



Equality Analysis

This form enables you to reflect on your proposed activity, and to assess the potential positive and negative impacts it might have on different members of the community. The Equality Analysis is designed to help you ensure your activities are meaningfully considered and not spending your time on an activity that will later need to be changed or disbanded due to not thinking about the practical needs of diverse communities who we are required to protect. If you have any questions about how to complete this Equality Analysis, please read the [Guidance](#) or contact the Equality, Diversity and Inclusivity Team: edi@uwe.ac.uk.

Activity Title: People Services Online Enquiry Management System

Project Manager and Contact: Catherine Parker, Director of People Services

Proposed activity (change, refresh, policy, process or practice) being analysed

People Services are introducing an additional method for customers to contact the service via an online enquiry management system using a system called Ivanti. Customers including staff and people managers will be able to contact People Services with any human resource related enquiry they may have in a way that suits them, via the new online form or by using the existing email address, telephone helpline or in-person.

The new online enquiry management system will ensure that staff receive an enhanced customer experience by:

- Providing a more efficient response to enquires
- Ensuring enquiries are triaged to the right team at the first contact
- Sending automated email notifications to keep customers up to date with the progress of their enquiries
- Enabling customers to track and manage their own enquiries
- Supporting People Services to improve the customer experience by identifying trends, themes and peaks in workload

Customers will access the Ivanti system online form via Single Sign On (SSO) and will be requested to provide their name, email address, job title and College/service. No demographic data will be requested. System security is managed by role-based access. This means that teams within People Services will only see enquiries allocated to them.

The Ivanti system is currently used by IT Services and will therefore be familiar to staff. IT Services will not see any People Services enquiries.

The online enquiry management system is separate from the [Report and Support](#) online platform which was made available to staff in November 2024 if they experience or observe something that doesn't feel right. Report and Support can be used by staff to report incidents anonymously or with contact details and access support information around ten reporting categories.

The online enquiry management system is part of the University's People Strategy and Digital Strategy and will be introduced for two teams (People Services Advice team and Systems team) on a pilot basis in April/May 2025. Following evaluation of the pilot, the system will be rolled out to the remaining teams within People Services (Recruitment team and Payroll team).

Customers will be informed of the new additional method of contacting People Services via a range of communications and user guides will be developed.

[What sources of information/ data, or who have you identified to help explore potential equalities impacts?](#)

Information/data: feedback on Equality Analysis, feedback from stakeholders, Staffing Statistics, Staff Equalities Monitoring report July 2024

Stakeholders: People Services, IT Services, staff networks, trade unions, EDI team,

[Assessing the activity from different perspectives](#)

People who identify with the protected groups may have the potential to be treated more or less favourably as a result of the People Services Enquiry Management System.

Action Planning: how will you mitigate negative and maximise positive outcomes?

Please feed information from this action plan to your activity's own planning documents e.g., action plans, risk registers, benefits maps

	Possible Positive Impact on Groups Include relevant data if possible	Possible Negative Impact on Groups Include relevant data if possible	Actions Required	Responsible Person	Target date	Success indicators	Progress to date
All (possible impacts affecting many groups)	Customers' ability to view the status of their enquiry and track progress will provide reassurance and help minimise stress.		Creation of videos to demonstrate how to use the online enquiry management system.	VB	March 25	Usage of online enquiry management system Positive customer feedback	Ongoing communications
		Implementation of online enquiry management system at key calendar dates or busy periods may affect levels of stress for People Services staff.	Go live dates to be planned to avoid key calendar dates wherever possible. User Acceptance Testing completed to ensure	CP	March 25	Go live has no impact on stress levels for People Services staff	Go live May 25

			satisfactory operation system.				
		Implementation of the online enquiry management online system will introduce an additional way of customers contacting People Services which may be perceived negatively.	<p>Communications to include that customers can still email, telephone or walk-in to People Services and outline benefits of new system.</p> <p>Communications and engagement plan to include drip-feed of regular communications</p> <p>Evaluation of pilot to be carried out before wider implementation.</p>	VB	March 25 and ongoing	Usage of online enquiry management system	Included in presentation to stakeholders

