

# **Equality Impact and Needs Analysis Guidance and Template : 2021**

**Budget Equality Analysis Full  
Template: 2023**

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## Guidance notes

### Things to remember:

Under the Public Sector Equality Duty (PSED) public authorities are required to have due regard to the aims of the general equality duty when making decisions and when setting policies. Understanding the affect of the council's policies and practices on people with different protected characteristics is an important part of complying with the general equality duty. Under the PSED the council must ensure that:

- Decision-makers are aware of the general equality duty's requirements.
- The general equality duty is complied with before and at the time a particular policy is under consideration and when a decision is taken.
- They consciously consider the need to do the things set out in the aims of the general equality duty as an integral part of the decision-making process.
- They have sufficient information to understand the effects of the policy, or the way a function is carried out, on the aims set out in the general equality duty.
- They review policies or decisions, for example, if the make-up of service users changes, as the general equality duty is a continuing duty.
- They take responsibility for complying with the general equality duty in relation to all their relevant functions. Responsibility cannot be delegated to external organisations that are carrying out public functions on their behalf.
- They consciously consider the need to do the things set out in the aims of the general equality duty not only when a policy is developed and decided upon, but when it is being implemented.

Best practice guidance from the Equality and Human Rights Commission recommends that public bodies:

- Consider all the [protected characteristics](#) and all aims of the general equality duty (apart from in relation to marriage and civil partnership, where only the discrimination aim applies).
- Use equality analysis to inform policy as it develops to avoid unnecessary additional activity.
- Focus on the understanding the effects of a policy on equality and any actions needed as a result, not the production of a document.
- Consider how the time and effort involved should relate to the importance of the policy to equality.
- Think about steps to advance equality and good relations as well as eliminate discrimination.
- Use good evidence. Where it isn't available, take steps to gather it (where practical and proportionate).
- Use insights from engagement with employees, service users and others can help provide evidence for equality analysis.

Equality analysis should be referenced in community impact statements in Council reports. Community impact statements are a corporate requirement in all reports to the following meetings: the cabinet, individual decision makers, scrutiny, regulatory committees and community councils. Community impact statements enable decision makers to identify more easily how a decision might affect different communities in Southwark and to consider any implications for equality and diversity.

The public will be able to view and scrutinise any equality analysis undertaken. Equality

analysis should therefore be written in a clear and transparent way using plain English. Equality analysis may be published under the council's publishing of equality information, or be present with divisional/departmental/service business plans. These will be placed on the website for public view under the council's Publications Scheme. All Cabinet reports will also publish related

Equality analysis should be reviewed after a sensible period of time to see if business needs have changed and/or if the effects that were expected have occurred. If not then you will need to consider amending your policy accordingly. This does not mean repeating the equality analysis, but using the experience gained through implementation to check the findings and to make any necessary adjustments.

Engagement with the community is recommended as part of the development of equality analysis. The council's Community Engagement Division and critical friend, the Forum for Equality and Human Rights in Southwark can assist with this (see section below on community engagement and [www.southwarkadvice.org.uk](http://www.southwarkadvice.org.uk)).

Whilst the equality analysis is being considered, Southwark Council recommends considering Socio-Economic implications, as socio-economic inequalities have a strong influence on the environment we live and work in. As a major provider of services to Southwark residents, the council has a legal duty to reduce socio-economic inequalities and this is reflected in its values and aims. For this reason, the council recommends considering socio-economic impacts in all equality analyses, not forgetting to include identified potential mitigating actions.

## Section 1: Equality impact and needs analysis details

<b>Proposed policy/decision/business plan area to which this equality analysis relates</b>		Noise and Nuisance Service			
<b>Equality analysis author</b>	Anju Sidhu				
<b>Strategic Director:</b>	Caroline Bruce				
<b>Department</b>	Environment	<b>Division</b>	Regulatory Services		
<p><b>Period analysis undertaken</b> Please note that the equality analysis informs all stages of the budget setting process up to final decision making. It can be built upon at all stages.</p> <p><b>It can be further built upon and reviewed at implementation stage.</b></p>	<p><b>Please Indicate which stage of the Budget Proposal decision making process this equality analysis is informing:</b></p> <ul style="list-style-type: none"> <li>• Budget Challenge and date</li> <li>• December Equality Analysis</li> <li>• <b>January Cabinet Equality Analysis</b></li> <li>• January Overview and Scrutiny Committee</li> <li>• February Council Assembly</li> </ul>				
<b>Indicative date of implementation of budget proposal if known</b>	April 2024				
<b>Sign-off</b>	Anju Sidhu	<b>Position</b>	Head of Service	<b>Date</b>	19 December 2024

