

Decision Note – Response Support Unit (City Local Policing & Force CID Command)



REQUEST FOR DECISION BY THE STAFFORDSHIRE COMMISSIONER

	Policing:	Crime:	Fire & Rescue:
This decision relates to:	X		

APPROVAL (for completion by Staffordshire Commissioner only)

Rationale for approval

I am supportive of the allocation of the Uplift reserve and use of the in-year capital financing underspend to fund the remainder of Response Support Unit proposal. A key outcome and benefit of this investment is an improved service and victim experience.

STAFFORDSHIRE COMMISSIONER

Signature

Date 5th September 2024

Date decision required by:


If an urgent approval is required, please state reasons:

For completion by Staffordshire Commissioner's Office only:-

Decision Number: SCP/D/202425/005

Date Received: 5th September 2024

	Yes	No
Has the required decision been considered under the guidance of the Staffordshire Commissioner's Decision-Making Policy?	x	
Has the required decision been deemed to be a Key Decision as defined within the Staffordshire Commissioner's Decision-Making Policy?	x	
Who is empowered to make the required decision?		
Staffordshire Commissioner		

Title	Investment into the creation of the Response Support Unit within City Local Policing & Force CID Command
To approve the creation of the Response Support Unit and the allocation of funding for a two year period to provide Police Officers to resource the unit.	
Recommendation:	
Chief Executive	
Signature	Date 5 th September 2024
	

REPORT AND ADVICE TO THE STAFFORDSHIRE COMMISSIONER

1. Introduction and background

Stoke-on-Trent's current policing structure delivers 16 appointments per day, which is insufficient to meet the growing demand for police services. This leads to extended response times for grade 2 incidents and increased stress on officers managing outstanding calls for service coupled with significantly longer open calls for service list making efficient risk management challenging.

Whilst Grade 1 response performance is acceptable, the impact on limited capacity is particularly manifested in Grade 2 with the open to arrival median time being 3.1 hours (Stoke South) and 3.3 hours (Stoke North) against a target of 2 hours with only an 18% attendance within target in Stoke South and 19.6 % in Stoke North.

This rises with Domestic Incident Grade 2 with an average attendance time 20 hours for Stoke North and 13 Hours for Stoke South (August 2024).

Several local steps have been taken to manage this risk to service delivery with limited success. Whilst it is noted that resourcing fluctuates the current high volume of student officers, some double what the Command was modelled for, is producing significant resourcing challenges. In addition the Command is resourcing 23% (5,268) more incidents in Stoke South and 20 % (4,657) in Stoke North than it was built for under the POM calculation. This manifests itself particularly in crime related incidents with a 101% (4,501) in Stoke South and 94% (4,653) in Stoke North attended more than the Command was built for. Additional attendance at crime related incidents draws with it a considerable administrative workload with investigations plans, supervisors reviews etc.

2. Issues for consideration

This report outlines the proposal for creating a Response Support Unit (RSU) within the City Local Policing and Force CID command. The RSU will consist of 14 Police Constables divided equally between Stoke North Local Policing Team (LPT) and Stoke South LPT, operating on day shifts from Monday to Friday supervised by 2 temporary Sergeants.

This initiative aims to improve public confidence, ensure community safety, and enhance response times for incidents by providing an additional 40 appointments per day across the command. This will result in a total of 280 appointment slots per week, supplementing the current 16 appointments per day.

The RSU will handle its own generated enquiries and support prisoner handling when capacity allows, thus contributing significantly to the Force ambition of improving grade 2 response times by creating capacity for other critical tasks.

Strategic Alignment

The proposed RSU directly aligns with the Policing Plan objective of ensuring a safe and confident community through:

1. Improving Public Confidence and Trust: By providing more accessible and responsive services, the RSU will foster greater trust and confidence within the community.
2. Being Accessible and Responsive: Increasing the number of appointment slots and ensuring timely responses to incidents will make police services more accessible to the public.
3. Delivering High-Quality Investigations: By improving the capacity for investigations and enhancing service delivery to victims, the RSU will contribute to higher quality outcomes. #

Anticipated benefits :

1. Enhanced Grade 2 Response Capacity: By managing additional appointments, the RSU will free up resources to improve response times for grade 2 incidents.
2. Expansion of Appointment Locations: Utilising Burslem Police Station will provide greater flexibility for residents of Stoke North LPT, enhancing service accessibility.
3. Improved Officer Utilisation: The high utilisation rate of the appointment process will lead to better use of officer time and resources.
4. Better Demand Management: Reducing response times and outstanding calls for service will improve overall demand management and officer wellbeing.
5. Increased Incident Resolution Options: More appointment slots and focused enquiries will provide additional resolution options for incident management.
6. Timely Victim Response: Providing more certainty around when victims will be seen will improve the timeliness and quality of responses.
7. Effective Use of Restricted Officers: The RSU will allow for better utilisation of restricted officers, ensuring they remain productive and engage.

