

# Full Equality Impact Assessment Form

**Equality Relevance**    High ☒ Medium ☐ Low ☐

## 1. Name of the policy or practice?

New Business Model for Frenchay 'Gatehouses', which will be re-branded as East Reception and North Reception.

## 2. What is the aim, objective or purpose of the policy practice?

The Frenchay Security Gatehouse at the East Entrance is currently the principle and main entrance to the University and is the first port of call for many visitors to the University. The Security Gatehouse at the North Entrance is used by a large number of visitors to the ECC, including a large number of external visitors to the University, and is set to become a busier access route to the campus in the future as this part of the campus is developed further.

This proposal is to provide a more customer focused reception style business model at both site entrances as opposed to the current Security Gatehouse model.

As part of this new model the Security Gatehouses need to be renamed/rebranded to reflect the new customer focused reception style approach and to mark this change of focus. (However they will continue to be referred to as the Security Gatehouses for the purpose of this assessment.)

## 3. Who is responsible for developing the policy?

Annette Blackburne, General Manager Site Operations.

## 4. Who is responsible for implementing the policy?

Annette Blackburne, General Manager Site Operations.

## 5. Who is the policy intended to benefit?

The University as a whole and all of its stakeholders including students, staff, visitors to the University premises and members of the public who access University managed services.

## 6. What is intended to be achieved by the policy?

Substantially greater emphasis on customer service with improved experience for all customers and visitors – both internal and external visitors.

Improved and more professional image for the University, in particular as a first impression.

Resource reallocated with a resultant increase in security services provision and presence throughout the campus, benefitting all UWE stakeholders.

## 7. How will you know if this policy has been successful?

Positive feedback gained from University stakeholders, both ad hoc feedback and feedback obtained through a structured questionnaire process, with regards to the service provided at the Gatehouses.

Positive feedback with regards to a more visible security presence on campus, again both ad hoc and through University questionnaire processes such as the Student Survey.

8. Do the following equality groups have different needs, experiences, issues and priorities in relation to the intended outcomes of this policy? Please give information/ evidence to support your answer.

	Yes	No	Not known – Do you need to generate sources of information?
<b>Women, men, transgendered people</b>	<p>There have been complaints from women in the past that suggest having an entirely male team providing this front of house service, and not only male but staff operating in a security capacity, can be intimidating.</p> <p>Trans staff and students would welcome a service that is understanding of the different gender identities across the UWE communities.</p>		
<b>Black and minority ethnic groups</b>	<p>Some BME staff/students would benefit from a front of house service with additional language skills and an understanding of the different cultural make up of the University.</p> <p>BME staff/students would feel more welcomed if the service reflects the diversity of the University, particularly in terms of ethnicity.</p>		
<b>Disabled people</b>	<p>This group in particular require assistance on arrival on site, in particular in relation to gaining parking suitably close to their destination.</p>		
<b>Younger or older people</b>		No particular needs, experiences, issues or priorities identified.	

<b>People of different religion and beliefs</b>	Staff/students from faith communities would feel more welcomed if the service reflects the diversity of the University.		
<b>Lesbian, gay and bisexual people</b>	Staff/students from LGBT communities would feel more welcomed if the service reflects the diversity of the University.		

**9. Is there potentially adverse impact on the following equality groups as a result of this policy? Please give information/ evidence to support your answer.**

	<b>Yes</b>	<b>No</b>	<b>Not known – Do you need to generate sources of information?</b>
<b>Women, men, transgendered people</b>	A lack of understanding of the different gender identities from this service will have a very negative effect on all but particularly trans students/staff.	The existing CSO team who currently provide the front of house service on a 24/7 basis will not be required to provide this service during core hours Monday to Friday, this may impact negatively on their opportunities to develop customer facing skills for the future. However the existing CSO team will continue to provide this front of house service outside of core hours Monday to Friday and so will be able to continue to develop their customer services skills. They will also benefit from working alongside the Receptionists and	

		from the information maintained by the Receptionists.	
<b>Black and minority ethnic groups</b>	A more customer focused approach has been articulated by the BME staff network, as a result of several incidents involving academic/professional staff & security. Therefore, a need for cultural competency training and a diverse workforce is welcomed.		
<b>Disabled people</b>		This change will create a positive impact on the service provided to disabled visitors to the campus, in particular in being given assistance in finding suitable parking on site.	
<b>Younger or older people</b>			A need to clarify whether this will have a negative impact on staff/students from this group.
<b>People of different religion and beliefs</b>			A need to clarify whether this will have a negative impact on staff/students from this group.
<b>Lesbian, gay, bisexual people</b>			A need to clarify whether this will have a negative impact on staff/students from this group.

