

# 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.**

<b>Service Area</b>	Business Support	<b>Head of Service</b>	Kelly Watts	<b>Director</b>		<b>Portfolio Holder</b>	James Evans
<b>Proposal</b>	The council has to make significant budget savings for forthcoming financial year (19-20). Budget reduction proposals of £45K need to be achieved for Customer Services.						
<b>Outline Summary / Description of Proposal</b>							
<ul style="list-style-type: none"> <li>The council is faced with continuing financial pressures for 19-20 and forthcoming years. The budget reductions attributed to Customer Services is £45k for 19-20. In order to meet these savings, it will be necessary to reduce the staffing budget.</li> <li>Reduction in Receptionist positions – the closure of Neuadd Maldwyn will provide the opportunity to release a resource of 2 staff members; 1.07 fte = £25,749. However, this is unlikely to happen prior to October 2019; in-line with the closure of the building; and therefore will only give a potential saving of 12k based on the 6 months remaining.</li> <li>Staff will be asked whether there is potential for reduced hours and/or possible redundancies, in order to achieve the remaining 33k.</li> </ul>							

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	Acting Head of Customer Services and Business Services Transformation	25/01/2019

2. Profile of savings delivery (if applicable)

2018-19	2019-20	2020-21	2021-22	2022-23	TOTAL
£42,000	£	£	£	£	£

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### 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 Councils Management of Change process, if there are no potential savings through reduced hours and/or redundancies.

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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**

E-mail to staff 28<sup>th</sup> Jan 2019, seeking expressions of interest for redundancies and/or reduced hours.

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

<b>Council Priority</b>	<b>How does the proposal impact on this priority?</b>	<b>IMPACT</b> Please select from drop down box below	<b>What will be done to better contribute to positive or mitigate any negative impacts?</b>	<b>IMPACT AFTER MITIGATION</b> Please select from drop down box below
<b>The Economy</b> <b>We will develop a vibrant economy</b>	Potentially there will be a loss of jobs and therefore impact on the local economy.	Poor	No Mitigation available. Or Re-deployment Opportunities.	Poor
<b>Health and Care</b> <b>We will lead the way in effective, integrated rural health and care</b>	N/a	Neutral	N/a	Neutral
<b>Learning and skills</b> <b>We will strengthen learning and skills</b>	N/a	Neutral	N/a	Neutral
<b>Residents and Communities</b> <b>We will support our residents and communities</b>	All processes provide support in service delivery to our residents and communities.	Poor	Without staffing resource, there will be no mitigation	Poor

Source of Outline Evidence to support judgements
Medium Term Financial Plan (Budget Savings)

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

Well-being Goal	How does proposal contribute to this goal?	<b>IMPACT</b> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<b>IMPACT AFTER MITIGATION</b> Please select from drop down box below
<p><b>A prosperous Wales:</b>                      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>	There is likely to be job losses which will impact on the economy.	Poor	Going through the management of change process will ensure a fair and structured process. There could be opportunities for staff to be redeployed, we will also be able to offer support in completing job applications and attending interviews.	Poor
<p><b>A resilient Wales:</b>                      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.

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<p><b>A healthier Wales:</b> 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><b>Public Health (Wales) Act, 2017:</b> 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>	<p>Going through any change has the potential to impact on staff's mental well-being, there is potential for staff to suffer stress at this time.</p>	<p>Poor</p>	<p>In order to support staff through the process we will engage early and continually with staff. We can offer re-training and possible re deployment opportunities.</p>	<p>Poor</p>
<p><b>A Wales of cohesive communities:</b> Attractive, viable, safe and well-connected Communities.</p>	<p>N/A</p>	<p>Choose an item.</p>	<p>N/A</p>	<p>Choose an item.</p>
<p><b>A globally responsible Wales:</b> 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><b>Human Rights - is about being proactive (see guidance)</b></p> <p><b>UN Convention on the Rights of the Child:</b> 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>	<p>N/A</p>	<p>Choose an item.</p>		<p>Choose an item.</p>
<p><b>A Wales of vibrant culture and thriving Welsh language:</b> 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>	<p>Loss of staff could have implications on welsh language provision.</p>	<p>Poor</p>	<p>Need to ensure any changes will not have a detrimental impact welsh language provisions likely receptionists to be less (welsh speaking)</p>	<p>Poor</p>

