



<b>Service area</b>	IMD
<b>Date of assessment</b>	February 2010
<b>Name of strategy/policy/function/service to be assessed</b>	Information Management Department (Operations)
<b>Is this a new or existing strategy/policy/function/service?</b>	Existing
<b>Name of manager responsible for strategy/policy/function/service</b>	
<b>Names of people conducting the assessment</b>	
<b>Step 1 – Description of strategy/policy/function/service</b>	
Describe the aims; objectives and purpose of the strategy/policy/function/service (include how it fits in to wider aims or strategic objectives).	<p>IMD Operations is made up of two distinct internally facing teams– the Help Desk Team and the Network Team.</p> <p>Help Desk Team - provide IT and Telephony support, whether it is to fix a computer/telephone problem, purchase/install additional equipment or even just answering a question you have about IT!</p> <p>Network Team - maintain the council's Server and Network Infrastructure.</p> <p>IMD Operations fits into the Council's Corporate and Strategic Framework by achieving the following objectives in the Council's corporate plan, 'Growing Success' -</p>



	<ul style="list-style-type: none"> <li>• To provide high quality customer services.</li> <li>• Effectively manage resources and finances.</li> <li>• To improve access to our services.</li> <li>• To be good at communicating with and listening to people and organisations.</li> <li>• To be clear about what we can do and aspire to achieve.</li> <li>• To be part of effective partnerships.</li> <li>• To strengthen our commitment and capacity to achieve equality, diversity and inclusion.</li> <li>• Improve employee skills as agreed in individual Performance Development Plans.</li> </ul>
<p>Are there any (existing) equality objectives of the strategy/policy or function/service</p>	<p>To the knowledge of the IMD Operations Manager there are no existing equality objectives.</p>
<p>Who is intended to benefit from the strategy/policy/function/service and in what way?</p>	<p>All customers of IMD Operations (i.e. council employees and Members) who use any of the electronic data systems.</p> <p>Customers of Huntingdonshire District Council who are served by council employees who provide them with a service.</p>
<p>What are the intended outcomes of this strategy/policy/function/service?</p>	<p>To support current, planned and future use of IT systems throughout the Council and to improve the technological</p>



	<p>environment provided for the Officers and Members of Huntingdonshire District Council.</p> <p>To align existing and future technical solutions with business requirements and key priorities of the Council.</p> <p>To ensure the most comprehensive and appropriate set of access channels to Council services are made available to all citizens.</p>
<p><b>Step 2 – Data</b></p>	
<p>What baseline <b>quantitative data (statistics)</b> do you have about the strategy/policy/function/service relating to equalities groups (e.g. monitoring data on proportions of service users compared to proportions in the population), relevant to this policy?</p>	<p>We undertake an Annual Satisfaction Survey and Closed Call Satisfaction Surveys.</p> <p><b>Annual Satisfaction Survey</b> - The 2008-2009 Annual Survey recorded that 83% of respondents answered 4 or 5 out of 5 in terms of Customer Satisfaction for the Help Desk.</p> <p><b>Closed Call Satisfaction Surveys</b> - In 2009 the Help Desk closed 13,741 calls and received 642 good feedbacks and 11 bad feedbacks.</p>
<p>What <b>qualitative data (opinions etc)</b> do you have on different groups (e.g. comments from previous consumer satisfaction surveys/consultation, feedback exercises, or evidence from other authorities undertaking similar work), relevant to this</p>	<p>We undertake an Annual Satisfaction Survey and Closed Call Satisfaction Surveys.</p> <p>Examples of comments left on the 2008-2009 Annual Satisfaction</p>



<p>strategy/policy/function/service?</p>	<p>Survey are –</p> <ul style="list-style-type: none"> <li>• Helpful, patient and knowledgeable staff</li> <li>• Quick to respond and turn around simple tasks</li> <li>• Provide useful support on share Point/ website updating, deal with queries quickly</li> <li>• Network reliability</li> <li>• Explaining things in a non jargon way when I ask them to</li> <li>• Quick response to keep us working. Professional advice on providing new IT services for build projects</li> <li>• Polite &amp; Courteous</li> <li>• Friendly, enthusiastic, approachable</li> <li>• Positive, prompt response</li> <li>• Getting to remote sites for issues not resolvable via proxy</li> <li>• Time from phone call to desk visit</li> <li>• Communicating</li> <li>• Getting the answer phone</li> <li>• Not knowing the timescales for expecting a call back when a call is logged therefore chasing things up as I don't know your priorities</li> <li>• Not available at 8am when some services are open</li> <li>• Regular cancelling of leisure centre visits</li> </ul>
<p><b>Step 3 – Policy impact</b></p>	



<p>Are there concerns that the strategy/policy/function/service could have a differential impact on <b>different racial groups</b>?</p> <p>What evidence do you have for your answer?</p>	<p>No evidence to suggest differential impact.</p> <p>There have been no complaints in this area.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on <b>gender, including transgender people</b>?</p> <p>What evidence do you have for your answer?</p>	<p>No evidence to suggest differential impact.</p> <p>There have been no complaints in this area.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on <b>disabled people</b>?</p> <p>What evidence do you have for your answer?</p>	<p>No evidence to suggest differential impact.</p> <p>There have been no complaints in this area.</p> <p>The Help Desk has access to software such as 'Dragon Speak' which is a speech to text application that could be procured should it be need as an assistive technology. Also provision of specialist telephone sets, keyboards, mice and viewers to meet the particular individual needs of disabled employees is possible if so required.</p> <p>The Help Desk has a very good working relationship with the H&amp;S part of the council and with Christine Rowland in particular</p>



	<p>who is our Health and Safety Advisor. Any requests for assisted technology that the Help Desk receives would be deferred to and dealt with in consultation with Christine and/or the council's Occupational Health Nurse. Assisted technology could assist with such things as Visual impairment, hearing and physical requirements.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on <b>lesbian, gay, or bisexual people</b> compared with heterosexual people?</p> <p>What evidence do you have for your answer?</p>	<p>No evidence to suggest differential impact.</p> <p>There have been no complaints in this area.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on <b>younger or older people</b>?</p> <p>What evidence do you have for your answer?</p>	<p>No evidence to suggest differential impact.</p> <p>There have been no complaints in this area.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on grounds of <b>religion or belief</b>?</p> <p>What evidence do you have for your answer?</p>	<p>No evidence to suggest differential impact.</p> <p>There have been no complaints in this area.</p>





**Action plan**

Activities or outcomes arising out of an initial assessment will need to be placed in to an action plan as they will be monitored via the performance management framework.

<b>Action plan and timetable</b>		
<b>Objective</b>	<b>Action</b>	<b>Target/Timetable for completion of</b>
Commit to ensuring that staff receive equality training	<ul style="list-style-type: none"> <li>○ Review the existing level of equality training received so far</li> <li>○ Depending on findings, further training may be required.</li> </ul>	<ul style="list-style-type: none"> <li>○ Within 12 months</li> <li>○ Within 3 years</li> </ul>