

Cyngor Sir Powys County Council

Impact Assessment (IA)

The integrated approach to support effective decision making



Please read the accompanying guidance before completing the form.

This **Impact Assessment (IA)** toolkit, incorporates a range of legislative requirements that support effective decision making and ensure compliance with all relevant legislation. **Draft versions of the assessment should be watermarked as "Draft" and retained for completeness. However, only the final version will be made publicly available. Draft versions may be provided to regulators if appropriate. In line with Council policy IAs should be retained for 7 years.**

Service Area	Customer Services	Head of Service	Diane Reynolds	Director	Ness Young	Portfolio Holder	Cllr Graham Breeze
Proposal	Release of staff through the closure of Neuadd Maldwyn, Welshpool						
Outline Summary / Description of Proposal							
Integration of Receptionist positions to release staff resources							

1. Version Control (services should consider the impact assessment early in the development process and continually evaluate)

Version	Author	Job Title	Date
Draft 0.1	Kelly Watts	Customer Services Manager	19/11/2019

2. Profile of savings delivery (if applicable)

2018-19	2019-20	2020-21	2021-22	2022-23	TOTAL
£	£	£26,011	£	£	£

3. Consultation requirements

Consultation Requirement	Consultation deadline/or justification for no consultation
Staff consultation required	Potential impact will be internal; therefore, no external consultation will be undertaken. The consultation will follow the Council's Management of Change process.

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4. Impact on Other Service Areas

**Does the proposal have potential to impact on another service area? (Have you considered the implications on Health & Safety, Corporate Parenting and Data Protection?)
PLEASE ENSURE YOU INFORM / ENGAGE ANY AFFECTED SERVICE AREAS AT THE EARLIEST OPPORTUNITY**

Reduction in receptionist positions should not impact on service areas as other arrangements will be put in place. Receptionists also take calls while based on the reception desk; this will mean that calls into the council will need to be answered by the remaining staff which could have a small impact on the Customer Service call wait times.

5. How does your proposal impact on the council's strategic vision?

Council Priority	How does the proposal impact on this priority?	<u>IMPACT</u> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<u>IMPACT AFTER MITIGATION</u> Please select from drop down box below
The Economy We will develop a vibrant economy	A reduction in staff numbers	Neutral	Re-deployment opportunities will be sought	Neutral
Health and Care We will lead the way in effective, integrated rural health and care	N/a	Neutral	N/a	Neutral
Learning and skills We will strengthen learning and skills	N/a	Neutral	N/a	Neutral
Residents and Communities We will support our residents and communities	N/A	Neutral		Neutral

Source of Outline Evidence to support judgements

6. How does your proposal impact on the Welsh Government's well-being goals?

Well-being Goal	How does proposal contribute to this goal?	IMPACT Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	IMPACT AFTER MITIGATION Please select from drop down box below
<p>A prosperous Wales: An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.</p>	N/A	Choose an item.		Choose an item.
<p>A resilient Wales: A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).</p>	N/A	Choose an item.		Choose an item.
<p>A healthier Wales: A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.</p> <p>Public Health (Wales) Act, 2017: Part 6 of the Act requires for public bodies to undertake a health impact assessment to assess the likely effect of a proposed action or decision on the physical or mental health of the people of Wales.</p>	N/A	Choose an item.		Choose an item.
<p>A Wales of cohesive communities: Attractive, viable, safe and well-connected Communities.</p>	N/A	Choose an item.		Choose an item.

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Well-being Goal	How does proposal contribute to this goal?	IMPACT Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	IMPACT AFTER MITIGATION Please select from drop down box below
<p>A globally responsible Wales: A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.</p> <p>Human Rights - is about being proactive (see guidance)</p> <p>UN Convention on the Rights of the Child: The Convention gives rights to everyone under the age of 18, which include the right to be treated fairly and to be protected from discrimination; that organisations act for the best interest of the child; the right to life, survival and development; and the right to be heard.</p>	N/A	Choose an item.		Choose an item.
<p>A Wales of vibrant culture and thriving Welsh language: A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.</p>				
<p><i>Opportunities for persons to use the Welsh language, and treating the Welsh language no less favourable than the English language</i></p>	Loss of staff may have implications on welsh language provision. The receptionists are welsh speaking.	Poor	Need to ensure any changes will not have a detrimental impact welsh language provision.	Neutral
<p><i>Opportunities to promote the Welsh language</i></p>	N/A	Choose an item.		Choose an item.
<p><i>Welsh Language impact on staff</i></p>	N/A	Choose an item.		Choose an item.
<p><i>People are encouraged to do sport, art and recreation.</i></p>	N/A	Choose an item.		Choose an item.
<p>A more equal Wales: A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio-economic background and circumstances).</p>				
<p><i>Age</i></p>		Choose an item.		Choose an item.
<p><i>Disability</i></p>		Choose an item.		Choose an item.
<p><i>Gender reassignment</i></p>		Choose an item.		Choose an item.
<p><i>Marriage or civil partnership</i></p>		Choose an item.		Choose an item.
<p><i>Race</i></p>		Choose an item.		Choose an item.
<p><i>Religion or belief</i></p>		Choose an item.		Choose an item.
<p><i>Sex</i></p>		Choose an item.		Choose an item.