Observations

It is noted that the identified funding for this initiative is for a two-year period only. The 14 PCs plus 2 temporary Sgts recruited under this funding stream will be absorbed into the main workforce via HR and Workforce Planning offset against planned future recruitment to ensure the Force remains within its approved establishment.

The RSU stand up will provide resilience and offset the impact of significant student officer abstractions over the next 2 years. It is envisaged at the end of the 2 year period the compound impact of the new entry routes to policing, with noticeably less abstractions, and the programme progression of the bulk of students releasing greater capacity through reduced abstraction.

Equipment Requirements

Other than normal kit provision for officers it is not anticipated any additional infrastructure, vehicles or equipment will be required beyond what is already within the Command capability.

Funding

Cost – 2 years for 16 additional officers	£2.039m
Funding: Additional Recruitment Scheme grant 24/25	(£0.768m)
Funding: Capital financing underspend 24/25	(£0.507m)
Funding: Uplift reserve	(£0.764m)

Total costs for the integration of 14 additional Police Constables and 2 Sergeants into Local Policing City Command over a 2 years period is £2.039m. This estimate is based on the costs for 14 Police Constables at scale point 7 and 2 Sergeants at the highest scale point. The funding will be sourced from the Home Office 2024/25 Additional Recruitment Scheme grant, along with utilising the Uplift reserve and in-year capital financing underspend. There will be adequate financial resources to support the investment in a Response Support Unit within City Local Policing. Consequently, Finance will endorse the investment in the Response Support Unit but recruitment has been based on SCP 7 for PCs to take account of the operational desire to seek transferees in lieu of a cheaper option of recruiting students.

3. What other options have been considered?

Consideration has been given to the following options :

1. Movement of 16 PCs onto Response Shifts. This option was considered but discounted. The City has 10 response teams so on a basic calculation these numbers would represent 1.6 per team. In practice some shifts will be allocated 1 officers and others 2. Given the likely abstraction level would be 50% or 100% it was felt that the movement onto Response Shifts would have a negligible if any impact.
2. Movement of 16 PCs onto Neighbourhood Team. This option was also considered but discounted. The City has 6 Neighbourhood Teams and therefore each would gain 2 or in some cases 3 officers. With abstractions this would add 1 or 2 officers per team and make a negligible impact on incident management
3. Preferred option : Creation of the Response Support Unit that would work on a day shift pattern providing some critical mass to support an increase in appointments to 280 per week which will maximise contribution of the allocated officers and create the capacity for 10,000 more appointments over 12 month. This unit would consist of 14 PCs and 2 T/Sgts to manage workload / welfare etc

Summary case for Option 3 :

Victim Satisfaction:

The creation of the RSU and the implementation of enhanced appointment availability will provide certainty for victims in police contact but also release capacity to improve response times to Grade 2, particularly Domestic Abuse.

Resource Allocation:

By dedicating 14 Police Constables with 2 temporary Sgts to the RSU, the Command can better manage its resources, ensuring that frontline officers are available to respond to Grade 2 incidents. This strategic allocation of resources will optimize operational efficiency and improve overall service delivery.

Demand Management:

The RSU will help manage demand by handling non-urgent enquiries through appointments. This will reduce the burden on response teams, allowing them to focus on Grade 2 incidents and improving overall response times.

Officer Wellbeing:

Reducing the number of outstanding calls for service and managing demand more effectively will alleviate stress on officers. This will contribute to improved wellbeing and job satisfaction, leading to higher retention rates and a more motivated workforce.

