



Bristol City Council Equality Impact Assessment Form

(Please refer to the Equality Impact Assessment guidance when completing this form)

Name of proposal	Print and Mail Strategic Review
Directorate and Service Area	Facilities Management, Resources
Name of Lead Officer	David Martin

Step 1: What is the proposal?

Please explain your proposal in Plain English, avoiding acronyms and jargon. This section should explain how the proposal will impact service users, staff and/or the wider community.

1.1 What is the proposal?

The proposal is to modernise the print and mail service through a consistent corporate business process enabled by digital technology.

The project has the following goals:

Implement and embed a digital print and mail service to:

Increase productivity
Increase security
Increase service flexibility



Reduce costs
Reduce turnaround time
Reduce environmental impact

The strategic approach is to:

- Outsource all or part of the Print and Mail service with compliant contracts (replacing all existing contracts) across the following areas:
 - Inbound mail
 - Outbound mail
 - Printing
 - Scanning
 - Security scanning (of inbound mail for potential harmful materials)
- Combine the Print and Mail contracts with the contract for MFDs (multi-functional devices, ie. printer/photocopier/scanner)

The project will be encouraging departments to digitise their hard copy comms where possible but only if citizens opt to receive digital comms; however, it is not in scope of this project to manage the digitisation of departments' hard copy comms.

Bristol Design is out of scope so this proposal will not affect marketing and comms products.

Step 2: What information do we have?

Decisions must be evidence-based, and involve people with protected characteristics that could be affected. Please use this section to demonstrate understanding of who could be affected by the proposal.

2.1 What data or evidence is there which tells us who is, or could be affected?

1. **Citizens** will not be affected as this is an internal change
2. **All staff** will be affected because we are likely to be implementing a new accessible online portal. The Diversity and Inclusion Consultant who reviewed the EqIA relevance check advised that staff with sensory impairments need to be considered (as one example). 10% (580) of staff have declared that they have a disability on the *Diversity dashboard 16 July 2020 v1-0*. This data is not broken down by disability.
3. **The staff who currently manage the in-house elements of the service** will be affected as they are likely to be TUPEd to the new supplier: 4 staff, 100% male, 50% aged 50-64. These staff are likely to be doing same job; just not employed by BCC. This process will adhere to the council's Management of Change policy during which staff will be consulted. Staff members' rights under TUPE will be confirmed through the contract negotiation with the new supplier.

2.2 Who is missing? Are there any gaps in the data?

Data re staff with sensory impairments does not exist.

2.3 How have we involved, or will we involve, communities and groups that could be affected?

We will be carrying out user testing with a range of staff during the implementation phase.

We will ensure testing includes all protected groups but in particular those who are experiencing difficulty in using the current system as well as likely to experience difficulties in using the future system.

Step 3: Who might the proposal impact?

Analysis of impacts on people with protected characteristics must be rigorous. Please demonstrate your analysis of any impacts in this section, referring to all of the equalities groups as defined in the Equality Act 2010.

3.1 Does the proposal have any potentially adverse impacts on people with protected characteristics?

Protected groups that might be adversely affected:

Disability

Staff with physical disability and those with sensory impairment could be affected because we will be introducing a new online portal to manage bulk printing and inbound and outbound mail; however, we will be requesting the supplier adheres to WCAG 2.0 through the procurement process and carrying out user testing. This will mitigate the adverse effects through the provision of reasonable adjustments.

Some disabled staff may be affected by the reduction in MFDs in core buildings such as City Hall; however, reasonable adjustments can be put in place and the new service is likely to meet the needs of all staff and significantly reduce the need to use MFDs.

Accessible training on the Learning Pool and user guides will be made available to all staff.

Low Socio-Economic Status

Some staff may be on low banding post where IT equipment is not provided and/or may prefer not to use IT.

Some staff may not have basic literacy / numeracy / IT skills in which case reasonable adjustments will be provided as required (eg. support worker).

Accessible training on the Learning Pool and user guides will be made available to all staff.

Staff with other protected characteristics are unlikely to be negatively impacted. However, we will monitor usage in future to ensure that this is the case.

3.2 Can these impacts be mitigated or justified? If so, how?

- We will be asking suppliers to evidence that they can support the council's approved accessibility standard (WCAG 2.0) <https://www.w3.org/WAI/standards-guidelines/wcag/>
- A senior UX designer and web editor is allocated to the project team
- A training module will be available on the Learning Pool as well as user guides
- Reasonable adjustments can be put in place in discussion with line managers
- Procurement Team to ensure equality and inclusion good equality and inclusion practice is adhered to throughout the tender process
- Procurement Team to ensure equality and inclusion good practice is happening within the organisations that receives the contract (their workforce and service delivery)
- The aim of the project is to reduce our costs and our carbon footprint and these are justifiable drivers for change

3.3 Does the proposal create any benefits for people with protected characteristics?

All staff are likely to find it easier to access printed copies of documents. This is because printing can be ordered through the new supplier portal and posted out to the member of staff (or any specified recipient/s). This will have a positive impact on any staff who are working from home and/or do not have access to a printer.

A digital interface is likely to make it easier for staff, and in particular those with sensory impairment, who will be able to use accessibility software to use the service which they can't do at the moment.

3.4 Can they be maximised? If so, how?

Accessible training on the Learning Pool and user guides will be made available to all staff.

Step 4: So what?

The Equality Impact Assessment must be able to influence the proposal and decision. This section asks how your understanding of impacts on people with protected characteristics has influenced your proposal, and how the findings of your Equality Impact Assessment can be measured going forward.

4.1 How has the equality impact assessment informed or changed the proposal?			
We are more mindful and will be taking tangible actions regarding eliminating/reducing adverse impacts on staff who will be delivering the changed service as well as all staff within BCC who will be using the new service.			
4.2 What actions have been identified going forward?			
Issue / improvement required	Action	Responsible officer	Timescale
Staff changes	Adhere to Management of Change policy, inc. staff consultation	David Martin	Aug21
Staff changes	Confirm staff TUPE rights	David Martin	Aug21
Data	Gather data re staff with sensory impairments	Nikki Davey	Aug21
Data	Monitor impact on all protected groups	Nikki Davey	Aug21
Procurement	User testing with protected groups	David Martin	Aug21

Procurement	Supplier to adhere to WCAG 2.0	David Martin	Aug21
Procurement	Ensure equality and inclusion good equality and inclusion practice is adhered to throughout the tender process	David Martin	Aug21
Procurement	Ensure equality and inclusion good practice is happening within the organisations that receives the contract (their workforce and service delivery)	David Martin	Aug21
Training	Module on the learning Pool and user guides	David Martin	Aug21

4.3 How will the impact of your proposal and actions be measured moving forward?

- Tender evaluation
- User testing
- Staff feedback
- Management of Change process

Service Director Sign-Off: John Walsh	Equalities Officer Sign Off: Chaman Verma
Date: 28/09/20	Date: 28/09/20