

Associated guidance for this document can be found [here](#). Each section has a link to the relevant section within the guidance document.

## 1 Details of the activity (i.e. the policy, strategy, service, project or function)

<b>1.1 Directorate</b>	Smart Cities and Enabling Services
<b>1.2 Service</b>	Customer Enabling Service & Transformation Projects Team

<b>1.3 Title of the activity (i.e. the policy, strategy, service, project or function):</b>
Review of Staffing Arrangements & Deletion of Vacant Posts

<b>1.4 Brief description of the activity:</b>
The Customer Enabling Service (CES) supports internal and external customers. The service 'pool and share' resource to meet service demand. The vacant posts cover range of administrative functions.
The Transformation Project Team (TPT) manage a wide portfolio of projects and 1 project manager has permanently reduced hours.

<b>1.5 If the activity involves working with other directorates, partners or joint commissioning please state who is involved:</b>
Both CES & TPT support directorates. CES also support residents via the front door telephony service

<b>1.6 Will all or part of the activity be delivered through a provider external to the Council? If Yes, please refer to the <a href="#">Corporate Procurement</a> Processes</b>

<b>1.7 If Yes, please explain what element(s) of the activity will be delivered through an external provider:</b>

<b>1.8 Which areas of the city will be impacted?</b>	
Whole City	<input type="checkbox"/>
Coalfield	<input type="checkbox"/>
East	<input type="checkbox"/>
North	<input type="checkbox"/>
Washington	<input type="checkbox"/>
West	<input type="checkbox"/>
Internal Council Activity – Impact on employees	<input checked="" type="checkbox"/>

1.9 Is the activity targeted at protected characteristics or any other key groups?	
All of the below	<input type="checkbox"/>
Age (e.g. older people, younger people/children, a specific age group)	<input type="checkbox"/>
Disability (e.g. mobility, long term health conditions, sensory impairment or loss, learning disability, neurological diversity or mental health)	<input type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>
Pregnancy and maternity (including breastfeeding)	<input type="checkbox"/>
Race	<input type="checkbox"/>
Religion or belief (including no belief)	<input type="checkbox"/>
Sex	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>
Human Rights	<input type="checkbox"/>
Care Experienced People	<input type="checkbox"/>
Other vulnerable groups and people with complex needs (e.g. veterans, children and young people who are cared for or care experienced, carers, domestic abuse victims and survivors, ex-offenders etc.)	<input type="checkbox"/>
People vulnerable to socio-economic deprivation (e.g. unemployed, low income, living in deprived areas, poor/no accommodation, low skills, low literacy etc.)	<input type="checkbox"/>

**Please complete the Completed By and Version Table below**

**Completed by:**

Version	Status	Author	Comments	Date Issued
1	Complete	Wendy Anderson		18/12/2023

## 2 Data and Intelligence

[Guidance for this section](#)

### 2.1 What data and intelligence has informed the activity?

2 of our 4 apprentices secured substantive posts within CES and they continue to deliver administrative functions. Their development and apprenticeship assessments have continued. The other 2 apprentice posts will finish their apprenticeships with the Council prior to the post being deleted.  
 2 x grade 1 - Digital improvements associated with Arch Aquiller which produce HR letters allows for the deletion of these posts. 1 was temp filled by agency, the other is vacant.  
 1 x grade 4 - The digital improvements realised with Sunderland SEND/Engage allowed for the deletion of this vacant post.  
 0.6 x grade 4 post – These hours have been vacant for some time and the functions have been absorbed within the team.  
 10hrs x grade 8 Team Manager – this had been a voluntary temp reduction for some time which was made permanent from January 23, again on a voluntary basis. Operating matrix management has allowed for the reduction.  
 The voluntary permanent reduction in hours for a grade 8 Project Manager. Operating matrix management has allowed for the reduction.

### 2.2 Summary of data / intelligence / consultation outcomes to inform understanding of differences in:

- the way people use, access or experience your activity;
- how the activity may impact; and/or
- outcomes for different groups?

Joint working protocols within CES ensure that service expectations are agreed with each service area. The 'pool and share' nature of CES allows staffing resource to be redeployed at short notice to address peaks in demand. Regular relationship meetings also supplement the protocols and provide feedback on service delivery.

As set out in 2.1, the reduction of posts within CES were possible because of digital improvements and better working practices – there has been no decline of service – and therefore no impact on any specific group.

The reduction in hours for the CES Manager and TPT Project Manager is managed using buddies and through matrix management. TPT manage projects via governance arrangements and steering boards.

There are no anticipated positive or negative implications as the deleted posts and hours have been made possible by digital improvements and improvements to working practices. Joint working protocols and performance monitoring will be utilised as standard before, during and after the proposed changes.