EvR Link

The RSU offers another opportunity and builds a broader spectrum of deployment options that compliments the intended eventual introduction of EvR into the Command for the resourcing of Grade 2 Domestic Abuse. The significant increase in appointment capacity will provide an avenue, where the EvR response identifies a suitable incident that requires a managed response, for resolution

4. Consultation and Engagement undertaken

Chief Constable

ACC Ellison (Executive Sponsor)

Mr John Bloomer – Director of Resources

Chief Supt Clarke (County Local Policing Command)

DCS Blaiklock (SCC Command)

Chief Supt Talbot (Contact & Ops Command)

Sarah Wakefield PMO

CI Barrow, CI Davies & CI Peacock (City Local Policing Command)

Supt D Wain (City Local Policing Command)

Chief Officer Team Meeting

Executive Management Board

Report Implications

5. Monitoring Officer comments:

Robust business case and rationale underpins this proposal, funding in place for a defined period and process in place to review the impact of the investment.

Signature

Date

5th September 2024


6. Section 151 Officer comments:

The Response Support Unit is fully-funded for a two-year period. Funding will be sourced from the Home Office Additional Recruitment Scheme grant in 2024/25, use of the Uplift reserve and the 2024/25 capital financing underspend.

The funding under the Additional Recruitment Scheme for 2024/25 is a one-off receipt for recruiting over our police officer uplift target numbers in 2024/25; this over-recruitment has been budgeted for in the Medium Term Financial Strategy (MTFS) therefore the funding is available for allocation.

Whilst decisions on resourcing are a matter reserved for the Chief Constable to exercise, the allocation of funding is a decision reserved for the Commissioner; normally this is transacted through the MTFS process. As this income was notified after the MTFS, no decision has been taken by the Commissioner as to the allocation of this funding across the group. The decision required, under the Police Reform and Social Responsibility Act 2011 is for the Commissioner to allocate this funding across 2023/24 and 2024/25 to Staffordshire Police with the Chief Constable indicating this will be ringfenced for those years to fund the Response Support Unit.

The Commissioner is also requested to endorse the use of the Uplift reserve and use of the in-year capital financing underspend to fund the remainder of Response Support Unit proposal.

It should be noted that the Response Support Unit is not budgeted for within the MTFS, so any decision to make this team permanent following the use of the available funding would result in a MTFS pressure, unless resources can be realigned from elsewhere. The current assumption is that these resources will be realigned within the existing establishment when funding has been fully utilised (facilitated through attrition). The Force will undertake a review of the impact of the team in any event and in good time prior to the MTFS process should this be necessary.

Signature




(Emma Cranidge – Acting S151 Officer)

Date 30/08/2024

	Yes	No
Has legal advice (outside of that provided by the Monitoring Officer) been sought on the content of this report?		X
7. Legal Comments: N/A		
8. Risks - please give the details of any operational or strategic risks that are affected by this decision (add risk reference number and title below) NA		
9. Equality Comments – please attach the completed EIA Attached.		
10. Background/supporting paper		
Please answer the following questions	Yes	No
11. Public access to information?	X	
12. Does this decision involve the processing of personal data? (If yes please attach a completed Data Impact Assessment)		X
13. Is the publication of this form to be deferred? (If yes approx. how long?)		x
14. Does this form contain commercial or operationally sensitive information which is to be redacted? (If yes, please provide details with the submission of this note)		x

15. ORIGINATING OFFICER DECLARATION:

Author	Chief Supt E Sharrard-Williams
Signed	
Date	30 th August 2024



STAFFORDSHIRE POLICE

Equality impact assessment:

Creation of the City Response Support Unit.

How to complete an equality impact assessment

The equality impact assessment (EIA) will help you to evidence your public sector equality duty (PSED) compliance. It is a live document that outlines the way equality has been considered throughout the life of the policy, process or other project (hereafter referred to as 'product').

If you need help, see the accompanying guidance or contact your diversity, equality and inclusion team.

Version control

Version number	Date	Author	Comments
1	28/8/24	T/ CI Rob Peacock	To be reviewed by HR Greg Foster and Lucy Bates once back from leave

Overview

Name of product under development or review	City Response Support Unit
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Description of the product	A City Response Support Unit (CRSU) within the Stoke-on-Trent Local Policing Command. The CRSU will consist of 14 Police Constables divided equally between Stoke North Local Policing Team (LPT) and Stoke South LPT, operating on day shifts from Monday to Friday supervised by 2 temporary Sergeants.
EIA start date	28/8/24
EIA author and role	T/CI Rob Peacock- City Command
EIA owner and role	T/CI Rob Peacock- City Command
Date of last review	
Date of next review	01/12/2024

Key product development dates

To evidence PSED compliance, equality and inclusion must be considered throughout the life cycle of a product. You can do this by integrating EIA reviews into key product development stages. List your product’s key stages and the dates you will review your EIA here.

