

Equality Impact and Needs Analysis Guidance and Template : 2021

**Budget Equality Analysis Full
Template: 2023**

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).

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

Proposed policy/decision/business plan area to which this equality analysis relates		Review of corporate contact centre/Exchequer customer services to promote digital first.			
Equality analysis author		Fiona Ives			
Strategic Director:		Clive Palfreyman			
Department		Finance	Division		Customer & Exchequer
<p>Period analysis undertaken 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>It can be further built upon and reviewed at implementation stage.</p>		<p>Please Indicate which stage of the Budget Proposal decision making process this equality analysis is informing:</p> <ul style="list-style-type: none"> January Cabinet Equality Analysis January Overview and Scrutiny Committee 			
Indicative date of implementation of budget proposal if known		April 2024			
Sign-off		Position		Date	

Section 2: Description of budget proposal

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

The budget proposal is a reduction of 2 FTE's within the call centre total savings of £80k. The reduction in staff will be achieved by linking a structure review with digital development. This savings is achievable and supports the Council's digital strategy to move towards more on line transactions while providing separate support for those digitally excluded. Customer and Exchequers Local Support team will provide the additional support required by our vulnerable customers who may struggle with on line documents/forms. Digital savings will be delivered through reduced demand from customers.

The reduction of 2 staff will be achieved by following the council's redundancy/redeployment policy via consultation process of all affected staff. As part of the process an EINA will be carried out.

EINA work to inform the Digital strategy will further inform the implementation of budget proposal 132.

Section 3: Overview of service users and key stakeholders consulted

2. Service users and stakeholders	
Key users of the department or service	All Southwark residents
Key stakeholders were/are involved in this policy/decision/business plan	Voluntary sector

Section 4: Pre-implementation equality impact and needs analysis

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>Age - 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>Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.</p>	<p>Potential Socio-Economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)</p>
<p>Digital on line forms will align to the councils green policy and paperless strategy. Improved turnaround times for forms. Potential risk of increase use of Local Support. Vulnerable residents not digitally knowledgeable may need assistance however Local Support will advise.</p> <p>What equality monitoring information is collected by age on residents requiring local support with online forms ?</p>	<p>Local information e.g those in social housing and do not have access to internet etc. information existed in past Customer Access strategy work. Is there current information as part of current Digital strategy work ?</p>
<p>Equality information on which above analysis is based</p>	<p>Socio-Economic data on which above analysis is based</p>
<p>Service used by all Southwark residents therefore affects all</p> <p>However, feedback and research suggests residents who do not access online resources and/or lack the knowledge or skills to do so for some older residents; important to incorporate that information here as part of this EINA to understand extent of local support which will be required. What feedback has been received from older people re: Council's Digital strategy work ?</p>	
<p>Mitigating and/or improvement actions to be taken</p>	
<p>Signpost vulnerable to Local Support and voluntary sector. Support from service points</p>	

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.

Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.	Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)
<p>Positive The ability to complete on line will eliminate the need for F2F contact or over the phone and therefore complete applications independently. Faster turnaround times. Negative. Extra support maybe required</p> <p>What information currently exists in the current Digital strategy work about the needs of disabled people and online access ?</p>	
Equality information on which above analysis is based	Socio-economic data on which above analysis is based
<p>Service used by all Southwark residents therefore affects all</p> <p>Important to know if any local monitoring information exists about disabled residents who have accessed local support and feedback from local disabled people.</p>	
Mitigating and/or improvement actions to be taken	
<p>Additional support provided by Local Support and Voluntary sector. Clear communication/advice on website and self-serve portal Support from service points</p>	

<p>Gender reassignment: - The process of transitioning from one gender to another. Gender Identity: 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>	
Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.	Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)
<p>No recognised impacts on gender reassignment or identity</p>	
Equality information on which above analysis is based.	Socio-economic data on which above analysis is based

Service used by all Southwark residents therefore affects all	
Mitigating and/or improvement actions to be taken	
N/A	

Marriage and civil partnership – 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. (Only to be considered in respect to the need to eliminate discrimination.)	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)
No recognised impacts on marriage/civil partnerships	
Equality information on which above analysis is based	Socio-economic data on which above analysis is based
Service used by all Southwark residents therefore affects all	
Mitigating or improvement actions to be taken	
N/A	

Pregnancy and maternity - 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.	
Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.	Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)

Digital on line forms post birth will provide flexibly for new mothers.	
Equality information on which above analysis is based	Socio-economic data on which above analysis is based
Service used by all Southwark residents therefore affects all	
Mitigating and/or improvement actions to be taken	
Clear communication/advice on website and self-service portal will be provided. Support from service points	

Race - 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	
Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.	Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)
Faster turnaround times Forms may not be in first language This requires more information and analysis. Is there any local equality monitoring information users of the local support services by race and ethnic background? What information currently exists in the Digital strategy work? What feedback has there been from local people from Black, Asian and Multi-Ethnic backgrounds?	Local information e.g those in social housing and do not have access to internet etc. information existed in past Customer Access strategy work. Is there current information as part of current Digital strategy work? Local housing data indicates that the majority of those in local social housing are from Black, Asian and Multi-Ethnic backgrounds. Census 2021 data and JSNA annual report indicates that the majority of those in the most deprived areas in LBS are from Black, Asian and Multi-Ethnic backgrounds.
Equality information on which above analysis is based	Socio-economic data on which above analysis is based

Service used by all Southwark residents therefore affects all See above.	
Mitigating and/or improvement actions to be taken	
Full translation provided on all on-line forms and signposted to support including service points.	

