

Full Equality Impact Assessment -Appendix I

For a policy, project, service or other decision that is new, changing or under review

What is being assessed?		Priority Based Budgeting Savings Proposals: 2014/15			
Lead Assessor	Strategic Management Board (SMB)			Assessment team	Nick Parry (SMB) Scott Crudgington (SMB) Peter Bandy (SMB) Matthew Partridge (SMB) Richard Protheroe Emma Barron
Start date	6/11/13	End date	30/1/14		
When will the EqIA be reviewed?	N/A				

Who may be affected by it?	Members of the public, Stevenage residents, partner organisations, various service users, VCS groups, funding recipients, tenants and leaseholders, Members, SBC staff (considered in a separate EqIA)
What are the key aims of it?	To set a balanced budget for the council in 2014/15.

<p>What positive measures are in place to help fulfil our legislative duties to:</p> <p>Remove discrimination & harassment, Promote equal opportunities and Encourage good relations</p> <ul style="list-style-type: none"> • (S19) Another organisation will take over the running of Canyon Adventure Playground and community building for the continued provision of play services, and will offer greater opportunities for all users as it will be open 7 days a week throughout the year. • (S50b) A Domestic Abuse Co-ordinator has been appointed to continue community safety work in this area. • (S50b) A permanent Corporate Policy Officer (Consultation & Equality) post is being created to enable the council to maintain Achieving accreditation and continue embedding the corporate E&D and consultation programmes. • (S57b) Training has been provided to Members to raise awareness of E&D aligned with how they allocate their LCB funding. Beneficiaries of LCB schemes from equality groups are also noted at the point of application and on completion of spend. • (S103 & S189) Free parking provision will continue to be provided for Blue Badge holders. • (S109) Capacity of CSC advisors will increase so that the specific needs of customers can be met. • (S109) A human telephony and face-to-face service for customer payments will continue to be offered.
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What **positive measures** are in place to help **fulfil our legislative duties** to:

Remove discrimination & harassment, Promote equal opportunities and Encourage good relations

- (S109) Young customers are more technically abled and are likely to welcome an automated / online payment facility.
- (S109) 24/7 access to payment facility will promote accessibility for people who work or who have other commitments.
- (HS9) Making our processes for re-letting properties more efficient will improve the quality of life of tenants and their families (by reduced waiting times) and improve the landlord / tenant relationship.
- (HS11) Merging Housing admin will support front-line Housing staff to focus on their relationships with tenants and meeting their diverse needs.

What sources of data / information are you using to inform your assessment?

Individual EqIAs completed by officers and managers, that have been informed by analysis of evidence and data, and that consider consultation feedback.

<p>In assessing the potential impact on people, are there any overall comments that you would like to make?</p>	<p>(S50b) Representatives of the SoStevenage Board are keen that working in partnership should continue but have minimal concerns about the impact on services users of the proposed reduction in support arrangements.</p> <p>(S57b) Café Choice (December) 64 residents responded to the proposal to reduce LCB funding. 70% said they would not be affected, 17% would be affected a little and 13% said would be affected a lot. Only three of these respondents made comments and these related to using funding to support learning disabled and supporting YMCA.</p> <p>(S58) This assessment has been made on the basis that The Hyde Out will close. However we are considering options to lease the building to another VCS organisation.</p> <p>(S58) There are contractual implications associated with the closure of the community centre as County Council funds for capital improvements were used in 2008. This requires SBC to provide an equivalent facility for the Children's' Centre to use.</p> <p>(S62) Funding allocations to Stevenage CAB and to support carers, volunteer brokerage and infrastructure support will be protected under this proposal, thereby ensuring services to support people from a number of equality groups will continue with no impact.</p> <p>(S62) A sustainable funding approach would mean some CAs with adequate reserves would be excluded from 2014/15 funding. However, it would mean that funds would be targeted towards those at most financial risk and support a fair approach to ensuring the future viability of all CAs and the services they provide to communities, including equality groups.</p> <p>(S62) To help identify any future impact on equality groups of the reduced community grant funding to community centres, Brief EqlAs can be developed for each community centre as part of their funding allocation agreement and business plan development. This should be undertaken in conjunction with Stevenage Community Action, the council's Neighbourhood Development Team and External Funding Officer to help identify alternative funding sources.</p> <p>(S62) A review of community centre management arrangements will be undertaken during 2014. A strategy will then be developed to ensure that fair, robust and outcome-focussed processes are in place for managing and allocating Council funding to community centres in future.</p> <p>(S109) 64 residents responded to the proposal for a new automated telephony payment system at our Café Choice event: 86% said they would not be affected at all, 8% would be affected a little and 6% affected a lot. Only one comment was provided giving a preference to talking to someone when making a payment to the council.</p>
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Evidence and impact assessment