Key stage	Date

Research and evidence

To undertake effective equality assessment that meets PSED compliance standards, you must work from an evidence base. Use this section to list the research you will use to understand the product’s potential or actual equality impacts (for example, surveys, customer feedback, protected characteristic data, academic research).

1. Protected characteristics data for the team has allowed us to identify the gender disparities. Staff have also been invited to share their protected characteristics for consideration in the preferencing exercise.

Consultation record

Stakeholder consultation will give you a better understanding of your product's impacts and is crucial to satisfying the PSED requirements. Use this section to record the engagement you have undertaken, summarise the feedback received and note subsequent actions. This section can also be used to record nil returns.

Name of group or organisation	Date of contact	Date reply received	Feedback	Action taken or reason why no action was taken
COT	01/08/4, 1/8/24		No Concerns. All approved, nothing relevant raised which will impact on EIA	
EMB	29/08/24		No Concerns. All approved, nothing relevant raised which will impact on EIA	

General considerations

Use this section to note any general diversity, equality and inclusion activities or considerations that are relevant to the product. Please only document general considerations here. Protected characteristic analysis can be completed in the section below.

The new unit will require a level of operational fitness in order to carry out the role, there is scope for a limited number of posts which could be deemed suitable for colleagues with restrictions. The proposed shift pattern has limited as this is designed purposely to meet demand and availability of victims of crime. The shift patterns will remain under review until such time as appropriate staffing can be achieved on that team to enable the unit to function at go live. This will be monitored for impact by local supervision and the HRO with additional flexibility and support where appropriate.

Impact assessment and actions

Apply learning from research, consultation and project knowledge to consider equality considerations relevant to your project. This should include any potential or actual impacts (positive or negative), as well as how the project will uphold the three PSED aims for each of the **protected characteristics**.

1. Eliminate discrimination, harassment and victimization.
2. Advance equal opportunity.
3. Foster good relations between people of different characteristics.

If you have identified a negative impact, note what mitigating action will be taken to reduce or eliminate that impact. If no mitigating action can be taken, please explain why. The issues or impacts identified may change, or new factors may emerge, as your project develops. Use the EIA to document these and how your project has evolved to accommodate equality considerations.

Don't forget to consider intersectionality. This refers to when characteristics overlap to shape experiences of inequality and discrimination. For further information, please refer to the 'Addressing Intersectionality within Policing' report.

Duplicate the boxes below if required. If you need further information about a protected characteristic, open the webpage linked to each subtitle.

All characteristics

Details of positive and/or adverse impact or other issue
Mitigating action for any adverse impact or rationale for no further action
Support provided for one characteristic within this document will be equally considered where it may also be of benefit in removing disparity for one of the other groups. Intersecting characteristics will benefit from a holistic approach.

Age

Details of positive and/or adverse impact or other issue
<p>This unit is yet to be built, this will be open to recruitment and transferee opportunities. The shifts will be 8hrs and predominately days and early evening,</p> <p>This is deemed to have no increased detrimental impact to officers of varying ages who are operationally fit. As the role profile has some skills with eyesight and hearing requirements which could deteriorate due to age but these are College of Policing requirements over which we have no control. There is no mandatory requirement for officer to undertake additional skills to fulfil this post. Officers will be preferencing for the new roles which are different to their current roles and EA considerations are to be captured on the preferencing forms. The change of location for some of the roles should not impact differently on different age groups.</p> <p>Some appointments will be offered using EVR (Evidential video response), this may be difficult for some user (based on age) to use, however officers working in this unit will be able to meet victims at their home address or local community centres which will improve quality of service for victims this isn't currently offered under the appointments system.</p>
Mitigating action for any adverse impact or rationale for no further action
There may also be some benefit for ageing staff as the new department creates additional roles within the same team which will involve no planned night shifts. Sgts roles will be Monday to Friday 8-4 but will have flexibility to start later or earlier and also have the opportunity on

occasion to work from home Engagement session have been advertised for anyone wishing to transfer from other force into this role. There will also be opportunities for internal staff interested in a post to have further engagement sessions via face to face, Teams and email process. The Federation, Unison and Superintendent Association, Staff association groups will all be invited to any briefing session and any draft documents will be socialised with them. All feedback will be collated and considered as part of the design process, with contemp. responses provided to officers.

