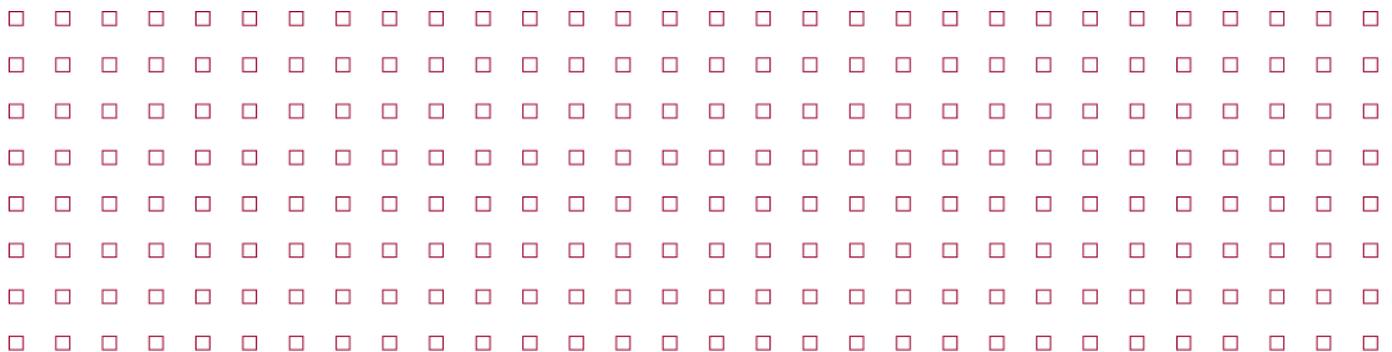




# Equality Impact Assessments 2010

March 2011



Alternative format versions of this report are  
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## Introduction

Details of Equality Impact Assessments 2010.

Equality impact assessments ensure that our policies, services and legislation do not discriminate against anyone and that, where possible, we promote equality of opportunity.

The equality impact assessment is a systematic and evidence-based tool, which enables us to consider the likely impact of work on different groups of people. Completion of equality impact assessments is a legal requirement under race, disability and gender equality legislation.

The full versions of the equality impact assessments are available from our Corporate Equality Division, which can also provide the information on alternative formats.

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## **Equality Impact Assessments 2010**

### **HMCS Equality and Diversity Standard and supporting delivery plan**

The HMCS Equality & Diversity Standard and delivery plan sets out the commitment, goals, staff responsibilities & priority activities for the organisation. In developing these documents through consultation, feedback was addressed and in particular to: reduce the document length; improve user friendliness; implement a progress monitoring process; prioritise staff learning and development.

### **Relocation of NTT and HR Teams in Maidstone Initial Screening**

This initial screening supports the Performance and Efficiency Programme for Kent Surrey and Sussex to achieve sustainability of smaller units and delivery of performance against backdrop of reduced operating costs.

### **Relocation of NTT and HR Teams in Maidstone Full Impact Assessment**

The assessment relates to the proposed re-location of the NTT and HR Staff from Concorde House to Gail House Maidstone in order to achieve efficiency savings in the use of the wider MOJ estate.

### **Review of Regional Communications to include the appointment of an Editor in chief and an Editorial board.**

This EIA relates to the improvements of the Midlands Region Intranet site in order to encourage positive staff engagement. The appointment of an editor in chief and an editorial board has ensured that the site is well managed and conveys current and accurate information to all members of staff. A full EIA is not considered necessary and we will review the system quarterly with the Area leads and annually with a report to the Regional Management Board.

### **HMCS Lean Field Programme**

EIA covers HMCS Lean Programme's products, communication and training methodology through consultation internally with Lean Leads and E&D staff/groups. Potential positive impacts identified from increased staff involvement and a focus on customer service to be monitored during the programme. Negative impacts from a block approach to training change agents have been rectified. Ongoing work in relation to EIA for new process change, accessibility to electronic products/communication. Review in 6 months.

