

## MSDC

### Customer Impact and Needs Assessment

**Title of Policy/Service/Contract: Dignity at Work / HR**

**Division: Finance, HR & ICT**

**Lead Officer: Tim Martland**

**Date Assessment Completed: 30<sup>th</sup> April 2012**

#### 1. SCOPING

**1.1 What are the aims of the policy, service/service change or contract?**

The aim of the Council's Dignity at Work policy is to ensure that all employees and members are treated with dignity and respect in an environment free from bullying and harassment.

**1.2 Who does the service/policy/contract affect? Who are the main customers (internal or external)?**

The policy affects all staff and members.

**1.3 If your service uses contractors you need to consider whether equality is a core contractual requirement.**

The HR Service does not use contractors, therefore it is not applicable to complete this section.

Please note however that any contractors outside of the service are dealt with in a respectful way, and the Council expects the same treatment from the contractors themselves.

**2. Assessment of Impact and Needs - Supported with Evidence from Data and Consultation**  
 (See Guidance Notes for information on completing this section)

	<b>Opportunity to promote equality and/or barriers to service/differential impact</b>	<b>Evidence base</b> (e.g. from consultation, local or national data)	<b>Current actions taken to address these</b>	<b>Further actions required</b>
<b>Race</b>	<p>Equal opportunities promoted at the point of recruitment advertising internally and externally.</p> <p>Employees and members who do not follow the policy and therefore act in an improper and inappropriate way could create a barrier or differential impact.</p>	<p>The Council's Dignity at Work policy defines harassment and bullying and gives examples of inappropriate behaviour and how it will be dealt with.</p>	<p>Staff are encouraged to voice any problems they are facing on an ongoing basis in 1:1s and PDRs.</p>	<p>The policy to be distributed to new staff rather than just referred to on the intranet.</p> <p>Inclusion of bullying or harassment cases by ethnicity, disability and gender in Annual Workforce Statistics Report.</p> <p>Continue to raise awareness of the policy and implement the Learning Pool on-line training resource with focus on equality modules.</p>
<b>Religion or Belief</b>	<p>As above.</p>	<p>As above.</p>	<p>As above.</p>	<p>The policy to be distributed to new staff rather than just referred to on the intranet.</p> <p>Continue to raise awareness of the policy and implement the Learning Pool on-line training resource with focus on equality modules.</p>

	<b>Opportunity to promote equality and/or barriers to service/differential impact</b>	<b>Evidence base (e.g. from consultation, local or national data)</b>	<b>Current actions taken to address these</b>	<b>Further actions required</b>
<b>Disability</b>	<p>Equal opportunities promoted at the point of recruitment advertising internally and externally.</p> <p>Employees and members who do not follow the policy and therefore act in an improper and inappropriate way could create a barrier or differential impact.</p>	<p>The Council's Dignity at Work policy defines harassment and bullying and gives examples of inappropriate behaviour and how it will be dealt with.</p>	<p>Job applicants who confirm they wish to be considered under the '2 Ticks Disability Scheme' will be interviewed if they meet the minimum criteria for the role, and their needs taken into consideration in order for them to receive the same opportunities as others e.g. any access requirements or adaptations will be made as required throughout the interview process and any subsequent employment with the Council.</p> <p>Staff are encouraged to voice any problems they are facing on an ongoing basis in 1:1s and PDRs.</p>	<p>The policy to be distributed to new staff rather than just referred to on the intranet.</p> <p>Inclusion of bullying or harassment cases by ethnicity, disability and gender in Annual Workforce Statistics Report.</p> <p>Continue to raise awareness of the policy and implement the Learning Pool on-line training resource with focus on equality modules.</p>
<b>Sexual Orientation</b>	<p>As above.</p>	<p>As above.</p>	<p>Staff are encouraged to voice any problems they are facing on an ongoing basis in 1:1s and PDRs.</p>	<p>The policy to be distributed to new staff rather than just referred to on the intranet.</p> <p>Continue to raise awareness of the policy and implement the Learning Pool on-line training resource with focus on equality modules.</p>