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## Section 2: Description of budget proposal

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Please provide full details of the budget proposal and the predicted saving

***£90k savings from Regulatory Services Noise and Nuisance Service (to be confirmed)***

The Noise and Nuisance Service is a statutory-led service, dealing with approximately 10,000 service requests a year and it plays a crucial role in ensuring the well-being of residents and business compliance. The Council has a duty act where a noise nuisance exists, likely to exist or reoccur. The overall objective of the service is to mitigate noise or put in controls to manage it at an appropriate level.

To improve the service's sustainability and efficiency, a review was carried out, as the current system is outdated and unsustainable, given the Council's 2030 ambitions.

Our proposed model considers local needs, council priorities, and will integrate intelligence-led proactive interventions to provide a comprehensive approach to problem-solving. The aim is to encourage residents and businesses to behave in a responsible and considerate manner, so that the service is used less reactively. This will allow the Council to focus on high-risk cases and community engagement.

The review followed industry guidance from the Chartered Institute of Environmental Health, "Neighbourhood noise policies and practice for local authorities," to determine the level of service required. This included a needs assessment to provide the basis for selecting a suitable model with appropriate resourcing.

### Section 3: Overview of service users and key stakeholders consulted

2. Service users and stakeholders	
<p><b>Key users of the department or service</b></p>	<ul style="list-style-type: none"> <li>• Residents from all tenures this includes Council tenants, leaseholders, private tenants, owner occupiers, Housing association tenants</li> <li>• Local Businesses</li> <li>• Property Developers</li> <li>• Event Organisers (land and water)</li> <li>• Police (joint working and Night Time Economy)</li> <li>• Southwarks Anti-Social Behaviour Unit</li> <li>• Environmental Protection Team</li> <li>• Housing Department</li> <li>• Planning</li> <li>• Housing Providers</li> <li>• Police</li> </ul>
<p><b>Key stakeholders were/are involved in this policy/decision/business plan</b></p>	<ul style="list-style-type: none"> <li>• Regulatory Officers</li> <li>• Finance</li> <li>• Lead Member</li> <li>• Strategic Director of Environment, Neighbourhood and Growth</li> <li>• Director of Environment</li> </ul>

## Section 4: Pre-implementation equality impact and needs analysis

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This section considers the potential impacts (positive and negative) on groups with 'protected characteristics', the equality information on which this analysis is based and any mitigating actions to be taken, including improvement actions to promote equality and tackle inequalities. An equality analysis also presents as an opportunity to improve services to meet diverse needs, promote equality, tackle inequalities and promote good community relations. It is not just about addressing negative impacts.

The columns include societal issues (discrimination, exclusion, needs etc.) and socio-economic issues (levels of poverty, employment, income). As the two aspects are heavily interrelated it may not be practical to fill out both columns on all protected characteristics. The aim is, however, to ensure that socio-economic issues are given special consideration, as it is the council's intention to reduce socio-economic inequalities in the borough. Key is also the link between protected characteristics and socio-economic disadvantage, including experiences of multiple disadvantage.

**Socio-economic disadvantage may arise from a range of factors, including:**

- poverty
- health
- education
- limited social mobility
- housing
- a lack of expectations
- discrimination
- multiple disadvantage

**The public sector equality duty ( PSED )** requires us to find out about and give due consideration to the needs of different protected characteristics in relation to the three parts of the duty:

1. Eliminating discrimination, harassment and victimisation
2. Advancing equality of opportunity, including finding out about and meeting diverse needs of our local communities, addressing disadvantage and barriers to equal access; enabling all voices to be heard in our engagement and consultation undertaken; increasing the participation of under represented groups
3. Fostering good community relations; promoting good relations; to be a borough where all feel welcome, included, valued, safe and respected.

**The PSED is now also further reinforced in the two additional Fairer Future For All values: that we will**

- Always work to make Southwark more equal and just
- Stand against all forms of discrimination and racism

<p><b>Age</b> - Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds).</p>	
<p><b>Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.</b></p>	<p><b>Potential Socio-Economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)</b></p>
<p>The re-design of the service will apply to all service users equally.</p> <p>Older residents may experience adverse impacts through digital solutions being considered to modernise the service. However, we expect a positive outcome for service users i.e. providing a high quality service to meet needs of residents</p> <ul style="list-style-type: none"> <li>• Service will meet local needs and be accessible.</li> <li>• Focused intelligence-led investigations and better community engagement.</li> <li>• Aligned to Council neighbourhood working vision</li> </ul> <p>As part of the redesign of the service a full EINA will need to be carried out. Important as part of this to find out re: views and experiences of older people and young people.</p> <p>Is there any equality monitoring information re: users of this service ?</p>	<p>The Council's indices of deprivation, urban health index, indicators of child poverty, life expectancy, and food security statistics align to areas where noise complaints are generated from. SE15, the highest service user area, is among the most deprived wards, with lowest life expectancy of SE1 and SE15 residents.</p> <p>The re-design of the service will apply to all service users equally. However we do recognise that some residents may not be able to afford smart devices and/or have access to the internet.</p> <p>We expect a positive outcome for service users i.e. providing a high quality service to meet needs of residents</p> <ul style="list-style-type: none"> <li>•Service will meet local needs and be accessible.</li> <li>•Focused intelligence-led investigations and better community engagement.</li> <li>•Aligned to Council neighbourhood working vision</li> </ul>
<p><b>Equality information on which above analysis is based</b></p>	<p><b>Socio-Economic data on which above analysis is based</b></p>
<p>Review of Service needs based on analysis of :</p> <ul style="list-style-type: none"> <li>• service request received,</li> <li>• time/ day/ month received</li> <li>• source of requests</li> <li>• no of requests by ward</li> <li>• action taken</li> <li>• outcomes</li> </ul>	<p>Review of Service needs based on analysis of :</p> <ul style="list-style-type: none"> <li>• service request received,</li> <li>• time/ day/ month received</li> <li>• source of requests</li> <li>• no of requests by ward</li> <li>• action taken</li> <li>• outcomes</li> </ul>
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<ul style="list-style-type: none"> <li>• Re-designing service as discussed above</li> <li>• Continue to receive service requests via the telephone</li> </ul>	<ul style="list-style-type: none"> <li>• Re-designing service as discussed above</li> <li>• Continue to receive service requests via the telephone</li> </ul>



**Disability** - A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Please note that under the PSED due regard includes:

Giving due consideration in all relevant areas to "the steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities." This also includes the need to understand and focus on different needs/impacts arising from different disabilities.

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<p><b>Gender reassignment:</b> - The process of transitioning from one gender to another.</p> <p><b>Gender Identity:</b> Gender identity is the personal sense of one's own gender. Gender identity can correlate with a person's assigned sex or can differ from it.</p>	
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<p><b>Marriage and civil partnership</b> – In England and Wales marriage is no longer restricted to a union between a man and a woman but now includes a marriage between a same-sex couples. Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples and must be treated the same as married couples on a wide range of legal matters. <b>(Only to be considered in respect to the need to eliminate discrimination.)</b></p>	
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<p><b>Pregnancy and maternity</b> - Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.</p>	
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<p><b>Race</b> - Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins. N.B. Gypsy, Roma and Traveller are recognised racial groups and their needs should be considered alongside all others</p>	
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<p><b>Religion and belief</b> - Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.</p>	
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<b>Mitigating and/or improvement actions to be taken</b>	
<ul style="list-style-type: none"> <li>• Re-designing service as discussed above</li> <li>• Continue to receive service requests via the telephone</li> </ul>	<ul style="list-style-type: none"> <li>• Re-designing service as discussed above</li> <li>• Continue to receive service requests via the telephone</li> </ul>

