

# Transforming Labour Market Services

Equality and Impact Assessment v3.0

November 2012

# Transforming Labour Market Services

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# 1. Introduction

- 1.1 The Department for Work and Pensions has carried out an Equality Impact Assessment on the proposal to introduce the Transforming Labour Market Services project, assessing the proposal in line with the current public sector equality duties.
- 1.2 This process will help to ensure that the Department for Work and Pensions has paid due regard to:
  - Eliminating unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
  - Advance the equality of opportunity between people from different groups; and
  - Foster good relations between people from different groups.
- 1.3 The Equality Impact Assessment will show how the Department for Work and Pensions has demonstrated it has paid due regard when developing these services to the grounds of the protected characteristics. These are:
  - Race;
  - Disability;
  - Gender;
  - Age;
  - Gender re-assignment;
  - Sexual orientation;
  - Pregnancy and maternity;
  - Religion or Belief; and
  - Marriage and Civil Partnerships (in terms of eliminating unlawful discrimination only).

# 2. Background

- 2.1 The project is an important part of the Department for Work and Pensions vision in making us a multi channel business, offering services through a range of digital, telephone and face to face channels. Transforming Labour Market Services clearly supports the 'online revolution' urged by Martha Lane-Fox and Sir Frances Maude by providing easy online access to appropriate Government services.
- 2.2 The Transforming Labour Market project will deliver Universal Jobmatch, a managed service, supplied by Monster Worldwide Services (hereafter known as Monster), who will design their service to meet the requirement of the Department for Work and Pensions.
- 2.3 The aim of the project is to:
  - Modernise the delivery of Public Employment Services;

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- Improve our credibility with companies and especially the support provided to small businesses;
- Put the Department for Work and Pensions at the forefront of service provision making the Department for Work and Pensions the supplier of choice for companies;
- Support the individual jobseeker to identify and improve their skills to gain employment;
- Increase business efficiency by providing an effective and efficient service to both the individual jobseeker and companies; and
- Provide greater choice and personalisation of services for jobseekers and overtime, expect customers who can do so, to interact with us using digital services where available. As more services move to digital, this should reduce the reliance on printing and have a positive impact on paper reduction

### 2.4 Key elements of the service are:

- A service that allows companies to bulk upload large numbers of jobs directly to the Department for Work and Pensions from their own Human Resources systems;
- A digitally enabled enhanced jobsearch solution for all jobseekers<sup>1</sup>;
- A high quality matching service that will match against the profile and curriculum vitae of registered jobseekers, returning a match to the employer against jobs and jobseeker services<sup>2</sup> and to the jobseeker against vacancies; and
- The ability to capture and use work search evidence for jobseekers, who have registered with the service; and
- Capture feedback from all users to support the back to work journey to continuously improve the service.

## 3. Project Aims and Support

### 3.1 The service aims to:

- Make it easier for companies to create and post jobs online, allowing them to directly manage their jobs and match potential jobseekers with jobs, speeding up and simplifying the invitation to interview process;

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<sup>1</sup> Jobseeker – Term used for anyone employed or unemployed wishing to search for employment

<sup>2</sup> Jobseeker search - Anonymous jobseekers are matched by their curriculum vitae to a companies job requirement without the job being advertised

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- For jobseekers, the project aims to put digital inclusion at the centre of our services by simplifying and speeding up the jobsearch and job application process and promoting the importance of IT skills.
- The project aims that the vacancy taking and matching service will comply with current equality legislation and will incorporate procedures to combat potential discrimination