**10. Is the policy designed or does it have the potential to promote equality for particular groups or good relations between groups? If so, how?**

This proposal is in relation to a front of house service and is therefore public facing. A professional and equality and diversity aware approach to this service delivery can help to promote good relations.

There could be an opportunity to address any imbalance in the profile of UWE public facing receptionists, or bringing in receptionists with additional language skills.

**11. Do you need to carry out a formal/informal consultation internally or externally at this stage? Who you need to consult?**

Yes, it would be beneficial to talk to staff and student groups about the changes and to gather information that may help in the delivery of the new service.

**12. What method or mechanism would be best suited for this consultation?**

On-line posting of the EIA, face-to-face and electronic communication to groups/networks, electronic communication with SU, review of student and staff surveys, review of complaints.

**13. What action could be taken to mitigate any negative impacts identified or is there an opportunity to take steps to address different needs or promote equality of opportunity more effectively? If yes, please comment and complete action plan.**

No negative impacts identified, however further clarification arising from dialogue with specific groups may present useful information for the future.

Success of the change in the service would benefit from:

- A more diverse workforce – female & BME staff, with additional language skills. Therefore revisiting JDs & person spec, recruitment/marketing plan to attract a wider pool of candidates.
- Welcoming atmosphere enhanced by positive imagery (posters), training in diversity, basic disability awareness training.

**14. Who will be responsible for monitoring the implementation of the action plan?**

Annette Blackburne initially and then Kate Best.

**15. Please outline how you have revised the policy (if necessary) in the light of the Equality Impact Assessment . If no change is to take place please give reasons.**

The proposal has not changed however the need to consider addressing the imbalance that exists in the profile of UWE public facing receptionists has been highlighted and needs to be considered during the recruitment process.

**16. Please indicate when you think this policy/practice should be reviewed next:**

Review once Receptionists appointed.

**Equality Impact assessment completed by:**

Name	Annette Blackburne
Post title	General Manager Site Operations
Faculty / service	Facilities
Date	25 <sup>th</sup> August 2011

Please return this form to the Equality and Diversity Unit. The equality and diversity unit will provide feedback and will publish the final document.

**Confirmed by the equality and diversity unit:**

Name	
Date	

**ACTION PLAN – Name of Policy .....** **Service/Faculty.....**

<b>Issues</b>	<b>Actions required</b>	<b>Responsible Person</b>	<b>Resources required</b>	<b>Target date</b>	<b>Success Indicators</b>	<b>What progress has been made?</b>
Information/data required	Needs of equality groups across staff & student body.	Annette Blackburne	Use existing resources	End June	Information gathered and used to influence the shape & delivery of the new service.	Completed. Meeting held with E&D Manager and Student Services Manager at which a consultation plan was developed.
Consultation	Online, email, & face to face for specific groups (women & BME).	Annette Blackburne and Andrew McLean	Use existing resources	End Oct	Equality groups have an opportunity to comment on the plans.	Completed. Staff Forum via e-mail and face-to-face. E-mail to SU and feedback via Facebook. Staff and student surveys and complaints reviewed.
Monitoring and review arrangements	Recruitment to adhere to UWE HR guidance.	Annette Blackburne	Use existing resources	Aug for TSU appointment and Dec for perm appointment		Completed for TSU appointment
	Feedback from Staff Forums.	Annette Blackburne		Dec 2011	Positive feedback.	Anecdotal evidence to date

	Review of complaints.	and Kate Best  Annette Blackburne and Kate Best		Dec 2011	Reduction in complaints.	is positive regarding improved customer service  Since new model implemented vis TSU staff no complaints have been received
Publication	EIA published on the website.	E&D Unit			EIA available online.	
Other actions	Include language skills as part of the desirable criteria on the person specification for the Receptionists.  Once in post Receptionists to attend E&D awareness training.	Annette Blackburne  Kate Best		Aug 2011  Aug/Sept 2011 for TSU staff – Jan 2012 and on-going for perm staff	Considered as part of the recruitment selection criteria.  Training attended.	Completed.  Courses identified and requested via Learning & Development Centre.

Please return form to the Equality and Diversity Manager