

Thurrock Council

Community Equality Impact Assessment

Service area and lead officer

Name of service	Digital and ICT
CEIA Lead Officer	Andy Best
CEIA Lead Officer job title	Head of Digital and ICT
CEIA Lead Officer email address	abest@thurrock.gov.uk

Subject of this assessment

What specific policy, strategy, function or service is the subject of this assessment?
Print and post-room changes (internal/operational only)
Borough-wide or location-specific?
<input type="checkbox"/> Borough-wide <input type="checkbox"/> Location-specific – please state locations below.
Internal only
Why is this policy, strategy, function or service development or review needed?
<p>Since 2020, the Council has adopted smarter working practices and created efficiencies in the way we work, this has reduced the usage of our Multi- Functional Devices (MFD's).</p> <p>As part of our commitment to transforming working practices and making tangible savings, there is a need to streamline our MFD provision and to review post and mailroom services. We will drive a reduction from the current 2.4 million pages of print to target a 50% reduction in paper usage from 2024/25 and will put in place a print policy to ensure further reduction in future years. We will set in place a target for a 50% reduction in the 562,000 pieces of outgoing mail through the implementation of digital solutions and by targeting the use of email where appropriate to enable a reduction in outgoing postage and costs arising. We will reduce the number of devices from the current 90 devices down to a maximum of 30 to reduce the rental cost of devices.</p>

1. Engagement, consultation and supporting information

- 1.1. What steps you have taken, or do you plan to take, to engage or consult (where applicable) the whole community or specific groups affected by this development or review? **This is a vital step.**

Steps you have taken, or plan to take, to engage or consult

In July 2023, a report was taken to Cabinet who agreed a tender exercise for a combined MFD, bulk printing & mailroom tender with a view to putting in place a contract of 3 years (with an option for an extension for a further 2 years). A tender for MFD provision has now gone to open market for bids that will be evaluated in November 2023 prior to a report and recommendation to Cabinet in January 2024.

Engagement has been started with internal services with statutory functions most likely to be impacted by operational changes including Democratic Services and Legal Services. This is for the purpose of ensuring services are involved early in the case of any change and needs are considered appropriately.

Where applicable, engagement with affected staff will take place prior to changes to the delivery of post-room functions.

- 1.2. What data or intelligence sources have you used to inform your assessment of the impact? How have these helped you understand who will be affected by the development or review?

Sources of data or intelligence, and how they have been used

Further consultation will be needed with users of the services, as whilst other options offer the opportunity for efficiencies, the council's culture in respect of how it uses these services will need to adapt. For example, it will not be practical in future for large "walk in/while you wait" print jobs to be done and staff will need to take more responsibility for checking documents, before they are sent for print, as the print room staff are providing an element of quality control at present.

2. Community and workforce impact

- 2.1. What impacts will this development or review have on communities, workforce and the health and wellbeing of local residents?

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Local communities in general	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The tender specification includes a requirement for social value in line with the Public Sector Social Value Act (2012).	Social value will be incorporated within the final contract and form part of the contract management and monitoring cycle.
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific impact in relation to age.	No specific impact in relation to age.
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific impact in relation to disability.	No specific impact in relation to disability.

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific impact in relation to gender reassignment.	No specific impact in relation to gender reassignment.
Marriage and civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific impact in relation to marriage and civil partnership.	No specific impact in relation to marriage and civil partnership.
Pregnancy and maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific impact in relation to pregnancy and maternity.	No specific impact in relation to pregnancy and maternity.
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific impact in relation to race.	No specific impact in relation to race.
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific impact in relation to religion or belief.	No specific impact in relation to religion or belief.
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific impact in relation to sex.	No specific impact in relation to sex.
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific impact in relation to sexual orientation.	No specific impact in relation to sexual orientation.
Location-specific impact, if any	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Changes will take place across the council estate although are most likely to apply to members of the workforce based in Civic Offices.	To monitor use of MFDs and feedback from members of the workforce relating to change.
Workforce	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A reduction in the number of MFDs will have an impact for members of the workforce who may need to travel further within their place of work to access a print facility. This is most likely to impact those working in Civic Offices. Impact relating to change in the Post Room provision may occur	Feedback to be invited through transition to a reduced number of MFDs. Members of the workforce directly impacted by changes to the post-room provision will be consulted and supported on an individual basis.

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Health and wellbeing of residents	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	This project will enable the Council to drive down the amount of printed material they consume, reduce paper usage, cut carbon emissions, work towards an ambition to reduce print volumes by 50% whilst maintaining access for all users.	Opportunities for further reductions in printing will be scoped throughout the duration of the contract.
Socio-economic outcomes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific impact on socio-economic outcomes.	No specific impact on socio-economic outcomes.
Veterans and serving members of the armed forces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific impact in relation to veterans and serving members of the armed forces.	No specific impact in relation to veterans and serving members of the armed forces.

3. Monitoring and review

3.1. How will you review community and equality impact once the policy, strategy, function or service has been implemented? These actions should be developed using the information gathered in sections 1 and 2 and included in your service area's business plans.

Action	By when	By who
CEIA to be reviewed on completion of tender evaluation exercise and prior to options analysis	December 2023	Andy Best
CEIA to be refreshed and published with Cabinet report in January 2024	December 2023	Andy Best
CEIA to be reviewed and refreshed prior to project implementation	March 2023	Andy Best
CEIA to be reviewed and refreshed as part of regular operational delivery and contract management cycle	April 2024-March 2027	Andy Best
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4. Next steps

- 4.1. The information gathered must be used to inform reports presented to Cabinet or overview and scrutiny committees. This will give members a necessary understanding of the impact their decisions will have on different groups and the whole community.

Summarise the implications and customer impact below. This summary should be added to the committee reports template in the Diversity and Equality Implications section for review and sign-off at the consultation stage of the report preparation cycle.

Summary of implications and customer impact

This proposal to reduce MFD provision is a change in internal operational practice and is not anticipated to have an impact on residents although has the potential to impact workforce (subject to the outcome of a review of post-room provision).

Section 3.2 outlines a plan to maintain an ongoing review and refresh cycle for this CEIA.

5. Sign off

- 5.1. This Community Equality Impact Assessment must be authorised by the relevant project sponsor, strategic lead, or assistant director. This should not be the CEIA Lead Officer. Officers authorising this assessment are responsible for:

- the accuracy of the information
- making sure actions are undertaken

Name	Role	Date
Jackie Hinchliffe	Director for HR, OD and Transformation	17 October 2023
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