	<b>Opportunity to promote equality and/or barriers to service/differential impact</b>	<b>Evidence base (e.g. from consultation, local or national data)</b>	<b>Current actions taken to address these</b>	<b>Further actions required</b>
<b>Age</b>	<p>Equal opportunities promoted at the point of recruitment advertising internally and externally.</p> <p>Employees and members who do not follow the policy and therefore act in an improper and inappropriate way could create a barrier or differential impact.</p>	<p>The Council's Dignity at Work policy defines harassment and bullying and gives examples of inappropriate behaviour and how it will be dealt with.</p>	<p>Staff are encouraged to voice any problems they are facing on an ongoing basis in 1:1s and PDRs.</p>	<p>The policy to be distributed to new staff rather than just referred to on the intranet.</p> <p>Continue to raise awareness of the policy and implement the Learning Pool on-line training resource with focus on equality modules.</p>
<b>Sex</b>	<p>As above.</p>	<p>As above.</p>	<p>As above.</p>	<p>The policy to be distributed to new staff rather than just referred to on the intranet.</p> <p>Inclusion of bullying or harassment cases by ethnicity, disability and gender in Annual Workforce Statistics Report.</p> <p>Continue to raise awareness of the policy and implement the Learning Pool on-line training resource with focus on equality modules.</p>

	<b>Opportunity to promote equality and/or barriers to service/differential impact</b>	<b>Evidence base (e.g. from consultation, local or national data)</b>	<b>Current actions taken to address these</b>	<b>Further actions required</b>
<b>Gender Reassignment</b>	<p>Equal opportunities promoted at the point of recruitment advertising internally and externally.</p> <p>Employees and members who do not follow the policy and therefore act in an improper and inappropriate way could create a barrier or differential impact.</p>	The Council's Dignity at Work policy defines harassment and bullying and gives examples of inappropriate behaviour and how it will be dealt with.	Staff are encouraged to voice any problems they are facing on an ongoing basis in 1:1s and PDRs.	<p>The policy to be distributed to new staff rather than just referred to on the intranet.</p> <p>Continue to raise awareness of the policy and implement the Learning Pool on-line training resource with focus on equality modules.</p>
<b>Pregnancy &amp; Maternity</b>	As above	As above.	As above.	As above.
<b>Socio-economic Factors e.g. Income or Skill Level, Living in a Deprived Area</b>	Not applicable.	Not applicable.	Not applicable.	Not applicable.
<b>Living in a Rural Area</b>	Not applicable.	Not applicable.	Not applicable.	Not applicable.

### 3. ANALYSIS AND ACTION PLANNING


Any gaps in information or provision, opportunities to promote equalities and/or barriers to services identified above need to be translated into SMART targets and recorded here. These actions then need to be incorporated into service plans so that they can be monitored at service level and also as part of a corporate equalities action plan.

Issue	Action/Target	Lead Officer	Deadline	How will impact be measured?
Understanding the scope of bullying or harassment, particularly of certain groups.	Inclusion of bullying/harassment cases by ethnicity, disability and gender in Annual Workforce Statistics Report.	Tim Martland	December 2012	Any concerns raised (e.g. during 1:2:1's and/or PDR's) to be investigated further.
Raising staff awareness of the Dignity at Work Policy.	The revised policy to be distributed to new staff rather than just referred to on the intranet, and to issue a reminder to existing staff via the intranet.	Tim Martland	May/June 2012	Knowledge of the policy amongst new and existing staff, which could be measured from devising an Equalities training module on Learning Pool and requesting staff to complete this on, say, an annual basis.

### 4. Signing off this assessment and action plan

Signature ... **T. Martland** .....  
 Person undertaking the assessment

Date ...30<sup>th</sup> April 2012.....

Signature ...  .....  
 Head of Service

Date ...30<sup>th</sup> April 2012.....