### **Restructure of the Office for Criminal Justice Reform Review**

In June 2009 OCJR undertook an organisational restructure, to improve focus on strategic priorities and its interface with major stakeholders. The EIA revealed that whilst there were no equality impacts the quality of diversity data held is poor. Work will be undertaken to improve the robustness of diversity data.

### **Streamlining the National HMCS Complaint Handling Procedure**

Reducing the complaint handling tiers from three to two will help streamline and cut out unnecessary processes and waste. This will benefit HMCS by reducing the number of staff involved in the complaint process and for the customer by saving them time and costs in writing to all three tiers, when (in the majority of appeals) the decision may remain unchanged. The right to appeal externally to the Parliamentary Ombudsman will remain.

### **A new claims process for personal injury claims**

All claimants will be able to use the new process to benefit from earlier payment of damages. There may be a small impact on litigants in person who do not have access to a computer with an internet facility. A formal review will be completed within 3 years after implementation. We will also take steps to resolve any major issues including those with equality impacts arising from on-going data collection and monitoring.

### **HMCS Customer Service and Notice Board Standards Review**

New customer-facing standards identified as key drivers of customer satisfaction in the annual court user survey, were developed following consultation with customers, staff and representatives of equality and diversity groups. Performance against the standards is tested locally by a self assessment tool (CESA) which captures the new standards, customer care good practice and additional equality elements. A review of CESA will take place for lessons to be learned and service improvements made, before reviewing the standards.

### **HMCS Northampton Bulk Centre satisfaction telephone survey**

Northampton Bulk Centre satisfaction telephone survey, assessed through consultation with bulk centre and contracting company. No diverse impacts identified. To ensure inclusivity alternative formats will be offered. Reviews made weekly during fieldwork and at end of project. Annual review of methodology will be in place for future surveys.

### **The Centralisation of HMCS Area Payment Centres**

The project is in the early stages of development and each individual area; CENS, B,H,TV & KSS are undertaking the areas projects and EIA's. This EIA is looking at the overview of the whole project around the individual areas and will be updated as and when necessary. It must be remembered, that the project aims to move work around and have limited,

if any, impact upon staff other than change the duties they currently undertake, liaising as required with Staff, HRD and TUS as required.

### **Amalgamation of Local Justice Areas in Lincolnshire**

This EIA relates to the creation of three Local Justice Areas in Lincolnshire in place of the current 9. Having completed a full consultation exercise and considered the responses received, Lincolnshire decided to proceed with the changes as proposed.

The only impact will be on a very small number of magistrates who may now sit in more than one courthouse on occasions. Quarterly reviews are planned throughout 2011 to ensure that the needs of all are met.

### **Hard to Trace Standard Operating Procedures**

The EIA for the Hard to Trace accounts process has been assessed in relation to activities being carried out. At this stage there are no apparent significant impacts on particular equality groups, but as this is implemented, feedback is invited through the submission of a request for continuous improvement. Where this is implemented as part of a Lean event, change agents will feed back to the Lean Programme Team if any adverse impacts are recognised.

### **MoJ ICT Transformation Programme**

This EIA relates to the MoJ ICT transformation Programme Role Mapping and Internal Selection process. The approach has been reviewed by the Disability Officer and suggested improvements incorporated into the process. The impact on all staff has been considered and no adverse impacts are anticipated.

### **Relocation of the Bedfordshire & Hertfordshire Telephone Helpdesk**

This change relates to the relocation of an existing telephone helpdesk service from Hitchin to Luton County Court. The assessment has been based around the impact of the existing staff, Judiciary and Customers in Beds and Herts with consideration given to relieving pressure on staff at Hitchin and support for the helpdesk staff at Luton resulting in improve performance of HMCS. No negative equality impacts or ancillary actions have been identified as a result of the completion of this EIA.

### **HMCS Equality Intranet Pages Review**

New EIA guidance pages for the HMCS Equality Team's intranet site aim to increase uptake of the EIA process by staff, to ensure that changed or new HMCS services are properly assessed so that all groups of people have been considered and are not adversely impacted upon without reasoned justification. Alterations were made to the pages according to feedback from MoJ staff networks and other consultees to ensure the guidance itself has no adverse impacts on any groups.

### **East London Tribunals Service**

The East London HJHC project affects staff, customers and stakeholders through the re-location of their existing offices to new premises. One to one consultation was conducted with staff and written consultation was undertaken with stakeholders. The EIA process identified the potential for a negative impact on staff with caring responsibilities; reasonable mitigating action taken and in a small number of cases staff took the option to transfer to other TS venues within their existing geographical area.

### **Thames Valley Civil Strategy Fine Support Officers Training**

The EIA refers to a proposal to use Fine Support Officers instead of County Court Staff to conduct Orders to attend Court for questioning (O/Es). The decision to rollout to 4 courts across Thames Valley is a result of a pilot at High Wycombe where the FSOs were successful in integrating this new duty into their weekly tasks.

### **Thames Valley Civil Strategy Centralised Debit & Credit Cards**

The project is designed to provide easier and more convenient ways of paying judgments by using debit & credit cards over the telephone. By providing a dedicated service for the collection of payments this project will benefit those customers who may have mobility issues and those who are at work during office hours. Consultation with customers regarding the pilot held at Oxford was positive so decision was made to expand across the area.

### **Thames Valley Civil Strategy Centralised Issue**

This EIA relates to a plan to centralise the issue of Part 7 claims at one location, Aylesbury County Court, which supports the HMCS Civil Business Modernisation Programme. Any concern in terms of equality for this project relates to access to information but this is lessened by the fact that the point of contact is still the local Courts. Whilst the administrative process of issuing claims is being removed from the Court, the service provided relating to the issue of claims remains the same.

### **Thames Valley Civil Strategy Counter Review**

This project will initially only make recommendations to the programme board. Any recommendations will be piloted prior to full implementation. The proposals put forward will benefit all customers as it will allow staff to be able to spend their time on those customers who require face to face help and those who just wish to drop documents off at the Court.

### **Warwickshire Justice Centre**

The EIA outlines the reason for movement of staff from their current locations (various court centres across Warwickshire) to the Warwickshire

Justice Centre, Leamington Spa; provide a detailed plan of the migration of staff and the structure of the staff once the move has taken place. It also addresses other people issues. No adverse equality impacts have been identified and the situation will be monitored using customer feedback, court user groups, staff consultation and project boards throughout the lifespan of the project.

### **HMCS Website Development for the hire of Court Buildings**

The website has been developed to promote the hiring of HMCS premises for events, including Civil Ceremonies (weddings) and Civil Partnership Ceremonies. To ensure equality impacts are mitigated, we have secured participation from members of the staff networks, and the Lesbian and Gay Foundation (external organisation), to user test the product and to provide feedback about the site content. The website will be built to MoJ ICT Accessible Technology Standards.

### **Customer Journey Mapping I.T Portal**

Following feedback from colleagues improvements have been made to ensure that staff with disabilities can access and input customer journey mapping information using the enhanced portal. We have secured participation from the staff networks, and colleagues across HMCS, to user test the product and to provide feedback about the site functions and content. The website will be built to MoJ ICT Accessible Technology Standards to support individuals with disabilities.

### **Newport Magistrates Court New Build**

No policies, legislation or service are impacted by the change. Positive impacts include an enhanced service to court users, staff, magistrates' and the general public, as well as the ability to maintain and improve performance and reduce costs.

### **Restructure of the Administrative Court Office (ACO)**

Following a recent Lean engagement and a significant jurisdictional change, the Administrative Court Office is introducing a new approach to customer services and a larger multi-skilled team. The EIA has shown that these changes will have a primarily positive impact on our staff and customers; however we identified a potentially negative impact on one colleague with a disability. We have identified three options for eliminating or minimising the impact on our colleague, of which one will be implemented before the change is introduced in April 2010. The EIA will be reviewed in October 2010.

### **MoJ ICT Transformation Programme – Arms Length Bodies**

This EIA relates to the MoJ ICT Transformation Programme Arms Length Bodies work-stream. The approach has been reviewed and suggested

improvements incorporated into the process. The impact on all staff has been considered and no adverse impacts are anticipated, at this stage.

