

**Working together to create a borough of opportunity  
Predictive Equality Impact Assessment (PEIA)  
FOR ALL COUNCIL DECISIONS ONLY**



**Title of report or proposal:**

**SmartWorking - Corporate Anti-Fraud Pilot**

Describe in full the aims, objectives and purpose of the proposal, including desired outcomes:

**As part of Phase One of the Smart Working programme we are setting up a number of pilots to test the assumptions arrived at in the mobilisation phase of the programme. We also aim to test the performance and suitability of a variety of technical devices in a live working environment. The first of the pilots will be within the Corporate Anti-Fraud Service where will be implementing a shared desk policy, a clear desk policy, enhanced working from home procedures and introducing new IT hardware designed to facilitate greater mobile and flexible working for the team. CAFS was chosen as a pilot group as the nature of their work already involves them in a relatively high degree of remote and flexible working that will benefit from the early adoption of the new IT hardware and associated new ways of working.**

Department:

**Finance and Corporate Services, Business Transformation Team, SmartWorking Programme**

Officer Responsible: *(to be completed by the report author)*

**David Bennett, x1628, david.bennett@lbhf.gov.uk**

(Signature, Print Name, Contact Number and Email Address)

Principal Policy Officer: *(to be completed by the Corporate Principal Officer)*

Signed off by Jacqueline Moses on **23/07/09** Email [PEIA@lbhf.gov.uk](mailto:PEIA@lbhf.gov.uk) Tel 020 8753 1866

PLEASE ANSWER THE FOLLOWING QUESTIONS:

1. Who are the main people that this decision will affect?

**The main people impacted will be the fraud investigation section of CAFS. There are 21 individuals employed (either directly or on a contractual basis) by the council that will be directly affected.**

2. Identify the risks that could prevent the planned outcomes

### **Access to systems and application**

- the data we are able to gather will not be detailed or reliable enough for a reasonable assessment to be made against success criteria.

### **Telephony**

- the telephony solution will not provide the planned benefits.
- the telephony solution proves not to be technically reliable in a live environment

### **Data Security**

- there is a data breach incident caused by a pilot driven change to working practices.

### **Office Footprint**

- repeated events where not enough desk capacity is available
- no reduction or an increase in printing volumes
- irresolvable issues around the sharing of desks arise
- the clear desk policy isn't adhered to.

### **The SmartSpace**

- SmartSpace technology performance is compromised
- SmartSpace is not used
- SmartSpace doesn't have sufficient capacity for peak demand

### **IT Hardware and Mobile Technology - Home/Remote/Mobile Working**

- LYNX access is unreliable and/or over subscribed
- 3G connectivity and access to systems does not provide the expected development in working practices

### **Performance and Productivity**

- Individuals/team adopt the new ways of working but this doesn't increase productivity

### **Customer Satisfaction**

- New ways of working cause a dip in overall performance causing delays in decision making

### **Work Life Balance**

- Relationships between managers and staff are negatively impacted
- Sickness absence does not reduce or increases?

### **Occupation Health**

- Irresolvable issues arising from desk sharing and working from home block continuation of the pilot

### **Value for Money**

- Pilot does not produce footprint reduction or productivity savings

3. Could the proposal have a positive impact on **a) race b) disability c) gender d) sexual orientation e) age f) belief system groups?** (Please provide evidence e.g. user feedback, complaints, monitoring?)

**a) b) c) d) e) f) The proposal could benefit disabled staff by enabling them to work from home and avoid any transport difficulties.**

**In the case of those individuals who have specially adapted work stations in the office. They will not be required to desk share and will have priority use of the adapted desk space. An individual**

with the responsibility of care for a significant other with a disability could benefit from greater flexibility around specific hours and location of work could help with the logistics of delivering that care.

If an individual (male or female) is the primary child carer then flexibility around specific hours and location of work could help with the logistics of delivering that childcare.

4. Could the proposal have a differential negative impact on **a) race b) disability c) gender d) sexual orientation e) age f) belief system groups?** (Please provide evidence e.g. user feedback, complaints, monitoring,?)

**a) b) c) d) e) f) The proposed relocation needs to be carefully considered to avoid and minimise negative impacts.**

**There is one member of the team who has limited mobility and is a cane user. The needs of this specific individual will need to be carefully assessed when looking at proposed relocation options for the team.**

**There is one member of the team who states that he has age related concerns about ease of access to the working environment. The needs of this individual should be assessed in light of any proposed relocation option.**

5. Could the proposal have any differential impact (either positive, negative or neutral) on the health outcomes of the local population? Please provide details.

**We intend to significantly increase volumes of outreach service delivery by enabling officers to carry out service delivery in the residents home where ever possible. This should have a positive impact on disabled and older residents.**

**Mobile and flexible working and enhanced working from home can improve**  
- work life balance benefiting a range of individuals and groups  
- people with care giving responsibilities or parents  
- disabled not travelling

6. Can any differential negative impact of the decision be justified?

**We have benchmarked and research similar projects across a wide spectrum of public and private organisations and we are not proposing to implement any change that has not been successfully piloted in other organisations.**

7. If you have undertaken any internal/ external research or consultation(s) please list these below:

**As this proposal is for a pilot designed to collect and quantify data across the full spectrum of issues around the implementation of flexible working practices we will be analysing that data from a equalities perspective for the duration of the exercise.**

8. Do you need to undertake any further consultation? If so, what and with whom?

**As this proposal is for a pilot designed to collect and quantify data across the full spectrum of issues around the implementation of flexible working practices we will be analysing that data from a equalities perspective for the duration of the exercise.**

9. If any differential negative impact is predicted, what actions are you planning to implement which would help lessen any adverse impact? Please give details.

**The person who raised potential age related mobility issues is a flexible operations worker so is not required to work remotely using portable IT equipment. As a flexible operations worker they are able to work either at home or in the office so the mobility issues can be minimised. We will address any access issues as part of the selection process for available new locations for the team.**

**PLEASE EMAIL COMPLETED FORM TO [PEIA@lbhf.gov.uk](mailto:PEIA@lbhf.gov.uk)**

**Contact: Equalities & Diversity Officer, 020 8753 1866  
London Borough of Hammersmith & Fulham**