There will be no targeted activity around a specific investigation based on age, officers will be allocated crimes based on crime reporting, victim availability and THRIVE, All incidents will be managed by an appointments system via the FCC at point of call and will form part of BAU. I do not anticipate the staff being involved in Stop and search within this role which is the only matter I can foresee age being a factor.

Disability or neurodiversity

Details of positive and/or adverse impact or other issue

The change will have no foreseeable negative impact on this protected characteristic.

Mitigating action for any adverse impact or rationale for no further action

Where necessary we will make reasonable adjustments to accommodate disabilities dependant on the impact of the disability, this will be achieved by completion of a RAP and support from the DCN network will be sought. Where there is a physically demanding national standard, which must be achieved and maintained, the College of Policing guidance will be followed. As detailed above in response to age, dependant on the impact of the individual disability, the introduction of this unit will create further opportunities for reasonable adjustments

Staff who are neurodivergent will be supported in respect of adaptations through direct discussion with line management and referral to occupational health or Dyslexia assessor group for guidance if required. Confidentiality of characteristics will be maintained but all staff will be

encouraged to be supportive of their peers and a zero tolerance to discriminatory behaviour will be adapted.

There are facilities at both sites which will allow quiet working spaces and ground floor appointment rooms to support both officers and the public (these will also form part of the appointment booking questions). The cross over with EVR (Evidential video response) will also allow officers to work remotely or from home.

Officer will also be able to meet victims at their home address or local community centres which will improve quality of service for victims this isn't currently offered under the appointments system

Gender reassignment

Details of positive and/or adverse impact or other issue

There are no foreseeable impacts on this protected characteristic.

Mitigating action for any adverse impact or rationale for no further action

Line managers shall monitor the status of an individual's transition or self-identification as to ensure that they are not being treated unfairly. Effective communication with staff, HRO's and line managers will be key to ensure local knowledge is understood along with disclosed information through HRO's and occupational health. We will also link in with our LGBT staff network re support and guidance.

If required a formal review will be requested with estates around changing rooms in line with staff requirements.

Marriage and civil partnership

Details of positive and/or adverse impact or other issue

Any one wishing to move in to the new role may see a change of shift pattern, which may have an impact on partners and families due to officers having to adapt their lives around a new

working pattern and hours. Where officers have issues or commitment during what would have been the 90-day notice period, additional flexibility will be offered.

Where officers have a need to request a work life balance consideration as part of preferencing, this will be captured and considered as part of the preferencing exercise in conjunction with HR.

Mitigating action for any adverse impact or rationale for no further action

The City response support unit, performance and accreditation requirements are unaffected by marital status. should any appeals or discussions with HR representatives raise concern these will be addressed via City command SMT.

Pregnancy and maternity

Details of positive and/or adverse impact or other issue

There are no foreseeable impacts on this protected characteristic.

Mitigating action for any adverse impact or rationale for no further action

The new unit will provide greater resilience and also allow opportunities with greater flexibility and part time working which we currently struggle to offer. This will make the role more appealing and shows greater flexibility especially when working on increasing representation of female officers. The additional areas of focus also allow for officers to continue within the department if restricted due to pregnancy which would have been more difficult to fulfil prior often seeing officer used for Camera watch, MCI or triage car. A specific pregnancy risk assessment will be carried out at the point line managers become aware of pregnancy and as part of their supervision, officers will be supported with a personalised plan in order to ensure that their relevant qualifications are maintained/refreshed on their return to work, enabling them to continue to feel valued as team members. Adaptions to uniform will be supported where appropriate and advice will be sought from SAWP, ED&I and Working for Families should any unforeseen issues arise due to pregnancy or maternity.

Individuals taking extended absence from work will be kept abreast of operating procedure changes through internal competency support and assessment in line with ongoing competency maintained and career development goals identified through PDR. Locally and through HRO adoption leave shall be considered where appropriate for same sex couples.

This unit will allow officers to work from home and give greater flexibility and support with medical appointments.

Ethnicity

Details of positive and/or adverse impact or other issue

There are no foreseeable impacts on this protected characteristic.

Mitigating action for any adverse impact or rationale for no further action

The Positive Action team will provide support in respect of recruitment to the department. Policies within the new department will incorporate considerations around the impact on all protected characteristics and will be reviewed as part of the new department design. Robust monitoring and accountability mechanisms can help ensure that the new department operates fairly and transparently. This includes regular reviews of stop and search data, use of force incidents, and complaints to identify any disparities early.