<b>Sex</b> - A man or a woman.	
<b>Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.</b>	<b>Potential Socio-Economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)</b>
<p>The re-design of the service will apply to all service users equally and will not have any adverse impact on this individual group; and we expect a positive outcome for service users i.e. providing a high quality service to meet needs of residents</p> <ul style="list-style-type: none"> <li>• Service will meet local needs and be accessible.</li> <li>• Focused intelligence-led investigations and better community engagement.</li> <li>• Aligned to Council neighbourhood working vision</li> </ul> <p>As part of the redesign of the service a full EINA will need to be carried out. Important as part of this to find out re: views and experiences of men and women.</p> <p>Is there any equality monitoring information re: users of this service ?</p>	<p>The Council's indices of deprivation, urban health index, indicators of child poverty, life expectancy, and food security statistics align to areas where noise complaints are generated from. SE15, the highest service user area, is among the most deprived wards, with lowest life expectancy of SE1 and SE15 residents.</p> <p>The re-design of the service will apply to all service users equally. However we do recognise that some residents may not be able to afford smart devices and/or have access to the internet.</p> <p>We expect a positive outcome for service users i.e. providing a high quality service to meet needs of residents</p> <ul style="list-style-type: none"> <li>•Service will meet local needs and be accessible.</li> <li>•Focused intelligence-led investigations and better community engagement.</li> <li>•Aligned to Council neighbourhood working vision</li> </ul>



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<b>Sexual orientation</b> - Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes	
<b>Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.</b>	<b>Potential Socio-Economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)</b>
<p>The re-design of the service will apply to all service users equally and will not have any adverse impact on this individual group; and we expect a positive outcome for service users i.e. providing a high quality service to meet needs of residents</p> <ul style="list-style-type: none"> <li>• Service will meet local needs and be accessible.</li> <li>• Focused intelligence-led investigations and better community engagement.</li> <li>• Aligned to Council neighbourhood working vision</li> </ul>	<p>The Council's indices of deprivation, urban health index, indicators of child poverty, life expectancy, and food security statistics align to areas where noise complaints are generated from. SE15, the highest service user area, is among the most deprived wards, with lowest life expectancy of SE1 and SE15 residents.</p> <p>The re-design of the service will apply to all service users equally. However we do recognise that some residents may not be able to afford smart devices and/or have access to the internet.</p> <p>We expect a positive outcome for service users i.e. providing a high quality service to meet needs of residents</p> <ul style="list-style-type: none"> <li>•Service will meet local needs and be accessible.</li> <li>•Focused intelligence-led investigations and better community engagement.</li> <li>•Aligned to Council neighbourhood working vision</li> </ul>



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<b>Human Rights</b> There are 16 rights in the Human Rights Act. Each one is called an Article. They are all taken from the European Convention on Human Rights. The Articles are The right to life, Freedom from torture, inhuman and degrading treatment, Freedom from forced labour , Right to Liberty, Fair trial, Retrospective penalties, Privacy, Freedom of conscience, Freedom of expression, Freedom of assembly, Marriage and family, Freedom from discrimination and the First Protocol
<b>Potential impacts (positive and negative) of proposed policy/decision/business plan</b>
<p>The re-design of the service will apply to all service users as discussed above. We expect a positive outcome for service users i.e. providing a high quality service to meet needs of residents</p> <ul style="list-style-type: none"> <li>• Service will meet local needs and be accessible.</li> <li>• Focused intelligence-led investigations and better community engagement.</li> <li>• Aligned to Council neighbourhood working vision</li> </ul>
<b>Information on which above analysis is based</b>
Analysis of internal data including <ol style="list-style-type: none"> <li>a. service requests over a 5 year period</li> <li>b. source of service requests (type of tenure)</li> <li>c. % of service requests recorded as rapid response (1 hr response)</li> <li>d. % of service requests received between at different times of the day and night</li> <li>f. % (of service requests received in summer /winter</li> <li>g. ward data</li> <li>h. anecdotal data ie work needed with communities in the Borough</li> </ol>

## Mitigating and/or improvement actions to be taken

Approach considers local needs, council priorities, and will integrate intelligence-led proactive interventions to provide a comprehensive approach to problem-solving. The aim is to encourage residents and businesses to behave in a responsible and considerate manner, so that the service is used less reactively. This will allow the Council to focus on high-risk cases and community engagement.