Explain the potential impact and opportunities it could have for people in terms of the following characteristics, where applicable:

Age – older people					
Positive impact		Negative impact	<p>(HS20) Older tenants may not be able to use online accounts to manage their rent</p> <p>(S33) Older people may feel unable to confront perpetrators, identify the source, attend court or record information.</p> <p>(S57b) 7.3% of total LCB fund awarded to schemes supporting older people. 12 of 37 Survey Monkey respondents said the proposal would have ‘a lot’ of impact on their services for older people.</p> <p>(S58) The Hyde Out is used by a number of groups providing services and support for older people in the local area. In response to the online consultation The Friendship Group feel that they are dependent on the venue and would have to consider the future of the group if The Hyde Out were to close.</p> <p>(S62) Some groups using the community centres will struggle to continue if higher fees need to be charged. This may disproportionately affect under 5s and over 60s.</p> <p>(S109) Age may be a contributing factor where there is less experience and trust in using technology to make payments, although we currently have no data to support this.</p> <p>(S144a) Long grass and possible large quantities of cut grass lying on open spaces may result in them being less accessible for people with mobility issues. However, this will not affect public pathways.</p>	Unequal impact	
Please evidence the data and information you used to support this assessment		<p>(S33) Assessment based on officer knowledge as no equality profiling evidence is available.</p> <p>(S57b) Analysis for LCB funding allocations 2012/13, Survey Monkey feedback from funding recipients, Census 2011 data. It is important to note that 45% of the total LCB funding in 2012/13 could not be attributed to benefit any specific equality characteristic and so direct comparison of the proportion of LCB funding with the equality profile of the local community is not possible.</p>			
What opportunities are there to promote equality and	<p>(HS20) Maintain provision of rent statements provided via post.</p> <p>(S50b) Ensure E&D impacts are considered in designing and delivering future partnership projects.</p>	What do you still need to find out? Include in actions (last page)	<p>(S109) Further work needed as part of the project detailed in the individual EqIA.</p>		

inclusion?	<p>(S58) In the event of the Hyde Out's closure, strive to support groups to find alternative venues.</p> <p>(S109) Continue to offer human telephony and face-to-face payment services as an alternative option for customers.</p>		
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Age – children and young people					
Positive impact	<p>(S19) Another organisation will take over the running of Canyon Adventure Playground and community building for the continued provision of play services, and will offer greater opportunities for all users as it will be open 7 days a week throughout the year.</p> <p>(S109) Younger generations tend to be more technologically enabled to be able to use a new payment system.</p>	Negative impact	<p>(S57b) Children were awarded 17.2% of the total LCB fund – 10 of the 37 Survey Monkey respondents said that services for 11-15 year olds in particular would have a significant impact due to services potentially becoming more expensive without the grant. 20.3% of the town's population were aged 0-15 years in 2011.</p> <p>(S57b) Young people were awarded 18.8% of the total LCB funding available against a town-wide representation of 16-24 year olds of 11.8%.</p> <p>(S58) Shephall Children's Centre (SCC) is reliant upon storage and venue space hired at The Hyde Out to maintain current levels of service provision. There are also contractual obligations with HCC to provide a suitable venue for SCC. The Early Years Autism Group said they would struggle to find an alternative venue, and the Friday night youth club would cease (a recent dispersal order highlighted youth issues as a concern for local people, which may increase).</p>	Unequal impact	<p>(S57b) The Youth Mayor's LCB budget is used specifically to support youth-related projects and so there would be a direct impact on this age group.</p>

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			(S62) Some groups using the community centres will struggle to continue if higher fees need to be charged. This may disproportionately affect under 5s and over 60s.	
Please evidence the data and information you used to support this assessment		S57b) Analysis for LCB funding allocations 2012/13, Survey Monkey feedback from funding recipients, Census 2011 data. It is important to note that 45% of the total LCB funding in 2012/13 could not be attributed to benefit any specific equality characteristic and so direct comparison of the proportion of LCB funding with the equality profile of the local community is not possible.		
What opportunities are there to promote equality and inclusion?	(S50b) Ensure E&D impacts are considered in designing and delivering future partnership projects. (S58) In the event of the Hyde Out's closure, strive to support groups to find alternative venues.		What do you still need to find out? Include in actions (last page)	

Age – other				
Positive impact	(S109) Younger generations tend to be more technologically enabled to be able to use a new payment system.	Negative impact	(S161a) The removal of the nappy collection service will affect people of child-bearing age	Unequal impact
Please evidence the data and information you used to support this assessment				
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)	