Religion and belief - 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.	
Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.	Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)
It is not envisaged that religion and beliefs will impact ability to complete on line forms. Religion and Belief are integral to ethnicity for some groups, e.g Muslim and Hindu etc faiths. Churches also for many from Black African and Caribbean backgrounds who are Christians in LBS. Places of worship for these groups, for example, would enable communication/publicity and obtain feedback about the Council's Digital strategy work and local support available for those unable to access online methods.	As above.
Equality information on which above analysis is based	Socio-economic data on which above analysis is based
Service used by all Southwark residents therefore affects all See above.	
Mitigating and/or improvement actions to be taken	
Albeit no impact anticipated clear communication/advice on website and self-service portal will be provided. See above.	

Sex - A man or a woman.	
Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.	Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)
<p>It is not envisaged sex will have an impact on ability to complete on line forms.</p> <p>Do we have equality monitoring information and analysis by sex for those service users who have accessed local support ? Information re: sex by ethnicity; sex by age ?</p> <p>What information exists or informs current Digital strategy work ?</p>	<p>As previously outlined above.</p>
Equality information on which above analysis is based	Socio-economic data on which above analysis is based
<p>Service used by all Southwark residents therefore affects all</p> <p>As above.</p>	
Mitigating and/or improvement actions to be taken	
<p>Albeit no impact anticipated clear communication/advice on website and self-service portal will be provided.</p> <p>Analysis by sex; sex by ethnicity; sex by age may indicate specific impacts.</p> <p>What information exists or informs current Digital strategy work ?</p>	

Sexual orientation - Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes	
Potential impacts (positive and negative) of proposed policy/decision/business plan; this also includes needs in relation to each part of the duty.	Potential socio-economic impacts/ needs/issues arising from socio-economic disadvantage (positive and negative)
<p>It is not anticipated sexual orientation will have an impact on ability to complete on line forms</p>	

Equality information on which above analysis is based	Socio-economic data on which above analysis is based
Service used by all Southwark residents therefore affects all	
Mitigating and/or improvement actions to be taken	
Albeit no impact anticipated clear communication/advice on website and self-service portal will be provided.	

<p>Human Rights</p> <p>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</p>
Potential impacts (positive and negative) of proposed policy/decision/business plan
<p>It is not anticipated there will be an impact on Human Rights act on ability to complete on line forms</p> <p>There could be some impacts for those unable to access digital technologies for some older people and those experiencing socio-economic disadvantage and for some in social housing. We need to be clear about our mitigating actions re: local support offer.</p>
Information on which above analysis is based
<p>Service used by all Southwark residents therefore affects all</p> <p>See comments outlined in previous sections.</p>
Mitigating and/or improvement actions to be taken
Albeit no impact anticipated clear communication/advice on website and self-service portal will be provided.

See Above.

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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? No

What consultation has been undertaken to date re: Digital strategy work and analysis from this by equality groups ? It is important to include information from that work to inform this EINA.

Have any potential negative, disproportionate or adverse impacts on particular protected characteristics been identified? No

As above and national and local research.

Have you identified any negative or positive impacts re: the promotion of good community relations ? No

As above and also see comments in the EINA re: vulnerable residents and those in social housing.

Are there any specific implications for groups experiencing socio-economic disadvantage ?
No

As above and also see comments in the EINA re: vulnerable residents and those in social housing.

Are there any specific implications for groups experiencing socio-economic disadvantage and protected characteristics ? No As above and also see comments in the EINA re: vulnerable residents and those in social housing.

Are there any specific implications for Borough Plan priorities or commitments ? No

“One of the most significant ways in which digital technologies impact social and economic inequalities is through the "digital divide," which refers to the unequal distribution of access to and use of digital technologies.”

We need to be clear about local implications and our mitigating actions re: local support. What feedback has been obtained through the Council’s Digital Strategy work ?

EINA work to inform the Digital strategy will further inform the implementation of budget proposal 132.

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	Vulnerable unable to complete on line forms	Sign post to local support/ Voluntary sector and website	April 2024
2	Elderly unable to complete on line forms	Sign post to local support/ Voluntary sector and website	April 2024
3	Protected race unable to complete on line forms	Sign post to local support/ Voluntary sector and website. Provide translation on all online forms	April 2024
4			
5			

6			
7			

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

6. Review of implementation of the equality objectives and actions				

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