### 3.2 The service will support these aims by:

- Increasing the use of automated services, which will also increase efficiency, allowing advisers to spend more time on the kind of intensive contact necessary to advise those jobseekers most in need and into work.
- Provide the facility for a jobseeker to create a jobsearch account using their own personal login and provide help to ensure all jobseekers have an email address, profile and online curriculum vitae within two months of our first contact with them, unless there are specific reasons why this is not appropriate.
- The jobseeker's curriculum vitae and profile will be shared with companies in such a way as does not invite companies to discriminate on basis of protected characteristics i.e. it will not include certain personal details.
- Jobseekers that do not have personal access to the internet will be advised by the Department for Work and Pensions advisers to view the jobs on the jobpoints in local Jobcentres, or be directed to local libraries and online centres<sup>3</sup> etc.
- If despite this help, or because of particular needs, the customer still cannot access this service through digital channels, we will make reasonable adjustments, for example ensuring they can access our services over the telephone or face to face.
- Jobseekers will be able to receive job alerts when job matches are found. They will be able to submit applications directly to potential companies.
- The processes will assist the Department for Work and Pensions advisers tailor their services more closely to the needs of jobseekers and the demands of the local labour market.
- As the service will be online, it will be open to all jobseekers to use the service. This will provide benefits, as those who face redundancy or unemployment can start their jobseeking journey before becoming involved formally with the Department for Work and Pensions.
- Whilst users will have to accept the use of cookies, no personal information will be held in the cookies, however, the system may place cookies on the

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<sup>3</sup> Online Centres - Set up to provide public access to computers and give people the skills and confidence to get online

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machines used. The use of cookies is explained clearly in the service and is consensual.

- The use of the Universal Jobmatch service on implementation is not mandatory (Service Requirements 2.1, section 10.7). Any mandatory position is for future development following a Request for Change, which will be carried out at the time.

## 4. Consultation and Involvement

4.1 Stakeholders have been identified and the Project, with Monster, will be working across Government to deliver the service. Major stakeholders include:

- Change Management;
- Commercial Directorate
- Corporate IT;
- Digitalisation Programme;
- Fraud Investigation Service Business Support;
- Government Digital Services;
- Government Gateway;
- Human Resources;
- Internal Audit and Investigations;
- Legal Group (Departmental Security);
- Network Services Directorate;
- Operational Excellence Division;
- Operational, Planning and Delivery Division;
- Service Integration Division;
- Strategy, Planning, Employers and Stakeholders Division; and
- Work Service Directorate

4.2 Although the service will be a managed service and Monster are well established with years of experience in the web design business from their own web based sites, the Accessibility Assurance Team have been involved in the production of the service requirements to ensure diversity policies and practices are followed when dealing with jobseekers and that the service is responsive to the customer needs of assistive technology<sup>4</sup>.

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<sup>4</sup> Assistive Technology - Any device or system that allows an individual to perform a task that they would otherwise be unable to do, or increase the ease and safety with which the task can be performed

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- 4.3 The Accessibility Assurance Team will continue to be involved with any testing of the service.
- 4.4 An outline of the service was presented to a group of external stakeholders, including the Royal National Institute for the Blind, Royal National Institute for the Deaf, Mind and Gingerbread at the Customer Representative Group Forum meeting on 10 August 2010.
- 4.5 At a follow up Business Support Consultation meeting on 11 May 2011, the group welcomed these plans and saw the service as being long overdue. The representatives have all agreed to be amongst the first to test the new service on behalf of small businesses and would welcome a demonstration from the successful supplier as soon as this is practically possible. In addition, they have agreed to publicly endorse the service and signpost members to it once they are confident it is working effectively and are keen employers view the service as their first port of call for recruitment
- 4.6 Arrangements will be made to present a preview of the service to the Customer Representative Group Forum once the final solution is known.
- 4.7 Representatives from the British Chambers of Commerce, the Federation of Small Businesses and the Forum of Private Business have agreed to publicly endorse the service and signpost members to the service.