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<i>Opportunities to promote the Welsh language</i>	N/A	Choose an item.		Choose an item.
<i>Welsh Language impact on staff</i>	N/A	Choose an item.		Choose an item.
<i>People are encouraged to do sport, art and recreation.</i>	N/A	Choose an item.		Choose an item.
<b>A more equal Wales:</b> A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).				
<i>Age</i>		Choose an item.		Choose an item.
<i>Disability</i>	Check no member of staff supporting another member of staff.	Unknown	To speak to line Managers to find out information.	Neutral
<i>Gender reassignment</i>		Choose an item.		Choose an item.
<i>Marriage or civil partnership</i>		Choose an item.		Choose an item.
<i>Race</i>		Choose an item.		Choose an item.
<i>Religion or belief</i>		Choose an item.		Choose an item.
<i>Sex</i>		Choose an item.		Choose an item.
<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 another member of 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
<b>Sustainable Development Principle (5 ways of working)</b>				
<b>Long Term:</b> Looking to the long term so that we do not compromise the ability of future generations to meet their own needs.	Potential if services aren't supported that this will have impact on our duties/safeguarding.	Poor	Ensure systems put in place to mitigate against.	Neutral
<b>Collaboration:</b> Working with others in a collaborative way to find shared sustainable solutions.	N/a	Neutral	N/a	Neutral
<b>Involvement (including Communication and Engagement):</b> Involving a diversity of the population in the decisions that affect them.	As appropriate the public will be informed of new working practices	Neutral	Support given to those that need support.	Neutral
<b>Prevention:</b> Understanding the root causes of issues to prevent them from occurring.	N/A	Choose an item.		Choose an item.
<b>Integration:</b> Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their well-being objectives.	Need to consider how withdrawing support impacts on them to deliver their service.	Poor	Service areas to be made aware of less staff to take calls	Poor

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Principle	How does the proposal impact on this principle?	<b>IMPACT</b> Please select from drop down box below	What will be done to better contribute to positive or mitigate any negative impacts?	<b>IMPACT AFTER MITIGATION</b> Please select from drop down box below
<b>Preventing Poverty:</b> Prevention, including helping people into work and mitigating the impact of poverty.	Reduction in staffing may have a detrimental impact on the local economy.	Neutral	There is no mitigation that can be offered by the service area, although the council has the potential to mitigate poverty by looking at other economical and viable solutions e.g. increasing tourism, supporting local businesses supporting our local residents to get back into work.	Poor
<b>Unpaid Carers:</b> Ensuring that unpaid carers views are sought and taken into account	Need to assess whether any staff are unpaid carers	Poor	Redundancy process – ask questions regarding this.	Neutral
<b>Safeguarding:</b> 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	Neutral	N/a	Neutral
<b>Impact on Powys County Council Workforce</b>	In order to achieve the budget savings, it may be necessary to reduce the workforce or change the way in which the workforce carry out their duties.	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
Low	Low	Low

Mitigation
Minimise the impact to customers.

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	Low
Mitigation		
No mitigation.		

Risk Identified	Inherent Risk Rating	Mitigation	Residual Risk Rating
Reduction in staffing will have an implication of call answer rates, therefore targets set will not be achieved. The service currently runs at crisis point with sick and leave having a significant impact on the remaining staff.	Medium	Staff management, ensure staff working against high demand areas, likely to be no mitigation.	medium
Our customers will become frustrated by call wait times and more complaints are likely to be generated.	Medium	Offer alternative methods of communication e.g. website	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?

<b>Outline Assessment (to be inserted in cabinet report)</b>	<b>Cabinet Report Reference:</b>	
<p>In order to meet the budget savings outlined for 19-20 it will be necessary to reduce posts. The savings equate to a potential loss of 3.07 fulltime posts.</p>		

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

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

### 12. On-going monitoring arrangements?

<b>What arrangements will be put in place to monitor the impact over time?</b>
<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>
<b>Please state when this Impact Assessment will be reviewed.</b>
<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		25/01/2019
Head of Service:	Kelly Watts		25/01/19
Director:			
Portfolio Holder:	James Evans		

### 14. Governance

<b>Decision to be made by</b>	Cabinet	<b>Date required</b>	
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**FORM ENDS**