

Appendix 3 LBHF Equality Impact Analysis Tool

Information	Details of Full Equality Impact Analysis															
Financial Year and Quarter	January 2020															
Name and details of policy, strategy, function, project, activity, or programme	<p>Title of EIA: Resident Access Programme: New Short summary: Current estimates for 2018 show H&F's population is 185,004. Annually, the Council has over 1.7m interactions with its residents- see table below shows services contacted. The 1.7m contacts are through the following channels: 29% digital, 46% telephone, 9% face to face, 16% email / letter</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #004a99; color: white;"></th> <th style="background-color: #004a99; color: white;">Tranche 1A</th> <th style="background-color: #004a99; color: white;">Tranche 1B</th> <th style="background-color: #004a99; color: white;">Tranche 2</th> <th style="background-color: #004a99; color: white;">Tranche 3</th> </tr> </thead> <tbody> <tr> <td style="background-color: #d9e1f2;">Services</td> <td style="background-color: #d9e1f2;"> <ul style="list-style-type: none"> Council Tax Business Rates Benefits Parking Permits Cleaner Greener Accessible Transport </td> <td style="background-color: #d9e1f2;"> <ul style="list-style-type: none"> Regulatory Services Environmental Health Community Safety Highways Registrars In Touch Planning & Building Control Mail Room </td> <td style="background-color: #d9e1f2;"> <ul style="list-style-type: none"> Adult Social Care Housing </td> <td style="background-color: #d9e1f2;"> <ul style="list-style-type: none"> Children's Early Help Adult Education Any additional service activity </td> </tr> <tr> <td style="background-color: #d9e1f2;">Total contact volumes (18/19)</td> <td style="background-color: #d9e1f2;">1,002,343</td> <td style="background-color: #d9e1f2;">164,928</td> <td style="background-color: #d9e1f2;">459,473</td> <td style="background-color: #d9e1f2;">60,421</td> </tr> </tbody> </table> <p>Although every service within the Council is different, Resident Journey types are largely consistent and fall into a handful of categories: <i>Information, Advice & Signposting; Report it; Apply for it; Pay for it; Book it; Updates and Changes; and Track.</i></p> <p>In early 2019 an extensive review of the way residents access and engage with all services that the Council provides was undertaken across all channels, Digital; Telephone; Mail; and Face-to-Face. The review found that there is little consistency in the way resident contact is managed across the Council and IT arrangements supporting resident access are complex, fragmented and at a high cost to deliver. As a result, an operating model is being developed with the following aims:</p> <ol style="list-style-type: none"> 1. To provide a consistent approach and standard for Resident Access across all Council services. 2. To bring more Council services online so that Residents can self-serve from initial contact to fulfilment & move towards digital solutions. 3. To provide an Assisted Digital offer along-side consolidated telephone and face to face services where needed - so 		Tranche 1A	Tranche 1B	Tranche 2	Tranche 3	Services	<ul style="list-style-type: none"> Council Tax Business Rates Benefits Parking Permits Cleaner Greener Accessible Transport 	<ul style="list-style-type: none"> Regulatory Services Environmental Health Community Safety Highways Registrars In Touch Planning & Building Control Mail Room 	<ul style="list-style-type: none"> Adult Social Care Housing 	<ul style="list-style-type: none"> Children's Early Help Adult Education Any additional service activity 	Total contact volumes (18/19)	1,002,343	164,928	459,473	60,421
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that disabled residents and those who are digitally excluded can access the services they need in a way that works best for them.

4. Providing joined up, targeted and practical support for vulnerable residents that need our compassion and assistance.
5. To deliver the forecasted benefits for the programme.

Channel shift initiatives and integration with line of business systems is likely to result in efficiencies in terms of staff resourcing and non-digital infrastructure such as print and postage. This is the first phase of the programme and is focused on environment services.

The scope of the second phase of the programme are more complex services that reflect specific needs and more complex processes and decisions including planning, housing and social care services. This aspect of the programme aims to better target and meet the needs of vulnerable residents. The detailed work to design the future service offer for this aspect of the programme has yet to be undertaken.

In many cases the programme will transform an existing digital offer (for instance an e-form that is delivered into an officer's inbox) into a fully transactional service (eg where data imports directly into a system). In these cases there should be a significant improvement in service quality and efficiency without channel shift or any expectation of new behaviour on the part of the customer.

A full business case will be put forward to Cabinet in October 2020 requesting approval to proceed to the delivery stage for the first phase of the programme and undertake the detailed planning work for the second phase. Implementation will be phased in tranches – see grouping of the tranches (above). Focus will be on simpler services that are used by lots of residents first, such as Council Tax and environmental services. At the same time the council will start looking at better ways for delivering more complex services for residents who need practical support including access to homelessness and social care services. Services within Tranches 1B, 2 and 3 will undergo the depth of design work that has happened for T1A.