Well-being Goal	How does proposal contribute to this goal?	IMPACT Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	IMPACT AFTER MITIGATION Please select from drop down box below
<i>Sexual Orientation</i>		Choose an item.		Choose an item.
<i>Pregnancy and Maternity</i>		Choose an item.		Choose an item.
Source of Outline Evidence to support judgements				
Conversations with Managers will support in decision making. Any personal support to staff will need to be identified.				

7. How does your proposal impact on the council's other key guiding principles?

Principle	How does the proposal impact on this principle?	IMPACT Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	IMPACT AFTER MITIGATION Please select from drop down box below
Sustainable Development Principle (5 ways of working)				
Long Term: Looking to the long term so that we do not compromise the ability of future generations to meet their own needs.	N/A	Choose an item.		Choose an item.
Collaboration: Working with others in a collaborative way to find shared sustainable solutions.	N/A	Choose an item.		Choose an item.
Involvement (including Communication and Engagement): Involving a diversity of the population in the decisions that affect them.	N/A	Choose an item.		Choose an item.
Prevention: Understanding the root causes of issues to prevent them from occurring.	N/A	Choose an item.		Choose an item.

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Principle	How does the proposal impact on this principle?	IMPACT Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	IMPACT AFTER MITIGATION Please select from drop down box below
Integration: Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their well-being objectives.	N/A	Choose an item.		Choose an item.
Preventing Poverty: Prevention, including helping people into work and mitigating the impact of poverty.	N/A	Choose an item.		Choose an item.
Unpaid Carers: Ensuring that unpaid carers views are sought and taken into account	N/A	Choose an item.		Choose an item.
Safeguarding: Preventing and responding to abuse and neglect of children, young people and adults with health and social care needs who can't protect themselves.	N/A	Choose an item.	N/A	Choose an item.
Impact on Powys County Council Workforce	This proposal will result in a reduction in receptionist 1.07 (FTE) workforce	Poor	In order to mitigate any potential job losses, a voluntary redundancy process and reduced hours will be instigated, there could be potential to reallocate staff or retrain.	Good
Source of Outline Evidence to support judgements				
Discussions with staff and managers.				

8. What is the impact of this proposal on our communities?

Severity of Impact on Communities	Scale of impact	Overall Impact
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Low	Low	Low
Mitigation		
Minimise the impact to customers by ensuring they have other ways in which to contact the council, (web, telephone, library points)		

9. How likely are you to successfully implement the proposed change?

Impact on Service / Council	Risk to delivery of the proposal	Inherent Risk
Low	Low	Medium
Mitigation		
No mitigation required.		

Risk Identified	Inherent Risk Rating	Mitigation	Residual Risk Rating
Reduction in staffing could impact call answer rates	Medium	Staff management and the provision of more services online through the digital transformation programme.	Low
Our customers could become frustrated by call wait times and more complaints are likely to be generated.	Medium	Offer alternative methods of communication e.g. website	Low
Services do not put in plans to deal with the customers who want to meet face to face	Medium	Services ensure that customers are able to contact them through other channels. Alternative solutions are explored (appointments, utilising other buildings/meeting rooms)	Low
Overall judgement (to be included in project risk register)			
Very High Risk		High Risk	Medium Risk
		Low Risk	

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			LOW
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10. Overall Summary and Judgement of this Impact Assessment?

Outline Assessment (to be inserted in cabinet report)	Cabinet Report Reference:	
<p>In order to meet the budget savings targets for 2020-21 it will be necessary to reduce posts. The savings equate to a potential loss of 1.07 fulltime posts. There will be an impact on customers who will not have access to a face to face provision, but this impact can be mitigated through utilising library customer service points.</p>		

11. Is there additional evidence to support the Impact Assessment (IA)?

What additional evidence and data has informed the development of your proposal?
<p>Current Structure. Current Budget. Financial Savings</p>

12. On-going monitoring arrangements?

What arrangements will be put in place to monitor the impact over time?
<p>The Impact Assessment will continue to be reviewed and updated bi-monthly or sooner where significant impact on future service delivery is identified.</p> <p>Where there is impact on external customers and/or internal customers then on-going monitoring arrangements will need to be in place.</p>
Please state when this Impact Assessment will be reviewed.
<p>The Impact Assessment will continue to be reviewed and updated bi-monthly or sooner where significant impact on future service delivery is identified.</p>

13. Sign Off

Position	Name	Signature	Date
Impact Assessment Lead:	Kelly Watts		19/11/2019
Head of Service:	Diane Reynolds		
Director:	Ness Young		
Portfolio Holder:	CLlr Graham Breeze		

14. Governance

Decision to be made by

Choose an item.

Date required

FORM ENDS

DRAFT