC wide (Note: 13 are not specified or prefer not to say)

11 are LGBT* 5%, compared to 3% LCC wide (Note: 42 are not specified)

93 have specified a religion and 68 have declared they have no religion 78% compared with 69% LCC wide. (Note: 45 have not specified.)

17 carers 8% compared with 9% LCC wide, (Note : 52 have not specified or would prefer not to say.)

Age profile of the contact centre is as follows:

18 employees between 16 and 25 which is 9% compared with 7% LCC wide.

73 employees between 26 and 40 which is 35% compared with 29% LCC wide

75 employees between 41 and 54 which is 36% compared with 37% LCC wide

36 employees between 55 and 64 which is 17% compared with 24% LCC wide

4 employees are c65 years or older which is 2% compared with 3% LCC wide

• **Key findings**

(think about any potential positive and negative impact on different equality characteristics, potential to promote strong and positive relationships between groups, potential to bring groups/communities into increased contact with each other, perception that the proposal could benefit one group at the expense of another)

Existing employees and their trade union representatives support the creation of the additional posts.

• **Actions**

(think about how you will promote positive impact and remove/ reduce negative impact)

The service plans to move to rolling recruitment for customer services officers which will improve the experience for applicants and reduce the administrative burden on recruiting managers. The additional employee capacity will reduce workloads for existing staff and improve the overall customer experience.

5. If you are **not already considering the impact on equality, diversity, cohesion and integration you **will need to carry out an impact assessment.****

Date to scope and plan your impact assessment:

Date to complete your impact assessment

Lead person for your impact assessment
(Include name and job title)

6. Governance, ownership and approval

Please state here who has approved the actions and outcomes of the screening

Name	Job title	Date
Sonya McDonald	Head of Shared Services	31 03 2022
Date screening completed: 24 03 2022		

7. Publishing

Though **all** key decisions are required to give due regard to equality the council **only** publishes those related to **Executive Board, Full Council, Key Delegated Decisions or a Significant Operational Decision.**

A copy of this equality screening should be attached as an appendix to the decision making report:

- Governance Services will publish those relating to Executive Board and Full Council.
- The appropriate directorate will publish those relating to Delegated Decisions and Significant Operational Decisions.
- A copy of all other equality screenings that are not to be published should be sent to equalityteam@leeds.gov.uk for record.

Complete the appropriate section below with the date the report and attached screening was sent:

For Executive Board or Full Council – sent to
Governance Services

Date sent:

For Delegated Decisions or Significant Operational Decisions – sent to appropriate Directorate	Date sent:
All other decisions – sent to equalityteam@leeds.gov.uk	Date sent: