

Equalities Comprehensive Impact Assessment v2 - Head of service review

Reference: ECIA522768068

Submitted: 12 September 2023 09:37 AM

Executive summary

Title of policy / decision: Outsourcing of Corporate Payroll Service

Policy / decision type: Cabinet Decision

Overview of policy / decision: To agree that the Council commences a competitive procurement to change the delivery model for Corporate Payroll services from in house delivery to delivery by an external provider.

What outcome(s) are you hoping to achieve?: To secure a third party supplier to manage the ECC employee payroll.

This is an internal service and does not directly impact on the residents of Essex.

Excellent value for money services lies at the heart of our role as a council and we are always looking for ways to keep down the costs of running services.

The changes are being recommended are in line with ECC's plans to reduce the cost of the current service delivery.

Executive Director responsible for policy / decision: Pam Parkes (Organisation Development & People)

Cabinet Member responsible for policy / decision: Christopher Whitbread (Finance, Resources and Corporate Affairs)

Is this a new policy / decision or a change to an existing one?: Change to an existing policy / decision

How will the impact of the policy / decision be monitored and evaluated?: As the decision is linked to savings which will be monitored over the life of the contract.

The contract will be managed within ECC for the duration of the contract to review:

- Employee satisfaction levels
- Delivery against contractual targets/SLA and KPIs

Will this policy / decision impact on:

Service users: No

Employees: Yes

Wider community or groups of people: No

If the policy decision impacts on employees, provide details here and include potential impacts on identified groups later in the form: It is intended that the supplier continues to use out current system to deliver the payroll and manages queries directly with employees. This will be overseen by an ECC employee responsible for managing the contract.

The impact on employees should be minimal as they will continue to interact with self-service activity as they currently do. Where employees cannot access ECC systems or intranet the current workarounds to achieve this will remain in place.

It is important to note that we are not expecting anything to change for employees as we will continue to use My Oracle in the same way that we do now. Employees should continue to access as currently and any changes to the way queries are raised will be fully impact assessed if needed.

With the current system we manage access mainly through the on-line portal, where this is unavailable email. If employees have no access to technology a phone number is provided and extensive consultation was undertaken recently when we moved from accepting phone calls. We call back when necessary or urgent and all contact is reviewed on a daily basis.

There is an impacts on current members of the team who will be subject to a transfer to the new provider. TUPE will apply to this transfer and all the resulting protections that it affords including no change to current terms and conditions.

What strategic priorities will this policy / decision support?: Strong, Inclusive and Sustainable Economy

Which strategic priorities does this support? - Economy?: Good jobs

What geographical areas of Essex will the policy / decision affect?: All Essex

Digital accessibility

Is the new or revised policy linked to a digital service (website, system or application)?: Yes

What steps you have taken to meet the digital accessibility: The system will remain hosted by ECC and use the current application which has been fully assessed for accessibility.

How have you tested accessibility?: Please see above

How will you monitor and maintain accessibility once it has gone live?: ECC remains the system owner and will maintain it in line with current or future ECC policy.

Equalities - Groups with protected characteristics

Age

Nature of impact: None

Disability - learning disability

Nature of impact: None

Disability - mental health issues

Nature of impact: None

Disability - physical impairment

Nature of impact: None

Disability - sensory impairment

Nature of impact: None

Sex

Nature of impact: None

Gender reassignment

Nature of impact: None

Marriage / civil partnership

Nature of impact: None

Pregnancy / maternity

Nature of impact: None

Race

Nature of impact: None

Religion / belief

Nature of impact: None

Sexual orientation

Nature of impact: None

Rationale for assessment, including data used to assess the impact: The system will not be changing and therefore there will be no impact on employees. All assessments were carried out as part of the My Oracle implementation and remain subject to ECC management and policy in these areas.

What actions have already been taken to mitigate any negative impacts?: There have been a number of stakeholder discussions undertaken to assess impact. Soft market testing has also been undertaken to understand the suppliers in the marketplace and their current customer base.

There has also been a discovery call with East Midland Shared Services and Kent County Council who already operate an outsourced payroll to gain their perspective.

Levelling up - Priority areas & cohorts

Children and adults with SEND, learning disabilities or mental health conditions (taking an all-age approach)

Nature of impact: None

Children on Free School Meals

Nature of impact: None

Working families

Nature of impact: None

Young adults (16-25 who have not been in education, training or employment for around 6-12 months)

Nature of impact: None

Residents of Harlow

Nature of impact: None

Residents of Jaywick and Clacton

Nature of impact: None

Residents of Harwich

Nature of impact: None

Residents of Basildon (Town) housing estates

Nature of impact: None

Residents of Canvey Island

Nature of impact: None

Residents of Colchester (Town) - Housing Estates

Nature of impact: None

Residents of Rural North of the Braintree District

Nature of impact: None

Rationale for assessment, including data used to assess the impact: It is an internally facing service and does not affect residents.

What actions have already been taken to mitigate any negative impacts?: Not applicable

Equalities - Inclusion health groups and other priority groups

Refugees / asylum seekers

Nature of impact: None

Homeless / rough sleepers

Nature of impact: None

People who experience drug and alcohol dependence

Nature of impact: None

Offenders / ex-offenders

Nature of impact: None

Victims of modern slavery

Nature of impact: None

Carers

Nature of impact: None

Looked after children / care leavers

Nature of impact: None

The armed forces community (serving personnel and their families, veterans, reservists and cadets)

Nature of impact: None

People who are unemployed / economically inactive

Nature of impact: None

People on low income

Nature of impact: None

Sex workers

Nature of impact: None

Ethnic minorities

Nature of impact: None

Gypsy, Roma, and Traveller communities

Nature of impact: None

People with multiple complex needs or multi-morbidities

Nature of impact: None

Rationale for assessment, including data used to assess the impact: The service is internally facing and does not impact residents.

What actions have already been taken to mitigate any negative impacts?: Not applicable

Equalities - Geographical Groups

People living in areas of high deprivation

Nature of impact: None

People living in rural or isolated areas

Nature of impact: None

People living in coastal areas

Nature of impact: None

People living in urban or over-populated areas

Nature of impact: None

Rationale for assessment, including data used to assess the impact: It is an internally facing service and does not impact residents.

What actions have already been taken to mitigate any negative impacts?: Not applicable.

Families

Family formation (e.g. to become or live as a couple, the ability to live with or apart from children)

Nature of impact: None

Families going through key transitions e.g. becoming parents, getting married, fostering or adopting, bereavement, redundancy, new caring responsibilities, onset of a long-term health condition

Nature of impact: None

Family members' ability to play a full role in family life, including with respect to parenting and other caring responsibilities

Nature of impact: None

Families before, during and after couple separation

Nature of impact: None

Families most at risk of deterioration of relationship quality and breakdown

Nature of impact: None

Rationale for assessment, including data used to assess the impact: The service is internally facing and does not affect residents.

What actions have already been taken to mitigate any negative impacts?: Not applicable.

Climate

Does your decision / policy involve development or re-development of buildings or infrastructure?: No

Does your decision / policy take place in, or make use of, existing buildings or infrastructure?: No

Does your decision / policy involve elements connected to transport, travel or vehicles? This includes travel needs / requirements of both service users and staff (including staff you're planning to recruit): No

Are you undertaking a procurement exercise?: Yes

Please confirm for purchase over £100k that you have a carbon reduction plan as part of your procurement: N/A

Please list which climate TOMS (Themes, outcomes & measures) you have included in your procurement and the weighting these have been given: I have sought advice on this and been advised that it will be low usage.

Does your decision / policy involve the purchase of goods or materials?: No

Will any waste be generated by this decision? This includes waste from construction, waste generated

by service users / staff, and waste generated by replacing existing products / materials with new: No

Nature of impact

Built Environment / Energy: None

Sustainable Transport / Travel: None

Waste: None

Rationale for assessment, including data used to assess the impact: This is a service provision change only.

What actions have already been taken to mitigate any negative impacts?: Not applicable.

Action plan to address and monitor adverse impacts

Does your ECIA indicate that the policy or decision would have a medium or high adverse impact on one or more of the groups / areas identified?: No

Details of person completing the form

I confirm that this has been completed based on the best information available and in following ECC guidance: I confirm that this has been completed based on the best information available and in following ECC guidance

Date ECIA completed: 09/06/2023

Name of person completing the ECIA: Janet Tindall

Email address of person completing the ECIA: janet.tindall@essex.gov.uk

Your function: People and Transformation

Your service area: People Operations

Your team: Payroll

Are you submitting this ECIA on behalf of another function, service area or team?: No

Email address of Head of Service: Graeme.Lennon@essex.gov.uk