The City response support unit, performance and accreditation requirements are unaffected by individual race. It is noted however that Staffordshire Police's workforce is under-represented in relation to those from Black, Asian and Minority Ethnic groups. This will be taken into account during recruitment processes. For example, advertisement of roles should be distributed to ensure that areas of our communities that are underrepresented are sighted on the opportunities.

Religion or belief

Details of positive and/or adverse impact or other issue

The creation of this unit will not impact on religion or belief. The approach in respect of Race is equally applicable in respect of this characteristic as is the positive action offering (which applies to all protected characteristics).

Mitigating action for any adverse impact or rationale for no further action

Any worship / prayer times should this be needed with any of our officers or future officers. These would be managed within our supportive approach and providing the time / space if operationally achievable. Additional flexibility will be offered during relevant festival/celebration periods and officers will be supported to nominate these as alternative bank holidays where appropriate. Should any specific issues arise, advice can be sought from various local and national police associations that support members of different religious groups including the multicultural association. We can also link to other associations nationally.

Should any appeals or discussions with HR representatives raise concern in this area then these will be addressed via City command SMT. The shift patterns are set based on appointment times but reasonable short-term adjustments can be considered locally and through SMT to ensure that our people and their religion or beliefs are not negatively impacted at times of religious festivals and in periods of fasting.

Sex

Details of positive and/or adverse impact or other issue

There are no foreseeable impacts on this protected characteristic.

Mitigating action for any adverse impact or rationale for no further action

All staff and supervisors will be familiar with the relevant policies around sexual harassment and APSP and support will be provided to those officers who raise issues, with zero tolerance around victimisation of complainants. All officers will receive force training in line with College of Policing guidelines and compliance with training uptake monitored by supervision.

Specific uniform and equipment requests that are barriers due to gender will be supported wherever it is reasonable and proportionate to do so.

Work will be undertaken with the positive action team to improve the diversity in the team to ensure that the unit have a diverse mix of men and women in all roles including at different ranks.

Whilst there is always the possibility of sex discrimination arising, we will use monitoring of local knowledge, staff associations, and HR Officer awareness to address any matters as they arise. If this is identified locally or through occupational health / HR then reasonable adjustments can be discussed on a case by case basis.

Sexual orientation

Details of positive and/or adverse impact or other issue

There is no anticipated negative impact on sexual orientation but again, persons from this group who are wishing to apply to the new department will benefit from the positive action team support for underrepresented groups.

Mitigating action for any adverse impact or rationale for no further action

To maximise support for LGBTQ staff, guidance on Equalities Training will reiterate to the unit the need to be mindful of protected characteristics. Local managers will ensure to signpost staff to the LGBT network link / OH for support should this need be identified.

Socio-economic background

Our socio-economic background is a combination of different factors, such as our income, occupation and social background. A person's socio-economic background can expose them to inequalities, so it's important to understand how your project could affect different socio-economic groups. Further information about socio-economic status can be found in the Cabinet Office [Measuring socio-economic background in your workforce](#) guidance.

Details of positive and/or adverse impact or other issue

Measuring the socio-economic background within the police service is a complex task that requires a multi-faceted approach.

Mitigating action for any adverse impact or rationale for no further action

Recruitment Data Analysis is a consideration reference recruitment patterns, access to opportunities and career progression analysis. Anyone wishing to apply for this role as a transferee will be asked to preference locations, Which will be considered when building this unit. This needs to be a force wide approach.

Other characteristics

Use this section to consider the PSED aims and any impacts your product may have on characteristics that are not protected under the Equality Act 2010 but are still significant to equality and inclusion. For example, your product may have a particular effect on people with caring responsibilities or on people with English as an added language, or you may need to consider the Welsh Language (Wales) Measure 2011 in delivery. Think creatively and invite input from stakeholders.

Details of impact or other issue
Support provided for one characteristic within this document will be equally considered where it may also be of benefit in removing disparity for one of the other groups. Intersecting characteristics will benefit from a holistic approach. Most people with caring responsibilities are covered by other EA considerations which can also be incorporated under a RAP.
Mitigating action or rationale for no further action
All staff have the right to request flexible working even if they do not have a protected characteristic.

Action log

Record EIA actions and monitor action progress in the optional action log.