### **MoJ ICT Transformation Programme – Business Process Re-Engineering**

This EIA relates to the MoJ ICT Transformation Business Process Re-engineering work-stream. The approach has been reviewed and suggested improvements incorporated into the process. The impact on all staff has been considered and no adverse impacts are anticipated, at this stage.

### **MoJ ICT Transformation Programme - Finance**

This EIA relates to the MoJ ICT Transformation Programme Finance work-stream. The approach has been reviewed and suggested improvements incorporated into the process. The impact on all staff has been considered and no adverse impacts are anticipated.

### **MoJ ICT Transformation Programme – Stakeholder Engagement and Communications**

This EIA relates to the MoJ ICT Transformation Programme Stakeholder Engagement and Communications work-stream. The approach has been reviewed and suggested improvements incorporated into the process.

### **Relocation of Bristol County Court**

The project moves Bristol County Court from Lewins Place and The Guildhall to a single site, purpose built, court building. Impact has been assessed throughout the planning process, risk registers compiled and consultation has taken place throughout. No adverse impacts have been identified and responses from staff, users and judiciary have been positive. The EIA will be reviewed in March 2011.

### **Relocation of Primary Health Lists (PHL) administration from York House Leeds to Mowden Hall, Darlington.**

This EIA relates to the Relocation of the Primary Health Lists Tribunal administrative support from Leeds to Darlington. It does not change the services delivered to customers. The one permanent staff and 3 detached duty staff impacted by the relocation have been consulted and re-located to roles within the Tribunals Service in Leeds and Bradford. The Operations Manager in Darlington will monitor the effectiveness of the move.

### **Move of Care Standards (CS) administration to Mowden Hall, Darlington.**

This EIA relates to the Relocation of the Care Standards Tribunal administrative support from London to Darlington. It does not change the services delivered to customers. Five permanent staff, impacted by the

relocation, have been consulted and re-located to roles within the Tribunals Service and within Central London.

The Operations Manager in Darlington will monitor the effectiveness of the move.

### **OPG Birmingham (Hagley Road) Relocation Project**

The relocation to Birmingham is the first major phase of OPG's Transformation (Multi-Site) Programme. Initial assessment has not identified any specific equality impacts, however, the migration of work will ultimately result in an improved service to our customers.

### **OPG Nottingham (Pearson Building) Relocation Project**

The Nottingham office provides positive equality benefits for OPG and its customers, ensuring continuity of employment for more than 50 Civil Servants in the region and improving customer service efficiency through the introduction of a new Deputy Supervision level - Type 2A.

### **Transforming OPG Change Programme: Relocation Project (Birmingham) Review**

OPG's Birmingham office opened for business in April 2009. Fair and open recruitment resulted in the retention of a highly diverse OPG workforce. Customers affected by the move were provided with up to date literature detailing OPG's approved correspondence and contact methods. The Birmingham move has alleviated the pressures of increasing demand for our services resulting in an improved service to our customers.

### **Legal Advisor HR Unit Transition Review**

The EIA Review relates to the winding down the Legal Adviser HR Unit. The EIA looks at impacts on staff in the team. There has been full consultation throughout with all members of staff and a positive EIA has been carried out in respect of all 4 members of staff affected by the re-structuring exercise.

### **Tribunals Service Finance & Resources Change Project**

The EIA relates to the impacts anticipated as a result of the Finance & Resources re-structuring, the establishment of a Shared Service Centre and the re-location of some work outside London. We have developed a number of measures to mitigate against the negative impacts anticipated, including consultation, support and advice, workshops on Managing Change and Job Search Techniques.

### **Implementation of Part 1 of the Tribunals Courts and Enforcement Act 2007**

The EIA relates to implementation of Part 1 of the Tribunals Courts and Enforcement Act 2007. The Act followed two earlier public consultations 'Transforming public services, complaints, redress and tribunals' and 'Tribunals for users – One System, One Service'. Regulatory Impact Assessment for the Act can be found at [http://www.dca.gov.uk/risk/tce\\_bill.pdf](http://www.dca.gov.uk/risk/tce_bill.pdf)

### **Standard Operating Model (SOM) for the Tribunals Service Administrative Support Centre (ASC) Pathfinder offices.**

The Tribunals Service Administrative Support Centres (ASC) will bring administrative staff together in a multi-jurisdictional working environment to support the effective and efficient delivery of service to our customers and clients.