		Non-computer-based staff may have less access to online communications and therefore less awareness of the online enquiry management system.	Communications and engagement plan to include range of communication methods to promote e.g. briefing to manual staff.	VB	March 25 and ongoing	Usage of online enquiry management system by non-computer-based staff.	Ongoing communications
		Online enquiry management system could be a barrier for non-computer-based staff and staff with less knowledge and use of electronic communications.	Creation of videos to demonstrate how to use the online enquiry management system. Communications to include that customers can still email, telephone or walk-in to People Services.	VB	March 25	Usage of online enquiry management system by non-computer-based staff	Ongoing communications
		Lack of trust in confidentiality of the	Communications to include reassurance of	VB	March 25	Usage of Online enquiry	Included in presentation

		online enquiry management system.	<p>confidentiality of system - customers will access the Ivanti system online form via Single Sign On (SSO), no demographic data will be collected.</p> <p>Teams within People Services will only see enquiries allocated to them.</p>			management system	to stakeholders
Age (older people, younger people)		Older people may be less familiar with IT and may find the online enquiry management system more challenging which could lead to increased levels of stress and/or use of the system. The proportion of UWE staff who are 55+ is	<p>Communications to include that customers can still email, telephone or walk-in to People Services.</p> <p>Creation of videos to demonstrate how to use the online enquiry</p>	VB	March 25	Usage of Online enquiry management system	Ongoing communications

		24.3% (Annual staff equalities monitoring report 2023/24).	management system.				
	<p>Young adults spend the most time online, with 18-24-year-olds spending a daily average of 6 hours 1 minute online. (Ofcom Online Nation 2024 Report) and may feel more comfortable communicating via the online enquiry management system.</p> <p>The proportion of UWE staff under 25 is 2.2% (Annual staff equalities monitoring report 2023/24).</p>		<p>Communications and engagement plan to include range of communication methods to promote.</p> <p>People Services intranet pages updated to include range of methods of contacting department and promote online enquiry management system.</p>	VB	March 25	Usage of online enquiry management system	Ongoing communications
Disability, including mental health and non-visible disabilities		9.9% staff declare as disabled (Annual staff equalities monitoring report 2023/24).	Meeting with Assistive Technology Co-ordinator to assess	VB	March 25	Usage of online enquiry management	Advise received from Assistive

		<p>Certain groups e.g. visually impaired, dyslexic could experience problems accessing the online enquiry management system.</p>	<p>if online enquiry management system designed to meet UWE accessibility checks.</p> <p>Adjustments may be required for accessing information in different formats.</p> <p>Videos will have transcript so that deaf and hard of hearing users can access audio content.</p>			<p>system by disabled staff.</p> <p>Positive customer feedback.</p>	<p>Technology Co-ordinator</p>
		<p>Neurodivergent customers may have concerns around how they provide and receive information within the reporting processes</p>	<p>Engage with Neurodiverse staff network chair for feedback.</p> <p>Support to be provided by WECIL (support service</p>	<p>CP/LD</p>	<p>12 Feb 25</p>	<p>Usage of online enquiry management system by neurodivergent staff.</p>	<p>Presentation to staff network chairs meeting 12 Feb 25</p>

			for disabled staff) if needed			Positive customer feedback.	
Women and men		Majority of part-time staff are women - 45.5% of female staff are part-time (Annual staff equalities monitoring report 2023/24). Part time staff may have reduced access to online enquiry management communications due to their shorter working hours.	Communication to staff networks including Women's staff forum.	CP/LD	12 Feb 25	Usage of online enquiry management system	Presentation to staff network chairs meeting 12 Feb 25
Trans and non-binary people, including gender reassignment		Possibility of trans staff not being comfortable using the online enquiry management system due to concerns	Communications to include reassurance of confidentiality of online enquiry management	VB	March 25	Usage of online enquiry management system.	Ongoing communications

		around confidentiality of the system.	system and teams within People Services will only see enquiries allocated to them. Communications to include that customers can still email, telephone or walk-in to People Services.			Positive customer feedback.	
Marriage and/or civil partnership	Not known						
Pregnancy and/or maternity, including Adoption	Staff on maternity, paternity or adoption leave may benefit from the increased efficiency of the online enquiry management system during their period of leave from the University.						