## 5. Impact of the service

- 5.1 The service will be available to everyone via the internet, making it easily accessible to a wider range of the community.
- 5.2 The service supports the Race Online Campaign<sup>5</sup> by providing more efficient online public services and accelerating efforts to help more people benefit from the power of the internet.
- 5.3 In 2010, 30.1 million adults in the UK (60%) accessed the internet every day or almost every day. This is nearly double the estimate in 2006 of 16.5 million and it is estimated that internet uptake will continue to increase over the next few years to 43.7 million (70.7% of the population)<sup>6</sup>. This increase in usage is one of the factors that influenced the proposed increase in government online services.
- 5.4 The project aims to promote and support the use of digital technology and research. The Department for Work and Pensions Customer Insight Team has been commissioned to support the development of the Digital Services Programme as a whole and this research with potential users of the service has been taken into account with the design of the service<sup>7</sup>.

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<sup>5</sup> Race Online Campaign - For further information visit: <http://raceonline2012.org/about-us>

<sup>6</sup> Office for National Statistics: <http://www.statistics.gov.uk>

<sup>7</sup> Price Waterhouse Coopers 2009 Champion for Digital Inclusion: the Economic Case for Digital Inclusion

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- 5.5 Alongside investing in new more customer friendly digital services, it will put digital inclusion at the centre of services to jobseekers. Advisers will be able to give practical help, support and advice to those who currently do not have the facility or ability to use modern technology and ensure that jobseekers are aware of the free supported internet access and training already available through online centres.
- 5.6 Monster will have appropriate monitoring processes in place to ensure that there is no discrimination in any advertised vacancies and contact between the jobseeker and companies against race, gender or disability etc.
- 5.7 Companies and jobseekers will have to agree to the terms and conditions of using the service, including complying with equality legislation throughout the recruitment process.
- 5.8 The service will identify any jobs and jobseeker searches that do not comply with the new vacancy taking rules and terms and conditions. The company will be notified and the Department for Work and Pensions will take action to ensure lawful vacancies are displayed and take action to suspend/withdraw services from companies if appropriate.
- 5.9 Jobseekers and employers will be able to report any issues via the 'Contact Us' facility within the service for appropriate action to be taken.
- 5.10 Built in automated business rules concerning inappropriate, discriminatory jobs etc. advertised through the Department for Work and Pensions will be in place to mitigate the risk of unlawful discrimination. Appropriate wording has been agreed following legal advice
- 5.11 Whilst Monster will be responsible for the automated management of the vacancies, the Department for Work and Pensions will continue to monitor the process as the service progresses to ensure that they continue to meet the standards to eliminate unlawful discrimination. Human intervention in this area will only be required by exception.
- 5.12 The service layout will take into account users who are blind or visually impaired. It will be fully compatible with popular screen reading software. If the user has difficulties using a mouse, the service will be able to be navigated using only a keyboard.
- 5.13 Monster has given guarantees that the service will conform to the UK Government guidelines for websites and will follow the Worldwide Web Consortium's (W3C) Web Content Accessibility Guidelines v2.0 to 'AA' standard.
- 5.14 The core solution is compliant with:
  - WCAG V2 to 'AA' Standard;
  - ISO 9241-171:2008; and
  - Assistive Technologies:

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- JAWS v10;
- Dragon v10.1;
- Supanova v10.03; and
- Zoomtext v9.19.1

5.15 Where third parties link to the service, every attempt will be made to ensure the same standards of accessibility will be applied to them although external websites are not under our control.

## 6. Staff

- 6.1 A comprehensive Detailed People Impact Analysis has been undertaken with input from Human Resources to identify the impact on current staff. A number of job roles will be impacted with changes required to the way in which they currently deal with job searches for customers and taking vacancies for employers.
- 6.2 A key change will be for staff to promote the use of digital channels. Comprehensive communications and specific Learning and Development will be put in place to ensure that our staff are fully prepared for the change and not disadvantaged in any way to ensure a smooth transition to the new service.
- 6.3 There may be an initial increase in both residual telephony channels, especially Employer Direct while existing jobseeker and employers learn the improved systems. Both jobseekers and employers will be encouraged and supported to use the online services, which will lead to an eventual reduction in the telephony services.
- 6.4 All Welsh language vacancies either posted electronically or through the telephony channel will be checked and translated, so this may have an impact on staff that translate Welsh vacancies.
- 6.5 An analysis has taken place to ensure that all staff will be prepared to understand the changes. As a result of this, a series of internal communications, products and presentations with detailed guidance will be provided to support the process changes.
- 6.6 There will also be business specific communications for staff who are affected by the change and those who will need to respond to jobseeker and employer queries.
- 6.7 There are no changes required for reasonable adjustments for staff as claims processing and service delivery remain unchanged.
- 6.8 The equipment used will not be affected, but there will be an impact on IT systems used for which staff will need to be retrained i.e. LMS
- 6.9 The service will be delivered by existing staff, within existing premises. It is not envisaged that there will be any age equality impact as a result of the change