The aim of the Standard Operating Model is to support the role of ASC's by ; Implementing multi-jurisdictional working, delivering efficiencies, enhancing service delivery and helping to identify options to improve customer contact throughout the ASC's.

### **The Legal Services Act 2007 (Disclosure of Restricted Information) Order 2010**

This EIA relates to an Order to be made under sections 152 (3) (g) and 168 (3) (g) of the Legal Services Act 2007. The Order will enable the OLC and LSB to share information with other regulatory bodies specified in the Order. No positive or negative equality impacts were identified by the consultation responses and as a result an Order will be made enabling the OLC and LSB to share information with the regulatory bodies specified in that Order.

### **Standard Operating Procedures in the Social Security and Child Support Tribunal Service Jurisdiction**

Standard Operating Procedures have been introduced in the SSCS jurisdiction to provide standardised procedural guidance which is more accessible and will better support staff's learning and familiarity with the processes which they operate.

### **Scanning Pilot- Glasgow Social Security and Child Support Tribunal Service**

Pilot to introduce scanned images of all SSCS case papers in Glasgow and Ayr for a limited period of 4 months, to reduce the need for paper storage of cases, improve the flow of appeals in SSCS and to introduce efficiencies into the hearings themselves. Full consultation with all stakeholders has taken place and continuous feedback will be obtained as the pilot progresses to inform evaluation in February 2011.

### **Relocation of Tribunals Service Corporate staff in Sheffield**

This EIA relates to the relocation of five Tribunals Service Corporate staff from St Mary's House, Sheffield to the Magistrates Court. Consultation with staff has taken place, the new location is on the ground floor and has lift access to other floors. It is in the town centre near to the train and bus stations and is already occupied by HMCS staff. No adverse impacts have been identified.

### **Appeal Process DVD - Special Educational Needs and Disability First-tier Tribunal**

The decision to replace an existing film for the Tribunals Service Special Educational Needs and Disability First-tier Tribunal followed the recommendations in several key reports. The film will give an up to date and realistic idea of what will happen at a Tribunal and help parents better prepare for their hearing.

### **Sunderland County Court and Magistrates' Court Joint Job Skill Training Programme**

Full consultation has taken place to identify any equality impacts, none were raised or identified. The transfer of staff between administration offices will benefit the business, the workforce and members of staff and will have a positive impact on how services can be delivered. Monitoring of the move will take place.

### **Transforming OPG: Relocation Project (Pearson Building - Nottingham)**

OPG's second regional office opened in Nottingham in October 2009. Fair and open competition resulted in the recruitment of a highly diverse workforce, reflective of the local populous. The relocated Customer Contact Centre went live in March 2010 and is now emerging from its transitional phase, with work ongoing to improve telephony service standards further.

### **Closure of Payment Counters in Humber & South Yorkshire**

The proposal is that payment counters and drop box facilities should cease. The majority of respondents did not oppose the proposal provided arrangements were made for payments to be received at court on the day of imposition. Some concerns were raised about impacts on disabled people and those who did not speak English as their choice of payment method may be restricted. The proposal has been modified to take into account these issues and will be reviewed in May 2011.

### **Tribunals Service Change Programme - Birmingham Estate Project**

The Project concerns relocation of the SSCS tribunals hearing centre operation. This move will enable the TS to exit unsatisfactory and

expensive accommodation into an existing MoJ (HMCS) building that is currently under-utilised. Stakeholders will be consulted to fully understand any equality impacts and how any negative impacts can be mitigated. Overall, it is anticipated that the improved facilities, city centre location and improved transport links will have positive impacts.