To ensure that sections of the population are not digitally excluded, the Council will deploy an 'Assisted Digital' service to support residents with particular support or access requirements and those who are unable to access online services. Support will be provided to residents to access our services digitally when they interact with us on the telephone or face-to-face through either remote assistance (over the telephone) or 'floor walkers' in face-to-face access locations.

The Council will adopt a digital inclusion strategy which will underpin our approach to Assisted Digital. The strategy will seek to support Residents to develop digital skills so they can take advantage of digital technology in all aspects of their lives, whether managing their household finances, doing online shopping, or staying in touch with family and friends.

Although we are committed to high levels of digital accessibility, the Council will maintain the option of face-to-face contact with qualified and capable staff in suitable offices and/or libraries.

A campaign is currently actively seeking residents to become involved in co-producing positive changes to the way residents access and use council services

This EIA considers the potential impact of the proposed option for change upon services users and groups of people with

	protected characteristics
Lead Officer	Name: Nicola Ellis Position: AD, Resident Services Email: nicola.ellis@lbhf.gov.uk Telephone No: 07776673095
Date of completion of final EIA	18 /02 / 20

Section 02	Scoping of Full EIA
Plan for completion	The full EIA for the Resident Access Programme will consist of 2 assessments completed at different stages of the programme Timing: Part 1: Programme Proposal- analysis to provide a baseline and identify particular needs and preferences and ensure they are reflect in the design and testing work undertaken Part 2: Implementation – analysis of changes once implemented after first tranche to inform review and lessons learned Resources: Data held on line of business systems
Analyse the impact of the policy, strategy, function, project, activity, or programme	Analyse the impact of the policy on the protected characteristics (including where people / groups may appear in more than one protected characteristic). You should use this to determine whether the policy will have a positive, neutral or negative impact on equality, giving due regard to relevance and proportionality.

	Protected characteristic	Analysis	Impact: Positive, Negative, Neutral
	Age	<p>In LBHF: Young adults aged 25-34 account for 23% , 0-17s account for 19% Some 15% of the population is aged between 50 and 64, while 10% of the population is in their retirement age (65+) The population is projected to continue rising but at a faster rate than between 2011 and 2018. The increase is projected as 9.1% in the period 2018-2031. The largest percentage increases are projected to be in the population aged 75+ (40%), followed by the 65 to 74 group (24%), 55 to 64 (17%) and 16 to 24 (14%).</p> <p>The programme will not change eligibility criteria for the services or directly restrict accessibility based on age.</p> <p>However, a proportion of older residents are currently digitally excluded and the assisted digital offer is required to ensure they are not adversely impacted or fail to access improved, faster services. The proportion of digitally excluded older people will reduce significantly as younger cohorts (eg 50 – 64 year olds) grow older.</p> <p>An assisted digital offer will assist to resolve any issues that may arise and affect this protected characteristic as a result of a channel shift.</p> <p>The developed service will be more accessible and better identify and meet the needs of residents from this group that need targeted support to maximise their health and well being and/or to address vulnerability.</p>	Positive
	Disability	<p>In the 2011 Census, 12.6% of H&F residents reported that they have a long-term health problem or disability that limits their day-to-day activities</p> <p>An assisted digital offer will assist to resolve any issues that may arise and affect this protected characteristic as a result of a channel shift</p> <p>The developed service will be more accessible and better identify and meet the needs of residents from this group that need targeted support to maximise their health and well being and/or to address vulnerability.</p>	Positive

	Gender reassignment	Data not currently available . The developed service will be more accessible and better identify and meet the needs of residents from this group that need targeted support to maximise their health and well being and/or to address vulnerability.	Positive
	Marriage and Civil Partnership	According to the 2011 Census, an estimated 85,433 people (55.9%) aged 16 and over are single and have never been married in the borough 29.6% of the borough residents aged 16 and over stated they were married at the time of the 2011 Census Proportionally more H&F residents are in a registered same-sex civil partnership (0.5%) compared to the regional and national averages (0.4% and 0.2% respectively). It is deemed unlikely that the programme will have a positive or negative impact specifically relating to this characteristic	Neutral
	Pregnancy and maternity	No data available The developed service will be more accessible and better identify and meet the needs of residents from this group that need targeted support to maximise their health and well being and/or to address vulnerability.	Positive
	Race	The 2011 Census found that 100,500 residents in LBHF are from an ethnic group other than White British, comprising some 55.1% of the total population. 31.9% of residents belonged to ethnic groups other than White,. The main ethnic minorities identified are Black African (5.8%), Mixed (5.5%), Other Asian (4%) and Black Caribbean (3.9%). Since 2001, the number of people of Mixed ethnicity had increased by 60% to just over 10,000 in 2011. In 2019 in the UK , 90.8% of people aged 16 and over had used the internet in the 3 months prior to being surveyed (making them 'recent internet users') the Indian and White ethnic groups had the lowest percentages of recent internet users (at 90.4% and 90.5%) and the Chinese ethnic group had the highest (98.6%) in London, recent internet use was broadly similar for Asian, White and Other ethnic groups, ranging from 93.3% to 94.7%, with a lower percentage of users in Black ethnic groups (88.9%) Across the UK, within every ethnic group, at least 98.5% of people aged 16 to 24 years	Positive