# 7. Jobseekers

- 7.1 The service will be intuitive with significant contextual help and user Frequently Asked Questions promoting self-service help, reducing the need for formal user training when setting up an account to conduct a job search.
- 7.2 Department for Work and Pensions access to a jobseekers account will be available only with the consent of the jobseeker. This will have implications for how jobseekers present their activities at Fortnightly Jobsearch Reviews and Personal Adviser interventions.
- 7.3 The changes for new and existing jobseekers are minor and will simplify the process for job hunting and monitoring, reducing the interaction necessary by jobcentre staff.
- 7.4 Some existing jobseekers may need assistance as they will be asked to use the service in order to set up an account. If a jobseeker is unable to use the service due to a lack in skills knowledge, advisers will be able to refer them for basic skills support and training as they will increase their chances of being matched to a vacancy if their curriculum vitae and profile adequately reflects their skills and experience.
- 7.5 If despite this help, or because of their particular needs, the jobseeker still cannot access this service through digital channels, we will make reasonable adjustments e.g. ensuring they can access our services over the telephone or face to face. Lack of use of this service should not be used as lack of job search evidence for customers when considering sanctions.
- 7.6 Monster will ensure that the service will link jobseekers and companies back to Gov.UK to assist them to make informed choices about available skills training and apprenticeship vacancies etc.
- 7.7 The service will comply with the Welsh Language Act and be available in Welsh for jobseekers by a Welsh version of the service. For those jobseekers for whom English or Welsh is not their first language, see 15.4.
- 7.8 Jobseekers who reside abroad will continue to access the service via the website. A positive impact is expected as the service will increase the number of vacancies available and improve the application and feedback process.
- 7.9 The service will be delivered by existing staff, within existing premises.

# 8. Companies

- 8.1 The service will allow companies to create and post vacancies. It will provide an improved and integrated service where employers can directly manage their vacancies, allowing them to match potential employees with jobs and speed up and simplify the invitation to interview process.
- 8.2 For companies, the service will be accessible online Gov.UK.

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- 8.3 The service will comply with the Welsh Language Act and be available in Welsh for those employers in Wales who prefer to undertake their business with the Department in Welsh.
- 8.4 There will be a residual telephony service that will be used to support and encourage hesitant companies, or those without internet access to use the new service.
- 8.5 The Department for Work and Pensions will create company accounts and vacancies for these employers as a one-off activity as part of the conversation and channel shift strategy. However, if despite this help, or because of particular needs, if the company still cannot access this service through digital channels, we will make reasonable adjustments, for example ensuring they can access our services over the telephone or face to face.
- 8.6 Once the final solution is known, appropriate marketing, communications and support will be provided by the Department for Work and Pensions Communications to encourage companies to make the switch to the use of the service along with the support from the British Chambers of Commerce, the Federation of Small Businesses and the Forum of Private Business, who will signpost members to the service.
- 8.7 Companies will have to agree to the terms and conditions of using the service, including complying with equality legislation throughout the recruitment process.
- 8.8 The service will not allow companies to state that experience is necessary when advertising a job unless there is a legal requirement to do so.
- 8.8 The service will be delivered by existing staff, within existing premises.
- 8.9 For those companies for whom English or Welsh is not their first language, see 15.4.