		Staff on maternity, paternity or adoption leave may not see communications about online enquiry management system and may not be aware of new additional method of contacting People Services.	Communications to people managers to request they inform staff on long-term leave of the system.	VB	April 25	Usage of online enquiry management system	Ongoing communications
Race , including ethnicity and citizenship		Technical and specialist language could be a barrier for some people who are navigating this system with English as an additional language.	Communications and materials to be written in plain English.	VB	Feb 25	Usage of online enquiry management system.	Ongoing communications
		English language may create a barrier for customers who are navigating this system with English as an additional language.	Engage with staff network chairs for feedback on language used. Creation of videos to demonstrate how to use the online enquiry management	CP/LD	12 Feb 25	Usage of online enquiry management system.	Presentation to staff network chairs meeting 12 Feb 25

			system. Customers can request videos in 31 different languages.				
Religion and/or belief , including those without religion and/or belief	Not known						
Sexual orientation		Possible heteronormative language on the online enquiry management system could create a barrier to customer's using the system.	Check language used on the system to ensure inclusive language.	CP	Nov/Dec 24	Usage of online enquiry management system	Language checked during User Acceptance Testing by People Services
Other specific group (e.g., International or Access)							

Project manager next steps

Does this Equality Analysis require consultation of 3 or 6 weeks ([chart to help you decide](#)) 3 weeks

Is further monitoring or engagement required? (In addition to the formal Equality Analysis consultation, e.g., with the Students' Union, Disability Services, relevant staff groups) Yes

What measure / statistic / data will you use to check if the activity has had a positive, negative, or neutral outcome?

- Usage reports
- Customer feedback
- People Services staff feedback

When will you review this Equality Analysis? Enter date or project stage suitable to the proposal: Throughout consultation and implementation.

Equality, Diversity, and Inclusivity Team Review

The EDI Team has reviewed this Equality Analysis and is satisfied that it is ready for formal consultation.

EDI representative:

Vicky Swinerd

Date: 4 April 2025

Faculty/Service/Departmental Sign off

I am satisfied with the results from investigation, consultation, and analysis. The progression of this EA will continue to throughout the activity/project and I will ensure that a review is undertaken following the final implementation of the proposal, to assess its actual impact. Any actions or feedback that results as a consequence of ongoing project changes will be monitored and incorporated within the stated processes. Any negative outcomes will be resolved with the appropriate stakeholders identified.

Head of Service: Catherine Parker

Service: People Services

Date: 29 August 2025

So what?

Consultation and engagement feedback is extremely important in Equality Analysis. Listening to student and staff voices and acting on their feedback mean that activities become fit for purpose for diverse student and staff communities. Complete the 'You Said, We Did' table **before and after formal consultation**, and throughout the remaining lifetime of your activity to show the impact of feedback on your activity. The Equality and Diversity Unit will be in touch to gather examples of this feedback to share with equality stakeholders. Please add additional rows to the table as required.

You said	We did
Concerns were raised about confidentiality of the system.	All communications included reassurance of confidentiality of system: <i>All information is securely stored, and you won't be asked to provide any demographic information. Only the relevant team within People Services can access your enquiry. IT Services cannot view People Services enquiries.</i>
Concerns were raised about the withdrawal of different options for contacting People Services.	Communications outlined the ability to contact People Services via a range of methods: <i>You can continue to contact People Services in the way that suits you best – email, in person and telephone helpline support will remain available alongside the new online form.</i>
Concerns were raised about the complexity of the system and staff unable to use it.	Videos were created to walk customers through the process of creating an enquiry: <i>Please see the Create an enquiry in People Services Online task for step-by-step instructions. We have also provided a short Overview of the home page video and Create an enquiry video to support you.</i>

Please forward an electronic copy to the EDI Team by emailing edi@uwe.ac.uk

The original signed hard copy and/or electronic copy should be kept with your team for actions, review, and progression of Freedom of Information requests