Cyngor Sir Powys County Council
Impact Assessment (IA)
The integrated approach to support effective decision making

Powys

Service Area	Digital Services	Head of Service	Diane Reynolds	Director	Ness young	Portfolio Holder	Cllr Graham Breeze
Proposal		Removal of 2 FTE from EUS due to automation					
Outline Summary / Description of Proposal							

By introducing self service and automation, it is estimated that 1 FTE can be removed from End User Services Team in each of the following years 20/21 21/22.

Following a review in Nov 2019, it has been requested that the 21/22 savings are brought forward into 20/21.

1. Version Control (services should consider the impact assessment early in the development process and continually evaluate)

Version	Author	Job Title	Date
1	Jonathon Evans	ICT Service Lead Operational Manager	28/08/2019
2	Jonathon Evans	ICT Service Lead Operational Manager	04/11/2019
3	Diane Reynolds	Head of Digital Services	08/11/2019

2. Profile of savings delivery (if applicable)

2018-19	2019-20	2020-21	2021-22	2022-23	TOTAL
£	£	£58 930k			£58 930k

3. Consultation requirements

Consultation Requirement	Consultation deadline/or justification for no consultation
Staff consultation required	It was original anticipated that for years 20/21 and 21/22 this can be met by natual wastage. However, if all savings within this area are brought forward into 21/22 this may not be possible and may require staff consultation.

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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**
It was anticipated that in the first 2 years this can be achieved by natural wastage and more automated processes. However, if the organisation is unable to embrace automation or natural staff removal is not possible it is likely to have an impact on the service that the Service Desk is able to offer. E.G longer wait times for all Services provided by ICT and in turn a poorer service provided to service areas and the residents those services support.   If all savings in this area are brought forward to 20/21, this may result in a poorer service offered by ICT where automation fails to provide sufficient transformation and the digital skills across the organisation are still being developed.   As EUS is a shared team between PCC and PTHB, removing the equivalent of 2 posts in 20/21 is also likely to have a negative impact on the service being provided to PTHB and consultation with PTHB on impact to service will need to take place.

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

Council Priority	How does the proposal impact on this priority?	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
The Economy **We will develop a vibrant economy**		Neutral		Choose an item.
Health and Care **We will lead the way in effective, integrated rural health and care**	The EUS team provide first line support for Health and Care teams. Removing of posts will likely result in longer wait times.	Poor	Automation will be implemented but the organisation will need to embrace this change in order to reduce the demand on EUS and inparticular Service Desk. We will continue to encourage self-service by improving digital skills across the organisation.	Neutral

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Council Priority	How does the proposal impact on this priority?	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
Learning and skills **We will strengthen learning and skills**	The EUS team provide support for Education and Schools. Removing of posts will likely result in longer wait times. The EUS team is also considered to be the Gateway to a career in ICT and has led the way in terms of apprenticeships. Too much reduction may also impact further skills.	Neutral	Automation will be implemented but the organisation will need to embrace this change in order to reduce the demand on EUS and inparticular Service Desk. We will continue to encourage self-service by improving digital skills across the organisation.	Neutral
Residents and Communities **We will support our residents and communities**	Although ICT provide services to internal staff; many of the services that ICT supports provide services to our residents and communities. Almost all public facing services rely on ICT infrastructure or resources and therefore the reduction in further FTE is likely to have a knock-on effect to the residents and communities.	Neutral	As above. We would also communicate and raise awareness to our service users the change in the level of service that we are able to offer	Neutral

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Source of Outline Evidence to support judgements
The current financial year has seen an increase in performance against SLA for all ICT Support Teams however, the teams have still not managed to meet the target of 96% of jobs being closed within SLA. Automation and Self Service has enabled the performance to increase and allow the EUS teams to upskill. Reduction in FTE over and above what has been calculated is likely to have a negative impact on this performance.

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

Well-being Goal	How does proposal contribute to this goal?	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
A prosperous Wales: 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.		Neutral		Choose an item.
A resilient Wales: 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).		Neutral		Choose an item.

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Well-being Goal	How does proposal contribute to this goal?	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
A healthier Wales: 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. **Public Health (Wales) Act, 2017:** 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.		Neutral		Choose an item.
A Wales of cohesive communities: Attractive, viable, safe and well-connected Communities.		Neutral		Choose an item.
A globally responsible Wales: 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. **Human Rights - is about being proactive (see guidance)** **UN Convention on the Rights of the Child:** 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.		Neutral		Choose an item.
A Wales of vibrant culture and thriving Welsh language: 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.				
Opportunities for persons to use the Welsh language, and treating the Welsh language no less favourable than the English language		Neutral		Choose an item.
Opportunities to promote the Welsh language		Neutral		Choose an item.