## 9. Age

- 9.1 The service will be available for anyone of legal school leaving age or older to visit or use. Anyone under the age of 18 must be supervised by a parent, legal guardian, or other responsible adult to assist them to search for employment.
- 9.2 As the age profile changes with State Pension Age increases and demographic changes, it is critical that any new service is accessible to older as well as younger people.
- 9.3 It can also be expected that as the population ages the internet usage is likely to rise, increasing the access to our services gradually. We will maintain telephony and face-to-face channels of communication for those who need them.
- 9.4 The service will have no restriction on jobseekers of legal school leaving age or older being able to register, search for a job or create a profile and curriculum vitae, as the matching criteria is not against personal details.

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9.5 However, there is a risk that older jobseekers and companies may find it harder to take advantage of the service and will need additional support to access and use the new online services. Recent statistics on internet use support this:

Internet Use 2010 <sup>8</sup>	
Age	Never Used (%)
16-24	1
25-44	4
45-54	11
55-64	<b>22</b>
65+	<b>60</b>
Household Income less than £10,399	31

- 9.6 Customers aged 50+ are heavily represented in the category with multiple barriers to internet use and those requiring intensive support to get online. Many older customers stated that they were simply not interested in the internet.
- 9.7 This means that for some of our older jobseekers we may need to provide additional support or make reasonable adjustments to enable them to ensure they can access our services over the telephone or face to face.
- 9.8 By using Digital champions and advisers within our Jobcentres, we will be looking to promote the self-service take up.
- 9.9 There are also many programmes already working to help older customers online, such as Age UK’s ‘iTea and Biscuits’, Digital Unites ‘Silver Surfers Days’ and UK Online Centres that specifically work with older people.
- 9.10 The service will be delivered by existing staff, within existing premises.
- 9.11 It is not envisaged that there will be any age equality impact as a result of the change.

## 10. Gender

- 10.1 The Department for Work and Pensions is committed to ensuring equality of access to its services for all its customers.
- 10.2 We do not envisage there will be any adverse impact on gender as our digital services and traditional channels of communication will be open to all customers, regardless of gender.
- 10.3 The service will be available for anyone of any gender in assisting those who want to search for employment.

<sup>8</sup> Office for National Statistics - Households and Individuals – August 2010

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- 10.4 The service will have no restriction on jobseekers of any gender being able to register, search for a job or create a profile and curriculum vitae as the matching criteria is not against personal details.
- 10.5 The service will be delivered by existing staff, within existing premises.
- 10.6 It is not envisaged that there will be any gender equality impact as a result of the change.

## **11. Religion**

- 11.1 The Department for Work and Pensions is committed to ensuring equality of access to its services for all its customers and our digital services and traditional channels of communication will be open to all customers, regardless of their religion or belief.
- 11.2 The service will be available for anyone of any religion in assisting those who want to search for employment.
- 11.3 The service will have no restriction on jobseekers of any religion being able to register, search for a job or create a profile and curriculum vitae as the matching criteria is not against personal details.
- 11.4 The service will be delivered by existing staff, within existing premises.
- 11.5 It is not envisaged that there will be any religion equality impact as a result of the change.

## **12. Sexual Orientation**

- 12.1 The Department for Work and Pensions is committed to ensuring equality of access to its services for all its customers and our digital services and traditional channels of communication will be open to all customers, regardless of their sexual orientation.
- 12.2 The service will be available for anyone of any sexual orientation in assisting those who want to search for employment.
- 12.3 The service will have no restriction on jobseekers of any sexual orientation being able to register, search for a job or create a profile and curriculum vitae as the matching criteria is not against personal details.
- 12.4 Whilst no information is available on sexual orientation of staff and customers, the Department for Work and Pensions is committed to treating all individuals fairly, regardless of their sexual orientation.
- 12.5 Delivering the service will not discriminate on these grounds and the service offered will in no way be prejudiced.
- 12.6 The service will be delivered by existing staff, within existing premises.

