

# Transfer of Payment Solutions Team into Employee Services Contact Centre

23 November 2011

# Equality impact assessment for transfer of Payment Solution Team into Employee Services Contact Centre

## Introduction

The Department for Work and Pensions has carried out an equality impact assessment (EIA) on the proposal to move the Payment Solution Team into Employee Services Contact Centre, assessing the proposal in line with the current public sector equality duties.

This process will help to ensure that the Department has paid due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
- advance equality of opportunity between people from different groups
- foster good relations between people from different groups.

The EIA will show how the Department has demonstrated it has paid due regard when developing new services or processes to on the grounds of the protected characteristics. These are; race, disability, gender, age, gender reassignment, sexual orientation, pregnancy and maternity, religion or belief and marriage and civil partnerships (in terms of eliminating unlawful discrimination only).

## Brief outline of the policy or service

As a result of the Shared Services (SS) recent reorganisation the Shared Services Payment Solution Team helpline service function will be transferred to Employee Services (ES) from 7 November 2011. The Payment Solution Team helpline was part of the Payment Resolution Service and is a helpdesk for Purchase to Pay (P2P) who is part of Shared Services and is made up of teams supporting Accounts Payable (AP) and Procurement. The Payment Resolution Service who hosted the Payment Solution Helpline transferred out of Shared Services and into the Financial Control Directorate as of 3 October 2011.

As the Payment Solution Team provides a service to Shared Services - Purchase to Pay, this work is to remain within Shared Services and a decision was made to locate it within the Sheffield Employee Services Centre. An implementation lead was appointed and an investigatory meeting was held with the Payment Solutions Team. Following this meeting an implementation plan was completed and process maps, call scripts, training material were developed. Training was completed to the relevant staff w/c 31 October 2011 and these members of staff will form the Payment Solutions Team.

## Consultation and involvement

Following the announcement of Payment Resolution Service transferring out of Shared Services into DWP Corporate there was consultation at Shared Services Senior Management level to determine the team's new location.

To implement the transfer successfully numerous discussions took place with key stakeholders from Payment Resolution Service and Purchase to Pay and an implementation plan was produced on the back of these discussions.

BT was requested to provide a cost/timescale to implement the required telephony changes and further consultation took place throughout the implementation period.

Shared Services Trade Union were consulted and informed of the decision to transfer the Payment Solutions Team into Sheffield Employee Services Contact Centre.

## Impact of the Transfer of Payment Solutions Team into Employee Services Contact Centre

All legal requirements have been met. We have considered the needs of staff and adhered to all elements of the Equality Act 2010. No individual has been treated unfairly due to age, disability, gender, race, marriage and civil partnership, pregnancy and maternity, religion or belief, sex and sexual orientation.

A training programme is in place for all staff and all staff has dedicated line management.

ES work has been reorganised to ensure there is no impact on customers.

A display screen equipment risk assessment was completed for all staff and specialist equipment was moved to the new desk. There are four members of staff who have specialist chairs and two members of staff have raised workstations.

# Monitoring and evaluation

Adherence to the process is monitored through regular quality monitoring checking.

Management information is gathered and shared with Shared Services management.

From the management information available it can be established whether complaints or comments are received either verbally or written, in relation to the service provided with reference to age, disability, sexual orientation, gender, religion, belief or race.

All staff administering the Payment Solutions Team helpdesk has been given the relevant induction and technical training prior to delivering the service to ensure that they have the relevant expertise. The training includes Diversity & Equality awareness and Telephony Techniques.

All training delivered has been evaluated and deemed fit for purpose.

## Next steps

The process and service will be progressed and evaluated.

The EIA will be reviewed in six months and during this period all actions or impacts will continue to be monitored.

Monthly calls will be held between Employee Services and Purchase to Pay to discuss progress and resolve any issues identified.

## Contact details

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