

Equality Impact Assessment (EIA)

Employee Code of Conduct and Behaviour at Work

Equality impact, needs and requirements assessment form

Please use this form to record your findings, proposed actions, equality objectives and targets. Use the guidance notes to help you do the assessment or contact the Equality Standard Project Manager if you need some advice

About the policy, practice, service or function you are assessing

Name of policy, practice, service or function: **Employee Code of Conduct and Behaviour at Work**

Assessment team leader name: **Dave Parnham**

Date of assessment: **8 June 2007**

Department responsible: **Corporate and Adult Services**

Service Area: **Human Resources**

Other members of assessment team:

Name	Position	Area of expertise	Comments
Ann Webster	Equalities Standard Project Manager	Equalities	

--	--	--	--

Question	Response/ findings
<p>What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?</p>	<p>To:</p> <ul style="list-style-type: none"> set minimum standards of conduct help maintain and improve our standards protect employees from any misunderstanding or criticism.
<p>Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements</p>	<p>Individual employees.</p> <p>Managers at all levels.</p> <p>The procurement process sets standards for contractor's behaviour which are compliant with Council policies.</p>
Question	Response/ findings

<p>Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?</p>	<p>All employees, customers, service users, Elected Members and contractors.</p>
<p>What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well, what changes or improvements, and what should the benefits be for customers, groups or communities?</p>	<p>High standards of conduct and behaviour by employees and contractors.</p> <p>An open, transparent and honest approach to Council activity and service delivery.</p> <p>A reduction in complaints and grievances from employees, customers and service users.</p> <p>Improved service delivery.</p> <p>Set an example for the wider community and become an employer of choice.</p>
<p>Question</p>	<p>Response/ findings</p>

<p>What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice.</p> <p>What did they tell you?</p>	<p>This policy replaces a code withdrawn in 2001 pending national guidance from ODPM on standards for local government officers.</p> <p>Plans for national guidance were subsequently abandoned.</p> <p>New code introduced to fill the void.</p>
Identifying potential equality issues and factors	
Question	Response/ findings
<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<p>From ongoing equality work and in line with our Equality and Diversity Policy we needed to take into account the cultural differences in behaviour, expectations and dress of both employees and service users. Background papers include “Religious Beliefs and Cultures in Derby – A Guide for all”.</p> <p>Equality issues are highlighted throughout the document.</p> <p>Our Equality and Diversity Policy allows for adjustments to be made to dress codes to allow for the needs of disabled people and trans people.</p>
Question	Response/ findings

<p>Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?</p>	<p>The code applies to all employees.</p>
<p>Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?</p>	<p>Significant changes have taken place since the 2001 Census. There are a large number of people from new states admitted to the EU, e.g. former Yugoslavia, Poland, Latvia. There are also new communities representing refugees and asylum seekers from Africa, Iraq, Iran and others.</p> <p>This impacts on both employment in terms of recruitment and recognition of diverse employee needs and on the need for sensitivity and cultural understanding of service users.</p>
<p>Question</p>	<p>Response/ findings</p>

<p>Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?</p>	<p>There is no indication that the policy in itself creates particular problems particularly as equality issues are highlighted throughout.</p> <p>However, as the policy applies to all employees and carries the potential for disciplinary action in the event of failure to comply with the standards set, the Council has a duty to ensure that reasonable adjustments are made to make sure that people whose first language is not English have access to the policy and a clear understanding of the expectations arising from it.</p>
<p>What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?</p>	<p>It is a new policy therefore specific data on the effect of the policy will be gathered from complaints from employees and customers about employee's behaviour. Data on disciplinary, grievance and customer complaints is already collected and monitored and these will be the principal performance indicators for the new policy.</p>
<p>Question</p>	<p>Response/ findings</p>

<p>Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?</p>	<p>None for this policy.</p>
<p>Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p>	<p>It is anticipated that the policy will have a positive impact through improved relationships between employees in the workplace, better standards of behaviour and enhanced customer care, with particular reference to the need to be open, honest and even handed in all circumstances.</p>

Collecting the information and data about how the policy, practice, service or function, impacts on communities

Please record your information and data in this table and think about:

what information or data you will need
 using both quantitative and qualitative data
 making sure that where possible there is information that allows all perspectives to be considered
 identifying any gaps in the information/ data and what it can tell you

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Customer feedback and complaints	Yes, not specifically for this policy but has informed its development.	Customer complaints procedure.		
Consultation and community involvement				
Performance information including Best Value	Any racist incidents between employees or employees and customers are collected for BVPI 174 and 175.			

Take up and usage data	N/A			
Comparative information or data where no local information	N/A			
Census, national or regional statistics	N/A			
Access audits or assessments such as DDA assessments	None collective but language barriers and access barriers are known to exist from work with employee networks and diversity forums.			
Workforce profile	N/A			

Where service delivered under procurement arrangements – workforce profile for deliverers	N/A			
Monitoring and scrutiny outcomes	N/A			

Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?
Human Resources	Employee Code of Conduct and Behaviour at Work.	The policy may not be accessible for employees whose first language is not English.	Employees in Environmental Services, Children and Young People's Services and Corporate and Adult Services whose jobs do not require more than basic English.	

Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

Objective/Target:	To ask Strategic HR group to identify employees in their department that need this policy to be made accessible for them.
Specific	Yes
Measurable	Yes
Achievable	Yes
Relevant	Yes
Timed	Yes

Objective/Target:	Develop a delivery plan for identified employees.
Specific	Yes
Measurable	Yes
Achievable	Yes
Relevant	Yes
Timed	Yes

Objective/Target:	
Specific	
Measurable	
Achievable	
Relevant	
Timed	

Monitoring and reviewing - incorporating into performance management

Please summarise your objectives and targets in this table with your proposed monitoring and reporting arrangements

Objective	Planned action	Target performance			Responsible lead officer	Reporting cycle, for example, quarterly
		2005/6	2006/7	2007/8		
To ask Strategic HR Group to identify employees in their department that need the policy to be made accessible to them.	Place an agenda of Strategic HR Group for 22 August.			August 2007	Dave Parnham	End of September report back.
	Develop delivery plan for identified employees with departmental HR.			December 2007 and ongoing.	Dave Parnham	Review progress July 2008.