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12.7 It is not envisaged that there will be any sexual orientation equality impact as a result of the change.

## 13. Disability

13.1 Department for Work and Pensions advisers will offer tailored support to jobseekers and employers that do not have the facility or ability to use this digital service. This will include skills training and/or reasonable adjustments will be put in place to ensure they can access our services over the telephone or face to face.

13.2 For those companies that are signed up to the Disability Symbol sign (guaranteeing interviews for disabled customers, who meet minimum criteria); the symbol will continue to be used.

13.3 The service will comply with the Department for Work and Pensions IT Accessibility Standards, ensuring it is accessible to companies, jobseekers and colleagues who use assistive technology. The service will be compatible with specialist technologies often used by disabled people such as JAWS, Dragon, Supernova and Zoomtext.

13.4 Some jobseekers, such as those with learning difficulties or mental health problems and visual impairments, may experience difficulties with customer communications i.e. leaflets, letters, notifications etc. and therefore may have difficulty understanding what the changes mean for them individually.

13.5 We have a legal responsibility to ensure equal access to our services for all customers and should provide information in a format they can understand. Therefore, we will provide written communications in the customers preferred format on request.

13.6 As the service will provide a 24 hour self service there is expected to be a positive impact for some jobseekers and companies. The service will provide access to a wider range of vacancies in a standard easily understood format. It will also use industry standard software making accessibility easier.

13.7 The service will have no restriction on jobseekers of any disability being able to register, search for a job or create a profile and curriculum vitae as the matching criteria is not against personal details.

13.8 For those jobseekers and companies unable to use, or do not want to use online service channels, existing arrangements to support disabled jobseekers and employers to interact with us via telephony and face to face channels will remain in place.

13.9 The service will be delivered by existing staff, within existing premises.

13.10 It is not envisaged that there will be any disability equality impact as a result of the change.

# 14. Ethnicity

- 14.1 There will be no change to how jobseekers of any ethnicity will be treated when using the service, as with current procedures for matching jobseekers to vacancies.
- 14.2 The service will have no restriction on jobseekers of any ethnicity being able to register, search for a job or create a profile and curriculum vitae as the matching criteria is not against personal details.
- 14.3 There is potential for the service for jobseekers with a language barrier to be improved as more vacancies will become available through the service, allowing advisers to spend more time with jobseekers who may require extra assistance. Therefore, there will be a potential positive impact for all our jobseekers.
- 14.4 Those who have difficulty with reading and writing English will still be able to access our services as they do now and we will continue to offer interpreting services through our contracted suppliers (this is available only via face to face and telephony contact).
- 14.5 The service will be delivered by existing staff, who will be selected by existing Department for Work and Pensions selection procedures within existing premises.
- 14.6 It is not envisaged that there will be any ethnicity equality impact as a result of the change.

# 15. Communications

- 15.1 It is recognised that clear and timely communications are key to making the transition as smooth as possible.
- 15.2 As with any online web site, the companies and jobseekers will not receive training to use the service, although it is recognised that staff will need to have some learning to prepare themselves for the new functionality and the new way of working in order to maximise the uptake of the service by our customers.
- 15.2 There is no national publicity campaign planned at this time, but the following will be available:
- Leaflets available in Jobcentres, Voluntary Organisations etc.;
  - Internet sites (Directgov for jobseekers and businesslink.gov.uk for employers) providing information about the changes; and
  - Staff trained to handle queries and give jobseekers and companies the correct advice during the early transition to the new service.
- 15.2 Additionally, the project has considered the needs of those who may need information in alternative formats including those who:
- Have low levels of literacy;
  - Have disabilities or long term health conditions; and

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- Have language needs.

15.3 Jobseekers and companies with hearing difficulties will also be able to access staff through the normal text-phone channels, available in all Jobcentres.

15.4 For jobseekers and companies, where English, or Welsh if living in Wales, is not their first language, access to translation services will be available through the normal arrangements in Jobcentres i.e. Big Word.