### **Burnley - Reedley Magistrates' Court Integration Scheme**

This EIA relates to the proposal to upgrade accommodation to improve the administrative support to Burnley Magistrates' Court and to support the future centralisation of enforcement functions. The EIA revealed the potential for a negative impact on staff with caring responsibilities. Reasonable mitigating action will be taken, followed by further review in 4 months post implementation.

### **The reduction in Saturday and Bank Holiday Charge Courts at Lancashire Magistrates' Court locations**

The area has concluded this is the best way of balancing the competing interests of local justice and the need to secure budgetary savings, whilst providing an appropriate level of service. The area has fixed a review period of 6 months and is committed to ensure any equality issues raised within the EIA are addressed.

### **Amendment to the statutory instrument 'The Jurors' Allowances Regulations 1978' (SI 1978/1579)**

An amendment to include a time limit of three months for jurors to claim travel, subsistence and loss of earnings from HMCS. However, if a juror needs to submit a claim outside the three month period then they will still be able to do this up to twelve months after the conclusion of jury service provided they explain why the claim is delayed.

### **Estates Business Transformation: NOMS HQ Programme**

Equalities impacts have been assessed following consultation with representatives from the NOMS Disability Network and staff involved with previous moves to 102 Petty France. Equalities impacts were identified for individual staff and plans put in place to ensure that staff were not adversely impacted by the moves.

### **Estates Business Transformation: NOMS HQ Programme Review**

Following consultation with various representatives, equality impacts for individual's were identified during the staff engagement cycle and plans such as personal emergency escape plans, Disability Discrimination Act compliant accessible doors, height adjustable and fixed desks, and the provision of a contemplation room were implemented to ensure that staff were not adversely impacted by the moves. In response to feedback

gathered, further improvements have been made as part of business as usual.

### **The administration of family proceedings services in East Kent**

This Assessment relates to the proposed re-location of administrative staff from East Kent Magistrates' Court to Canterbury County Court, to form a Unified Family Service in line with MOJ and HMCS policy. There should be minimal impact to our users as no hearing venues will be changed, but improvements will come from the opportunity to multi-skill the small administration team to carry out the work.

### **North East Hampshire and North West Hampshire Local Justice Areas Amalgamation**

This assessment relates to a proposal to merge two benches of magistrates in North Hampshire. It is intended to reduce the cost of administering and supporting the separate benches and will increase the number of magistrates that can be approached to sit at short notice. Magistrates, CJS partners and court users will not be affected by the changes.

### **The provision of interpreter services at Immigration and Asylum Chambers of the First-tier and Upper Tribunal (IAC) oral hearings**

This EIA assessed the potential impact of reducing the provision of interpreters for sponsors at IAC oral hearings for out-of-country appellants. After initial screening it was identified that use of interpreters was much higher than had at first been expected and the project did not progress further, however, it was decided that a change to the appeal form would make it clearer to appellants that they need to indicate who they want to give evidence, and which of those will require an interpreter

### **Appellants expenses procedure for Social Security and Child Support (SSCS) appeal tribunals**

The policy change is to amend the way reimbursement of expenses is made to appellants attending SSCS appeal tribunals. A consultation raised concerns and mitigating actions have been implemented. As a result we have decided to run the current reimbursement scheme alongside the new scheme for a 2 month trial period.

### **Move of Primary Health Lists (PHL) administration from York House Leeds to Mowden Hall, Darlington.**

This EIA relates to the Relocation of the Primary Health Lists Tribunal administrative support from Leeds to Darlington. It does not change any of the services delivered to customers.

The one permanent staff and 3 detached duty staff ,impacted by the relocation of work from Leeds to Darlington, have been consulted and re-located to roles within the Tribunals Service in Leeds and Bradford.

The Operations Manager in Darlington will monitor the effectiveness of the move.

**IAC Hearings at Taylor House – Saturday Opening Pilot**

Consultation prior to the implementation of the pilot helped frame the adjournment policy to try to ensure that anyone with problems attending Saturday Hearings on equality grounds would be adjourned. Consultation of court users during the pilot did not raise any equality concerns. The pilot has now concluded and a full report has been produced for consideration as to whether further Saturday hearings will take place.