

# Equality analysis form

If the activity you are planning to analyse is covered by an existing Equality Analysis or a relevant former Equality Impact Assessment, please use Section 2 of the form to highlight any updated information. The updated form should be sent through to the Equality and Diversity Unit for feedback, the start of the online consultation process and publication.

## Section 1

### Equality Analysis Screening

The following questions will identify whether a full Equality Analysis will be required. Please read the Equality Analysis guidance prior to completing the screening.

#### 1. Name of the activity (strategy, policy, practice etc)

Review of receptionists hours at the Centre for Sport.

The Centre for Sport has been open since 2006 and in that time receptionist hours have not changed. Due to business changes/demands from customers including longer busy periods during term time, so between Sept-Dec and then Jan-March now starting earlier in the day and going on later into the evening we are required to now make changes. This is from feedback from customers and also from receptionists. We have also implemented online book and paying system, book and pay kiosk in reception, book and pay mobile app so the requirements for receptionists and when they work require a change to meet business needs/requirements.

Present problems occur as only 1 member of staff can be working during a busy time of day so they require more support with an additional receptionist. The proposal is to extend the mid shift which is presently on the rota during term time.

Non- term time there is sometimes no requirement for 2 receptionists as the Centre is quieter with less students around. The proposal is to go down to 1 receptionist with other staff around Centre assisting when required.

Unfortunately there is now also no requirement for a receptionist to work over at the Wallscourt Farm Gym so these hours are now redundant as the gym staff man the gym/reception area. The receptionist also presently works at the Centre for Sport so there will be no adjustment problems.

Lastly one of the receptionists is due to retire at the end of June so rather than recruit a new receptionist it might give the opportunity for those receptionists losing hours to gain new ones. Benefits of changing the receptionists hours is that we will be meeting customer/member expectations of delivering good customer service at the right times of day, when the members require it. We have introduced more up to date technology to meet customers expectations. This also gives the receptionist the opportunity for more face to face contact with customers rather than constantly have to worry about answering phone calls from customers to make bookings.

2. Will this activity have the potential to deliver positive outcomes for students, staff and/or visitors from equality groups? Please provide evidence for your answer.

Effective use of the reception staff resource to better enable us to meet the demands of our customer/member base which includes students, staff and community members and non-members. As customers will now have the ability to book and pay online from their homes and phones 24/7, 365 days a year this leaves the receptionists time to deal with face to face queries from our customers.

Feedback from members survey is that sometimes calls are not answered to make bookings. This is because there is only be 1 receptionist on, so having an online booking system and 2 receptionists improves this service.

Reception staff feel that during busy periods of the day only 1 receptionists is not enough so they feel stretched or can get stressed. By improving the mid shift hours and making them longer means during busy times there will be 2 receptionists. This will mean staff feeling less stressed.

3. Will this activity have the potential to create negative impacts on students, staff and/or visitors from equality groups? Please provide evidence for your answer.

The could be a negative impact on the current reception staff as we altering their hours to meet business needs. Their hours will get altered to meet busy and quiet periods of the year. We are hoping that redundancy/re-deployment will not happen but as receptionist are one big group of staff all of the shifts will be on offer. These will be shown to staff and they will either go away and choose their preference of shifts or mention this in their 1-2-1's. Reception staff could have an increase or decrease in their current hours.

4. Does the activity have the potential to impact equality groups in the following ways:

- Access to or participation in UWE Faculties or Professional Services?
- Levels of representation across the UWE workforce?
- Student experience, attainment or withdrawal?
- Staff experience?

Please indicate YES or NO. If the answer is YES then a full analysis must be carried out. If the answer is NO, please provide a justification.

Yes

**Equality analysis screening sign off:**

Faculty Dean or Head of Service	Raviner Bisla
Faculty / service	Alex Isaac
Date	

**Please return the completed form back to the Equality & Diversity Unit for feedback and publication**

## Section 2

### Full Equality Analysis

#### 1. Name of the activity (strategy, policy or practice etc)

Review of receptionists hours at the Centre for Sport.

The Centre for Sport has been open since 2006 and in that time receptionist hours have not changed. Due to business changes/demands from customers including longer busy periods during term time, so between Sept-Dec and then Jan-March now starting earlier in the day and going on later into the evening we are required to now make changes. This is from feedback from customers and also from receptionists. We have also implemented online book and paying system, book and pay kiosk in reception, book and pay mobile app so the requirements for receptionists and when they work require a change to meet business needs/requirements. Present problems occur as only 1 member of staff can be working during a busy time of day so they require more support with an additional receptionist. The proposal is to extend the mid shift which is presently on the rota during term time.

Non- term time there is sometimes no requirement for 2 receptionists as the Centre is quieter with less students around. The proposal is to go down to 1 receptionist with other staff around Centre assisting when required.

Unfortunately there is now also no requirement for a receptionist to work over at the Wallscourt Farm Gym so these hours are now redundant as the gym staff man the gym/reception area. The receptionist also presently works at the Centre for Sport so there will be no adjustment problems.

One of the receptionists is due to retire at the end of June so rather than recruit a new receptionist it might give the opportunity for those receptionists losing hours to gain new ones. Benefits of changing the receptionists hours is that we will be meeting customer/member expectations of delivering good customer service at the right times of day, when the members require it. We have introduced more up to date technology to meet customers expectations. This also gives the receptionist the opportunity for more face to face contact with customers rather than constantly have to worry about answering phone calls from customers to make bookings. The Centre for Sport still has set hours that the reception needs to be operational. There is always a receptionist required during our opening hours. We sometimes have 2 reception staff during the busy periods. There is limited flexibility in these hours as we need reception staff during the hours the Centre is busy so that we meet customer needs.

