

Date of EIA            August 2005  
 Directorate            Environment and Leisure  
 Function or policy to be assessed            **Support Services**

Is it a policy or function	Function – Support Services comprises: <ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Finance</li> <li>• Devolved Systems</li> <li>• Administration</li> <li>• Performance Management</li> </ul>
Is it a new or existing policy or function?	Existing
Aim / objective / purpose of the policy or function	The purpose of the policy/function is to provide expert support and advice to the public-facing service divisions including: finance, personnel, training, information technology, performance management, corporate policy implementation, administration, business planning and process review.
Who is responsible for the policy or function?	The Head of Support Services and her team oversee this work.
With regard to the equalities themes, which groups might be <b>impacted</b> by the policy or function?	<p>Support Services provide information and advice to officers based in the Environment and Leisure Department. They also interact with the public through their work in employment recruitment and through editing the department's web content.</p> <p>The section is aware that its work could have implications for some of the groups covered by the Council's equality and diversity commitments. Human Resources' recruitment work may impact on any group. Web content could fail to reach people with visual impairments and people who may not read English well.</p>
Which groups might be <b>affected adversely</b> ?	Some of the groups covered by the Council's equality and diversity commitments could receive less favourable treatment by Support Services work e.g. older people, disabled people, people of ethnic minority origin, if we are not innovative in the ways we communicate.
What evidence has been found to indicate this? (include any consultation undertaken)	In line with corporate policies (see EIAs for Corporate Resources) we make allowance for visual impairment on our web sites and we monitor numbers and success rates of applicants for jobs from minority groups.

On what grounds can adverse or differential impact be justified?	Not applicable
What changes are proposed to the policy or function to reduce or remove adverse or differential impact?	We will continue to follow corporate policies for web presentation and recruitment and selection.
In to which plan or strategy has the necessary action been incorporated?	Support Services Work Plan
What monitoring arrangements have been put in place?	Recruitment statistics are collected and monitored by the Corporate Personnel section and reported to us each quarter.
What conclusions have been drawn or recommendations have been made?	<p>We are concerned that applicants for jobs from some minority ethnic groups and disabled people are below average in their success in applying for jobs. We will try to address this through drawing up individual development plans for all our managers based on the Council's management competency framework. We expect to have completed this review by the end of December 2005.</p> <p>Along with the Corporate Web Team we have attained the Crystal Mark for presenting our web information in Plain English.</p> <p>Support Services would welcome a council wide policy and advice to do this and when to provide information in languages other than English.</p>
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