<p style="text-align: center;">Disability e.g. physical impairment, mental ill health, learning difficulties, long-standing illness</p>				
<p>Positive impact</p>	<p>(S19) Another organisation will take over the running of Canyon Adventure Playground and community building for the continued provision of play services, and will offer greater opportunities for all users as it will be open 7 days a week throughout the year.</p> <p>(S103) Blue Badge holders will be entitled to park for free in P&D bays allocated in Coreys Mill Lane and are also permitted to park on double yellow lines.</p> <p>(S189) There are currently 14 disabled parking spaces in London Road that are routinely abused by regular users. The number of dedicated free Blue Badge holder bays under new pay and display enforcement will be carefully considered.</p>	<p>Negative impact</p>	<p>(HS20) Tenants with sensory impairment, physical disabilities or learning difficulties may not be able to use online accounts.</p> <p>(S33) People with disabilities may feel unable to confront perpetrators, identify the source, attend court or record information.</p> <p>(S57b) The majority of respondents to the online survey thought there would be some impact on this group but no further comment or information was provided to support this. 7.6% of the total LCB fund was used to support long term sick and disabled people which is disproportionate to the rate of disability in Stevenage of 15.7%.</p> <p>(S58) Feedback from local groups using the Hyde Out identified that support provided to people with physical and learning disabilities and mental ill health would be impacted by the Hyde Out's closure. The only further comment provided indicated that there would be difficulties in travelling to another centre.</p> <p>(S62) Some groups using the community centres will struggle to continue if higher fees need to be charged. Disabled users appreciate having these services provided in their local area, making them more accessible.</p> <p>(S109) Customers with disabilities are often at a disadvantage when using technology such as automated/online payments. Customers who have sensory impairments, learning difficulties or mental ill health may not feel comfortable using such a system or not be able to make use of it.</p> <p>(S144a) Long grass and possible large quantities of cut grass lying on open spaces may result in</p>	<p>Unequal impact</p>

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		<p>them being less accessible for people with mobility issues. However, this will not affect public pathways.</p>		
<p>Please evidence the data and information you used to support this assessment</p>	<p>(S33) Assessment based on officer knowledge as no equality profiling evidence is available. S57b) Analysis for LCB funding allocations 2012/13, Survey Monkey feedback from funding recipients, Census 2011 data. It is important to note that 45% of the total LCB funding in 2012/13 could not be attributed to benefit any specific equality characteristic and so direct comparison of the proportion of LCB funding with the equality profile of the local community is not possible.</p>			
<p>What opportunities are there to promote equality and inclusion?</p>	<p>(HS20) Maintain provision of rent statements provided via post. (S50b) Ensure E&D impacts are considered in designing and delivering future partnership projects. (S58) In the event of the Hyde Out's closure, strive to support groups to find alternative venues. (S109) Continue to provide human telephony and face-to-face payment services that will support customers with a disability or vulnerability. (S161a) Removal of the nappy collection scheme will not affect disabled children / residents who need nappy collection on a long term basis, as the free Clinical Waste collection service is available.</p>	<p>What do you still need to find out? Include in actions (last page)</p>	<p>(S109) Further work identified as part of the project in the individual EqIA.</p>	

Gender reassignment			
Positive impact		Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment		(S57b) To date, no scheme has been funded to promote equality for transgender people since it has been included as a profile in the LCB application or review process. Despite this, in responding to the online survey, the Women's Resource Centre thought the reduction in LCB funding would have 'a lot' of impact on transgender people, although they did not provide further information or comment to support this.	
What opportunities are there to promote equality and inclusion?	(S50b) Ensure E&D impacts are considered in designing and delivering future partnership projects. (S57b) Raise Member awareness of the opportunities to support transgender communities.	What do you still need to find out? Include in actions (last page)	(S57b) Include this profile in the list of beneficiaries of LCB funding as part of future monitoring arrangements.

Marriage or civil partnership – N/A			
Positive impact		Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment			
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

Pregnancy & maternity			
Positive impact		Negative impact	Unequal impact
		(S57b) Very little LCB money has been used to support pregnancy and maternity services. Despite this, two respondents to the online survey that provided indirect services felt they would be significantly affected by reduced LCB funding available – no further information or comment was provided to support this.	