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Well-being Goal	How does proposal contribute to this goal?	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
Welsh Language impact on staff		Neutral		Choose an item.
People are encouraged to do sport, art and recreation.		Neutral		Choose an item.
A more equal Wales: A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).				
Age		Neutral		Choose an item.
Disability		Neutral		Choose an item.
Gender reassignment		Neutral		Choose an item.
Marriage or civil partnership		Neutral		Choose an item.
Race		Neutral		Choose an item.
Religion or belief		Neutral		Choose an item.
Sex		Neutral		Choose an item.
Sexual Orientation		Neutral		Choose an item.
Pregnancy and Maternity		Neutral		Choose an item.

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Source of Outline Evidence to support judgements
No anticipated impact on the wellbeing goals

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
Sustainable Development Principle (5 ways of working)				
Long Term: *Looking to the long term so that we do not compromise the ability of future generations to meet their own needs.*		Neutral		Choose an item.
Collaboration: *Working with others in a collaborative way to find shared sustainable solutions.*		Neutral		Choose an item.
Involvement (including Communication and Engagement): *Involving a diversity of the population in the decisions that affect them.*		Neutral		Choose an item.
Prevention: *Understanding the root causes of issues to prevent them from occurring.*		Neutral		Choose an item.
Integration: *Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their well-being objectives.*		Neutral		Choose an item.
Preventing Poverty: Prevention, including helping people into work and mitigating the impact of poverty.		Neutral		Choose an item.

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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**
Unpaid Carers: Ensuring that unpaid carers views are sought and taken into account		Neutral		Choose an item.
Safeguarding: Preventing and responding to abuse and neglect of children, young people and adults with health and social care needs who can't protect themselves.		Neutral		Choose an item.
Impact on Powys County Council Workforce	EUS and in particular Service Desk is considered the gateway to a career in ICT and has led the way in terms of apprenticeships. Reduction in FTE over what has been calculated as being maintainble is likely to have a negative impact on the depth of skill within the department and the workforce as a whole.	Poor	Automation will be implemented but we will need to support the organisation to embrace this change in order to reduce the demand on EUS and inparticular Service Desk to allow them to continue to be upskiled.	Neutral
Source of Outline Evidence to support judgements				

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		
n/a		

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9. How likely are you to successfully implement the proposed change?

Impact on Service / Council	Risk to delivery of the proposal	Inherent Risk
Medium	Medium	Medium
Mitigation		
Continue to promote self service and automation		

Risk Identified	Inherent Risk Rating	Mitigation	Residual Risk Rating
Lack of engagement from the organisation to use new automated processes and self service resulting in higher demand on staff on a reduced level. Resulting longer wait times and reduction Performance Measures.	Low	Full communication and engagement with the organisation to ensure take up of new automated processes.	Low
Unable to recruit to apprenticeships, preventing them from moving through the organisation	Medium	Encourage apprenticeships across the entire department where applicable	Low
Pace of change of transformation from service desk to automation too quick, causing the service quality to decrease and users not having sufficient time to transform.	Medium	Full communication and engagement with the organisation to ensure take up of new automated processes.	Low
Overall judgement (to be included in project risk register)			

Very High Risk	High Risk	Medium Risk	Low Risk
			x

10. Overall Summary and Judgement of this Impact Assessment?

Outline Assessment (to be inserted in cabinet report)	Cabinet Report Reference:	
The overall judgement of this impact assessment is **Negative** depending on engagement and take up of the new automation processes. The overall risk of this impact assessment is **Low**. As mentioned above, engagement and take up is key.		

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

What additional evidence and data has informed the development of your proposal?

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n/a

12. On-going monitoring arrangements?

What arrangements will be put in place to monitor the impact over time?
Continual review of service KPIs this includes customer satisfaction

Please state when this Impact Assessment will be reviewed.
Annually

13. Sign Off

Position	Name	Signature	Date
Impact Assessment Lead:	Jonathon Evans	J Evans	04/11/2019
Head of Service:	Diane Reynolds		
Director:	Ness Young		
Portfolio Holder:	James Evans		

14. Governance

Decision to be made by	Choose an item.	**Date required**	

FORM ENDS