## 3 Equality and Human Rights

[Guidance for this section](#)

### 3.1 Eliminate discrimination, harassment and victimisation

**What impact will the activity have?**

Not Applicable

**Explain how/why:**

<b>3.2 Advance equality of opportunity between people who share a protected characteristic and those who do not</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>3.3 Foster good relations between people who share a protected characteristic and those who do not</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>3.4 Age (older ages, children and young people, middle ages, an age range or a specific age)</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>3.5 Disability (mobility, long-term health conditions, sensory, learning disability, neurological diversity or mental health)</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>3.6 Gender reassignment (the process of transitioning from one sex to another)</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>3.7 Marriage and Civil Partnership</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>3.8 Pregnancy and maternity (including breastfeeding)</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>3.9 Race (colour, ethnicity, country of origin, culture, etc.)</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>3.10 Religion / Belief (including no belief)</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>3.11 Sex (male or female)</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>3.12 Sexual orientation</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>3.13 Will the activity impact on an individual’s Human Rights as enshrined in UK law?</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>3.14 Other vulnerable groups and people with complex needs (e.g. veterans, children and young people cared for and care experienced, carers, domestic abuse victims and survivors, ex-offenders, homeless or multiple complexities/characteristics)</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

## 4 Reducing socio-economic and digital inequalities

### [Guidance for this section](#)

Will the activity:

<b>4.1 Impact on residents’ financial circumstances</b>	Not Applicable
<b>4.2 Impact on housing, including type, range, affordability, quality and/or condition</b>	Not Applicable
<b>4.3 Impact on digital inclusion or access</b>	Not Applicable
<b>4.4 Impact on education, skills and lifelong learning</b>	Not Applicable
<b>4.5 Impact on employment, including quality and access</b>	Not Applicable

<b>4.6 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes</b>
<b>4.7 Outline how you will measure the anticipated impact(s)</b>

## 5 Improving population health and reducing health inequalities

### [Guidance for this section](#)

Will the activity:

<b>5.1</b>	<b>Help promote healthy living</b>	Not Applicable
<b>5.2</b>	<b>Help promote safe and inclusive environments</b>	Not Applicable
<b>5.3</b>	<b>Impact on children, young people and families</b>	Not Applicable
<b>5.4</b>	<b>Impact on natural and built surroundings</b>	Not Applicable
<b>5.5</b>	<b>Impact on accessibility and active travel encouraging active behaviours</b>	Not Applicable
<b>5.6</b>	<b>Impact on living independently</b>	Not Applicable

<b>5.7</b>	<b>Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes</b>
<b>5.8</b>	<b>Outline how you will measure the anticipated impact(s)</b>

## 6 Carbon reduction and sustainability

### [Guidance for this section](#)

Will the activity:

<b>6.1</b>	<b>Adapting our behaviour (environmentally significant)</b>	Not Applicable
<b>6.2</b>	<b>Impact on biodiversity and natural environment</b>	Not Applicable
<b>6.3</b>	<b>Impact on energy efficient built environment</b>	Not Applicable
<b>6.4</b>	<b>Impact on renewable energy generation and storage</b>	Not Applicable
<b>6.5</b>	<b>Impact on travel and active transport</b>	Not Applicable
<b>6.6</b>	<b>Impact on the green economy</b>	Not Applicable
<b>6.7</b>	<b>Impact on waste, recycling and consumption</b>	Not Applicable

<b>6.8</b>	<b>Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes</b>
<b>6.9</b>	<b>Outline how you will measure the anticipated impact(s)</b>

## 7 Community wealth building

### [Guidance for this section](#)

Will the activity:

<b>7.1</b>	<b>Impact on community wealth and social value</b>	Not Applicable
<b>7.2</b>	<b>Impact on social inclusion, integration, and fostering good relations</b>	Not Applicable
<b>7.3</b>	<b>Impact on crime reduction, anti-social behaviour and community safety</b>	Not Applicable
<b>7.4</b>	<b>Impact on access to services</b>	Not Applicable

<b>7.5</b>	<b>Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes</b>
<b>7.6</b>	<b>Outline how you will measure the anticipated impact(s)</b>

## 8 Key Actions

Any key actions identified throughout the IIA should be recorded here. This will be the action plan linked to your activity and should be implemented to ensure all inequalities or negative impacts are mitigated.

Key Actions	Timescale	Responsible Officer	Review Date
None			

**Please complete the Responsible Officer information below**

<b>Responsible officer sign off:</b>	
<b>Name</b>	Wendy Anderson
<b>Job Title</b>	Strategic Customer Enabling Services Lead
<b>Responsible officer for reviewing actions:</b>	
<b>Name</b>	Liz St Louis
<b>Job Title</b>	Director of Smart Cities and Enabling Services

To support the council's reporting processes in relation to IIA, please use the following naming convention: IIA\_(Name\_of\_activity).

Once you have completed the IIA and it is signed off, please send the final document as an **attachment** to: [IIA@sunderland.gov.uk](mailto:IIA@sunderland.gov.uk)

IIAs will be stored in this central database for corporate analysis. **No feedback will be returned on an individual basis as IIAs are received.**