#### 2. What is the aim of the activity (objective or purpose)?

To improve the efficiency of the reception to meet the busier and quieter periods. There has been no change to receptionist hours since the Centre opened in 2006. Business needs now require a change due to its increase in usage and the introduction of online book and pay software systems. It is the ideal time to review due to an imminent retirement of a receptionist and the non-requirement of a receptionist now at Wallscourt Farm Gym.

#### 3. If amending a current activity, what changes are proposed?

Extend receptionist hours during term time so Sept/Dec, Jan/March, April/June and busy periods of the day/evening but reduce hours non-term time or during quieter periods.  
There is also the need to reduce a receptionists hours as now not required to work at Wallscourt Farm Gym during term time.

4. Who is responsible for developing and delivering the activity?

Helen Worboys- Operations Manager

5. What measures will be used to assess whether the activity is successful?

Improved customer service on reception during busy periods, so 2 members of staff rather than the 1. This should lead to members being served quicker and calls being taken rather than ringing out. Also feedback in the Centre for Sport members survey will also show an improved customer service. This survey is done yearly.  
Data from our booking system as to whether the online booking systems are utilised more.  
Also through the UWE staff survey we can compare data from 2014 to when the next one is completed as to whether the reception staff's stress and workload levels have improved or not due to the new staffing levels.

6. Does the activity have a potentially adverse impact on equality groups, in terms of employment issues and/or service delivery for students and/or staff? In the table below, please give evidence to support your yes or no answers. If the answer is not known, indicate how you will source evidence.

#### **Meeting the public sector equality duty**

Please also use the table below to demonstrate whether the activity has the potential to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. Please use the 'no' column to highlight your responses.

	Yes	No	Not known
<b>Women and men</b>	Staff potential issues with adjusting hours to meet child care needs Possible re-deployment/redundancy of hours		
<b>Trans people</b>	Members of staff fall into this group so might fear		

	redundancy, re-deployment		
<b>Black and minority ethnic groups</b>	Members of staff fall into this group so might fear redundancy, re-deployment		
<b>Disabled people</b>	Potential staff issues if extending hours whether disabled staff would find hours too long? Disabled staff may also need more flexibility around working times to allow them to take breaks and to attend appointments.	There may be a benefit of the policy in reducing stress and mental health issues by distributing the workload more appropriately.	
<b>Younger or older people</b>	A few older staff might fear redundancy, redeployment. Potential staff issues if extending hours whether older staff would find hours too long?		
<b>People of different religion and beliefs</b>	Members of staff fall into this group so might fear redundancy, re-deployment. Staff who have a religion or belief may need to adjust hours to meet prayer times/religious holidays.		
<b>Lesbian, gay, bisexual people</b>	Members of staff fall into this group so might fear redundancy, re-deployment		
<b>Marriage and civil partnership</b>	Potential issues if increasing hours,		

	longer away from home.		
<b>Pregnancy and maternity</b>	Potential issues if increasing hours, longer at reception desk. Pregnant staff and new parents may also need more flexibility around working times to allow them to take breaks and to attend appointments.		

7. Please give evidence of how you have engaged equality groups in the equality analysis process. Is further engagement required?

1-2-1 meetings with reception staff to work through changes required and to agree solutions of what works best for staff and the Centre.

Reception Team Meeting,

Email communication with staff

Meetings with Recreation Assistants/Duty Officer as reducing reception hours could impact on their workload.

8. What action can be taken to mitigate any potential negative impacts or address different needs? Please comment and then complete an action plan (see appendix 1).

Some staff will be losing hours but hopefully this will be offset that they will be working more hours during busy period.

Also there will be staff on hand to educate members to use the kiosk and the online booking system.

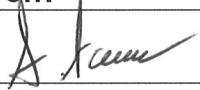
9. Please indicate the level of equality relevance:

High ☐

Medium ☐

Low ☒

10. Equality analysis sign off:

Faculty Dean or Head of Service		A. ISAAC
Faculty / service	CENTRE FOR SPORT.	
Date	13.10.15.	

Please return this form to the Equality and Diversity Unit for feedback, the start of the consultation process and publication.

# Equality analysis - action plan

## Appendix 1

Name of activity: Review of reception hours

Plan completed by: Helen Worboys

Service / faculty: Centre for Sport

Issues	Actions required	Responsible Person	Resources required	Target date	Success Indicators	What progress has been made?
<b>Information/data required</b>	Review Equality challenge Unit guidance on change  Details of any disability or child care commitments needs to be clarified from the staff directly affected by the restructure in order to help them access their work needs/requirements. This information can be confidential in 1-2-1 meetings and only used with consent by staff member.	Helen Worboys	1-2-1 meetings	July 2015	All information gathered and taken in to consideration under Managing Change.	Plan of what to ask and when.
<b>Consultation</b>	Consult TU's  A full EA	Helen Worboys/Naomi Harrison		July/August 2015		



	consultation with receptionists/duty officers, recreation assistants through 1-2-1's and group meetings  Raise awareness of support available (e.g. EAP)  All staff and external consultation as a result of publication					
<b>Monitoring and review arrangements</b>	The changes adheres to the UWE managing change process.	Helen Worboys				
<b>Publication</b>	Publication on the E&D website	Helen Worboys		On completion of the analysis/change		
<b>Other actions</b>	Communication plan agreed  Check all relevant change related HR policy has an up to date EIA	Helen Worboys  Helen Worboys/E and D unit				

Please return form to the Equality and Diversity Unit