15.5 The Department for Work and Pensions has a legal requirement and is committed to ensuring equality of access to its services for all its customers and has processes in place to ensure that reasonable adjustments are put in place where required.

15.6 Jobcentres will liaise with support groups and organisations in their area, which will be invaluable in informing and assisting in the understanding of the changes taking place and the communications that they will be issued.

## 16. Monitoring and Evaluation

16.1 The Department for Work and Pensions is committed to monitoring and reviewing its services and processes.

16.2 Monster products have been evaluated and the Equality Impact Assessment updated accordingly.

16.3 The material in the Equality Impact Assessment covers equality groups currently covered by equality legislation i.e. age, disability, gender, race, religion etc. and the Department for Work and Pensions is committed to monitoring the impact of the service and will use evidence from a number of sources, including stakeholder groups on the experiences and outcomes of the protected groups.

16.4 The Department for Work and Pensions will conduct both company and jobseeker customer satisfaction surveys to monitor and review the service, although any personal details would have to be given voluntarily.

16.5 The Department for Work and Pensions will use this evidence to assess whether there are unintended adverse consequences for any protected groups and take appropriate action to address any concerns and discrimination.

16.6 The service will conduct customer satisfaction monitoring for both jobseekers and companies and the responsibility for monitoring will be agreed with Monster.

16.7 Improvements will be put in place for any problems found with the service, including for jobseekers and companies who use assistive technology.

16.8 The service will also have the capability to capture data in all areas for monitoring purposes, but this will be on a purely voluntary basis for jobseekers and companies.

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16.9 Equality monitoring MI will be provided to identify any differences in take up by reason of protected characteristics. The Department for Work and Pensions will identify any changes required and take action to implement these changes.

## 17. Next Steps

17.1 For companies, the project is working closely with Government Digital Services, who oversee Gov.UK to ensure a smooth transition to the service for those employers previously using Employer Direct online.

17.2 For jobseekers the project is working closely with Government Digital Services, who oversee Gov.UK to ensure a smooth transition to the service for those jobseekers from the current jobsearch site to the new service.

## 18. Conclusion

18.1 The service is an online externally managed service, where a company can directly manage their job vacancies, jobseekers can manage their jobseeking profile and both can receive automated matches based on their requirements.

18.2 The service will place the Department for Work and Pensions in a position to maximise its resources, whilst at the same time offering improved support for individuals and an enhanced service for employers.

18.3 Overall, the service should have no adverse impact on jobseekers and companies. It should enhance the service the Department for Work and Pensions provides to jobseekers wishing to undertake a jobsearch by providing them with an easy to use service, that they can access when it is convenient to them as well as matching them to a suitable company.

18.4 Similarly, companies will also be provided with an easy to use service and they will be able to place jobs and check against matched vacancies, when it is convenient to them.

18.5 While we recognise there is a higher risk of potential unlawful discrimination in jobs with automation and the relaxing of the Vacancy Taking Rules, we believe as we have put in place mitigating actions (and appropriate wording for staff monitoring these), that any adverse impact has been minimised.

18.6 Advisers will have the facility to view a jobseeker's jobsearch activity, their profile and curriculum vitae if the jobseeker gives their consent. If permission is gained from the jobseeker, then advisers will be able to advise the jobseeker of any improvements e.g. training that could enhance their jobsearch opportunities and improve their jobseekers experience and employment opportunities.

18.7 Advisers will be able to promote the service to jobseekers prior to day 1 and as more jobseekers use the self service channel for jobsearch activities, this will allow advisers to spend more time with jobseekers that may require additional assistance with jobsearch activities.

## 19. Contact Details

19.1 If you have any queries or comments relating to this Equality Impact Assessment or the Universal Jobmatch Project please use the following contact details:

[Transforming.labourmarketservices@jobcentreplus.gsi.gov.uk](mailto:Transforming.labourmarketservices@jobcentreplus.gsi.gov.uk)