

H&F Equality Impact Analysis Tool



Conducting an Equality Impact Analysis

An EIA is an improvement process which helps to determine whether our policies, practices, or new proposals will impact on, or affect different groups or communities. It enables officers to assess whether the impacts are positive, negative, or unlikely to have a significant impact on each of the protected characteristic groups.

The tool is informed by the [public sector equality duty](#) which came into force in April 2011. The duty highlights three areas in which public bodies must show compliance. It states that a public authority must, in the exercise of its functions, have due regard to the need to:

- 1. Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited under the Equality Act 2010**
- 2. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it**
- 3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it**

Whilst working on your Equality Impact Assessment, you must analyse your proposal against these three tenets.

General points

1. In the case of matters such as service closures or reductions, considerable thought will need to be given to any potential equality impacts. Case law has established that due regard cannot be demonstrated after the decision has been taken. Your EIA should be considered at the outset and throughout the development of your proposal, it should demonstrably inform the decision, and be made available when the decision is recommended.
2. Wherever appropriate, the outcome of the EIA should be summarised in the Cabinet/Cabinet Member report and equalities issues dealt with and cross referenced as appropriate within the report.
3. Equalities duties are fertile ground for litigation and a failure to deal with them properly can result in considerable delay, expense, and reputational damage.
4. Where dealing with obvious equalities issues e.g. changing services to disabled people/children, take care not to lose sight of other less obvious issues for other protected groups.
5. If you already know that your decision is likely to be of high relevance to equality and/or be of high public interest, you should contact the Strategy & Communities team for support.

Further advice and guidance can be accessed online and on the intranet:

<https://www.gov.uk/government/publications/public-sector-equality-duty>

<https://officesharedservice.sharepoint.com/sites/Governance/SitePages/Reports.aspx>

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Overall Information	Details of Full Equality Impact Analysis
Financial Year and Quarter	24/25
Name and details of policy, strategy, function, project, activity, or programme	<p>Title of EIA: Procurement of the Out of Hours telephony contact centre service – remaining in the Joint Partnership</p> <p>For the continuation of the Joint OOH Partnership and participation in the Procurement process: This report recommends that LBHF remains within the Joint Out-of-Hours (OOH) partnership to deliver comprehensive OOH services, encompassing Adults and Children's Social Care, Environmental Services including noise (highest volumes), Building Control, Highways, and Emergency Services. This collaborative approach leverages shared expertise and resources, ensuring a robust and responsive service provision.</p> <p>Note: If your proposed strategy will require you to assess impact on staff, please consult your HR Relationship Manager.</p>
Lead Officer	<p>Name: Yvonne Hadlames Position: AD for resident contacts Email: yvonne.hadlames@lbhf.gov.uk Telephone No: 07971 228635</p>
Date of completion of final EIA	31/07/2024

Section 02	Scoping of Full EIA
Plan for completion	<p>Timing: September 2025</p> <p>Resources: Reviewed with the supplier for service delivery when the contract is awarded</p>

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	The Out of Hours (OOH) is available to all residents and callers.	Neutral
Disability	The Out of Hours (OOH) is available to all residents and callers. Part of the procurement exercise will ensure we ask questions to ensure the successful supplier offers accessible services to all.	Neutral
Gender reassignment	No impact	Neutral
Marriage and Civil Partnership	No impact	Neutral
Pregnancy and maternity	No impact	Neutral
Race	The Out of Hours (OOH) is available to all residents and callers. Part of the procurement exercise will ensure we ask questions to ensure the successful supplier offers accessible services to all. This will include a review of translation services.	Neutral
Religion/belief (including non-belief)	No impact	Neutral
Sex	No impact	Neutral
Sexual Orientation	No impact	Neutral
Care Experienced	No impact	Neutral

	as a Protected Characteristic		
	<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>		
	<p>Will it affect Children’s Rights, as defined by the UNCRC (1992)? No</p>		

Section 03	Analysis of relevant data 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.
Documents and data reviewed	This EIA supports the procurement process to find a suitable supplier to maintain the current service level and provision, offering improvements for accessibility from October 2025 at the start of the contract. This will also include the collation of EDI data and record keeping for reporting and analysis
New research	N/A

Section 04	Consultation
Consultation	N/A
Analysis of consultation outcomes	N/A

Section 05	Analysis of impact and outcomes
Analysis	The service provision and business requirements for procurement will ensure we can deliver a fair and accessible service for OOH contact. All callers can speak to a person directly and there are clear scripts, training and support from managers to ensure there is good service delivery regardless of the day and time. The successful supplier will work with the partner organisation to continue to improve the service offer. The Partner Organisation hold the data

	and own the CRM system and data base so there is no impact if there is a change of supplier. The lead in time for this procurement is on time, the current contract ends in October 2025 so there over 12 months to transition to a new operating model or supplier with a very low risk to having any impacts on residents or customers.
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Section 06	Reducing any adverse impacts and recommendations
Outcome of Analysis	With over a 12 month lead in time to make changes and identify or mitigate risks ensures we can deliver an effective service.

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 department	Expected outcome	Date added to business/service plan
	N/A					

Section 08	Agreement, publication and monitoring					
Senior Managers' sign-off	Name: Yvonne Hadlames Position: AD of resident contacts Email: yvonne.hadlames@lbhf.gov.uk Telephone No: 07917 228535 Considered at relevant DMT: N/A					
Key Decision Report (if relevant)	Date of report to Cabinet/Cabinet Member: XX / XX / XX Key equalities issues have been included: Yes/No					
Equalities Advice (where involved)	Name: N/A Position: Date advice / guidance given: Email: Telephone No:					