- Continuous improvement embedded into service ;
- Data Collection, input and recording
- Outputs and Outcomes measured
- Review of processes and policies
- Continuous professional development for officers
- Listening Events with local communities
- Working with Comms to ensure appropriate messaging

## Conclusions

### **Summarise main findings and conclusions of the overall equality impact and needs analysis for this area:**

Have any potential significant concerns amongst service users or the wider community been identified? **Issues are emerging and will explore further as part of service-redesign.**

Have any potential negative, disproportionate or adverse impacts on particular protected characteristics been identified? **Issues are emerging and will explore further as part of service-redesign.**

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Have you identified any negative or positive impacts re: the promotion of good community relations ?

**Issues are emerging and will explore further as part of service-redesign.**

Are there any specific implications for groups experiencing socio-economic disadvantage ?

**Issues are emerging and will explore further as part of service-redesign.**

Are there any specific implications for groups experiencing socio-economic disadvantage and protected characteristics ?

**Issues are emerging and will explore further as part of service-redesign.**

**"The Council's indices of deprivation, urban health index, indicators of child poverty, life expectancy, and food security statistics align to areas where noise complaints are generated from. SE15, the highest service user area, is among the most deprived wards, with lowest life expectancy of SE1 and SE15 residents."**

Are there any specific implications for Borough Plan priorities or commitments ?

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NO

**Section 5: Further equality actions and objectives**

5. Further actions			
Based on the initial analysis above, please detail the key mitigating and/or improvement actions to promote equality and tackle inequalities; and any areas identified as requiring more detailed analysis.			
Number	Description of issue	Action	Timeframe
1	Officers are seeing an increase in cases of individuals suffering with complex mental health and housing needs. This is resulting in investigations taking longer.	Service Redesign as described above	April 2024 (subject to approval)
		Continue to work with SABU, Mental Health Services	Ongoing
		Continue with multi-agency approach - 'one contact counts'	Ongoing
		Training of staff	Ongoing
2	The Council's indices of deprivation, urban health index, indicators of child poverty, life expectancy, and food security statistics align to areas where noise complaints are generated from. SE15, the highest service user area, is among the most deprived wards, with lowest life expectancy of SE1 and SE15 residents.	Service Redesign as described above  Continue with multi-agency approach	April 2024 (subject to approval)  Ongoing
3	As the largest Housing landlord in London with an ambitious commitment to build 11,000 new council homes by 2043 (LBS, 2017), multiple construction projects are expected in the Borough and on occupation of completed buildings, the likelihood of neighbourhood and domestic noise complaints is also expected as majority of the developments are multiple-occupied building structures.	Service Redesign as described above  Continue to work with SASBU, Planning, Private Sector Housing Services, Housing Providers	April 2024 (subject to approval)  Ongoing

### 5. Equality and socio-economic objectives (for business plans)

Based on the initial analysis above, please detail any of the equality objectives outlined above that you will set for your division/department/service. Under the objective and measure column please state whether this objective is an existing objective or a suggested addition to the Council Plan.

Objective and measure	Lead officer	Current performance (baseline)	Targets	
			Year 1	Year 2
Raising awareness of Mental Health and appropriate sign posting	Nick Stabler	To review	Set Baseline, plan and targets Training for officers in place	Training for officers in place Consider joint training with Police and SASBU
Potential negative impact - residents may not have access to SMART devices and internet. Continue with receiving calls/ telephone service	Nick Stabler	To review	Identify baseline and increase uptake of online services	Review and increase online uptake
Review of processes and policies to ensure equal access to residents. Consultation with focus groups and listening events with local communities	Nick Stabler	To improve existing processes and policies	<ul style="list-style-type: none"> <li>Review investigation policy</li> <li>Map customer journey</li> </ul>	Implement recommendations
Working with Comms to ensure appropriate messaging	Nick Stabler	To improve existing processes.	<ul style="list-style-type: none"> <li>Identify key messages</li> <li>Have Comms Plan in place</li> <li>Deliver</li> </ul>	Review and deliver
Collection of Equality Data	Nick Stabler	Unknown	Review existing data Review collection of data	Implement recommendations

### 6. Review of implementation of the equality objectives and actions

- Embed into Regulatory Services performance monitoring framework .
- Provide quarterly update to Head of Service

### Implementation Equality Impact and Needs Analysis of budget proposal: proposed date if known:

April 2024