		<p>old were recent internet users. Amongst adults aged between 16 and 34, the percentage of recent internet users was broadly the same across ethnic groups. Asian people were less likely to be recent internet users than other ethnic groups in the 55 to 64 age group (at 83.6%). Asian people were also less likely to be recent internet users than White ethnic groups in the 65 to 74 and 75+ age groups (at 64.8% and 29.9%)</p> <p>The programme would not change eligibility criteria for the service or restrict accessibility based on race</p> <p>The developed service will be more accessible and better identify and meet the needs of residents from this group that need targeted support to maximise their health and well being and/or to address vulnerability.</p>	
	<p>Religion/belief (including non-belief)</p>	<p>Among those who stated a religious affiliation, Christians remained the largest religious group in H&F representing 54.1% of residents. 13.5% of borough residents belong to non-Christian religions, the next largest being Muslim.</p> <p>Persons stating that they have no religion account for 24% of the total population</p> <p>The developed service should better targeted support to maximise health and well being and/or to address vulnerability based on religious belief.</p>	<p>Neutral</p>
	<p>Sex</p>	<p>Not reported</p> <p>The developed service should better targeted support to maximise health and well being and/or to address vulnerability based on gender.</p>	<p>Positive</p>
	<p>Sexual Orientation</p>	<p>No data available</p> <p>The developed service should better targeted support to maximise health and well being and/or to address vulnerability based on sexual orientation.</p>	<p>Positive</p>
<p>Human Rights or Children's Rights If your decision has the potential to affect Human Rights or Children's Rights, please contact your Equality Lead for advice</p> <p>Will it affect Human Rights, as defined by the Human Rights Act 1998? No</p>			

	Will it affect Children's Rights, as defined by the UNCRC (1992)? No
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Section 03	Analysis of relevant data
Documents and data reviewed	Examples of data can range from census data to customer satisfaction surveys. Data should involve specialist data and information and where possible, be disaggregated by different equality strands. <ul style="list-style-type: none"> • 2018 Borough Profile • Ethnicity Facts and Figures- September 2019 . Gov.uk
New research	If new research is required, please complete this section

Section 04	Consultation
Consultation	Details of consultation findings (if consultation is required. If not, please move to section 06). Internal consultation with Tara Flood, Strategic Lead, Co-Production and Fawad Bhatti, Social Inclusion & Policy Manager.
Analysis of consultation outcomes	

Section 05	Analysis of impact and outcomes
Analysis	71.8% of households in H&F contain people aged 16 and over who all speak English as a main language (74% in London and 91.2% in England & Wales). Of the other 28.2% of households, 13.7% have at least one member who speaks English but in 2.3% of households the only people who speak English as a main language are aged between three and fifteen. 11,663 (14.5%) of households have no people that speak English as a main language; this is the thirteenth highest proportion in England & Wales.

Although not a protected characteristic, the assisted digital offer will reflect the need to accommodate those residents who do not speak English nor have access to support.

The analysis of the proposed changes against protected characteristics has identified that the overall programme should have a neutral impact on service users. Eligibility for services will remain the same and the service will be designed to increase ease of use, confidence in contacting the service and the ability of the council to respond effectively and track requests. The assisted digital offer and the role of co-production will support the use of re-designed digital channels for the digitally excluded. The existing face-to-face and telephone channels will continue to be available.

A full communication plan is being developed to ensure that all stakeholders are engaged and informed about the relevant changes. This includes establishment of a resident co-production group. A range of Internal and external communication channels will be used to keep staff, residents and partners informed of planned and delivered changes including; web, intranet, AV and written materials in reception spaces and face to face services.

We will properly market and support the release of new on line services and changes to telephone and face to face services. It is planned that consultation throughout the implementation stage will continue to be informed by the wider communication and engagement strategy

Section 06	Reducing any adverse impacts and recommendations
Outcome of Analysis	Include any specific actions you have identified that will remove or mitigate the risk of adverse impacts and / or unlawful discrimination. This should provide the outcome for LBHF, and the overall outcome.

Section 07	Action Plan
Action Plan	Note: You will only need to use this section if you have identified actions as a result of your analysis

	Issue identified	Action (s) to be taken	When	Lead officer and borough	Expected outcome	Date added to business/service plan

Section 08	Agreement, publication and monitoring
Chief Officers' sign-off	Name: Nicola Ellis Position: Assistant Director Residents' Services Email: nicola.ellis@lbhf.gov.uk Telephone No: 07776 673 095
Key Decision Report (if relevant)	Date of report to Cabinet/Cabinet Member: 20/04/20 Key equalities issues have been included: Yes
Opportunities Manager (where involved)	Name:— Position:— Date advice / guidance given:— Email:— Telephone No:—
<i>No longer applicable (meeting with Fawad Bhatti, 18 Feb 2020)</i>	

Reviewed in July 2018