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			<p>(S58) SCC work with and provide support to new mothers / young families – closure of the Hyde Out would result in a loss of facilities for new parents.</p> <p>(S62) Some groups using the community centres will struggle to continue if higher fees need to be charged. This includes NCT and a breast feeding support group.</p>		
Please evidence the data and information you used to support this assessment		<p>(S57b) Analysis for LCB funding allocations 2012/13, Survey Monkey feedback from funding recipients, Census 2011 data. It is important to note that 45% of the total LCB funding in 2012/13 could not be attributed to benefit any specific equality characteristic and so direct comparison of the proportion of LCB funding with the equality profile of the local community is not possible.</p>			
What opportunities are there to promote equality and inclusion?	<p>(S50b) Ensure E&D impacts are considered in designing and delivering future partnership projects.</p> <p>(S58) In the event of the Hyde Out's closure, strive to support groups to find alternative venues.</p>	What do you still need to find out? Include in actions (last page)			

Race					
Positive impact	<p>(S19) Another organisation will take over the running of Canyon Adventure Playground and community building for the continued provision of play services, and will offer greater</p>	Negative impact	<p>(HS20) Tenants whose first language is not English may not be able to use online accounts.</p> <p>(S58) There are currently no groups using the Hyde Out providing services specifically for BME groups. However 13% of respondents to the town-wide centre user survey in 2013 were from a BME background (compared with a town-wide 17% BME population).</p> <p>(S62) Some groups using the community centres will struggle to continue if higher</p>	Unequal impact	<p>(S57b) Schemes supporting BME groups were awarded £975 of LCB funding in 2012/13, which is 0.6% of the total available. This is compared with w town-wide representation of 17% of people from a BME background. Respondents to the online consultation felt this group would face a greater impact than other</p>

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	<p>opportunities for all users as it will be open 7 days a week throughout the year.</p>		<p>fees need to be charged. This may affect the regularity of meetings of the Hindu Ladies and Gujarati Men’s groups. (S109) Customers whose first language is not English may find it difficult to make use of an online or automated system. However requests for translation services have reduced over recent years whilst migration into the town has increased.</p>		<p>equality groups – 88 of 121 individual responses to this question in the online survey (which was broken down into a number of ethnic categories) reported ‘a little’ or ‘a lot’ of negative impact, however no further information was provided.</p>
<p>Please evidence the data and information you used to support this assessment</p>		<p>(S57b) Analysis for LCB funding allocations 2012/13, Survey Monkey feedback from funding recipients, Census 2011 data. It is important to note that 45% of the total LCB funding in 2012/13 could not be attributed to benefit any specific equality characteristic and so direct comparison of the proportion of LCB funding with the equality profile of the local community is not possible. (S109) Over the last year, on average only a couple of requests for Language Line translation services have been made via contact with the CSC per month.</p>			
<p>What opportunities are there to promote equality and inclusion?</p>	<p>(HS20) Continue to provide postal rent statements (S50b) Ensure E&D impacts are considered in designing and delivering future partnership projects. (S109) Continue to offer human telephony and face-to-face services to customers who present with language barriers, where translation and interpretation services are available.</p>		<p>What do you still need to find out? Include in actions (last page)</p>		

Religion or belief				
Positive impact		Negative impact	<p>(S57b) The 2011 Census showed that 59.2% of Stevenage residents have a religion or belief, while 1.4% of LCB funding has been used to support faith groups. Given recent negative media coverage surrounding some faith groups, it is important to encourage good relations amongst all of our communities – those of faith and not. Response to the online consultation did not identify an impact on faith groups.</p> <p>(S62) Some groups using the community centres will struggle to continue if higher fees need to be charged. This includes a number of faith groups.</p>	Unequal impact
Please evidence the data and information you used to support this assessment		<p>(S57b) Analysis for LCB funding allocations 2012/13, Survey Monkey feedback from funding recipients, Census 2011 data. It is important to note that 45% of the total LCB funding in 2012/13 could not be attributed to benefit any specific equality characteristic and so direct comparison of the proportion of LCB funding with the equality profile of the local community is not possible.</p>		
What opportunities are there to promote equality and inclusion?	<p>(S50b) Ensure E&D impacts are considered in designing and delivering future partnership projects.</p> <p>(S57b) Plans are underway to encourage the development of the Stevenage Interfaith Forum and they have already been encouraged to seek LCB funding again in future.</p>		What do you still need to find out? Include in actions (last page)	

Sex				
Positive impact		Negative impact	<p>(S57b) No gender disadvantage has been identified in reducing the LCB funding pot – only one organisation took part in the online consultation that worked specifically to support women, and their response showed concerns about the impact across all protected characteristics.</p> <p>(S58) There are more women than men using the Hyde Out (the average ratio is 60:40).</p> <p>(S62) Some groups using the community centres will struggle to continue if higher fees need to be charged. This includes a number of gender specific groups.</p>	Unequal impact
Please evidence the data and information you used to support this assessment		<p>(S57b) Analysis for LCB funding allocations 2012/13, Survey Monkey feedback from funding recipients, Census 2011 data. It is important to note that 45% of the total LCB funding in 2012/13 could not be attributed to benefit any specific equality characteristic and so direct comparison of the proportion of LCB funding with the equality profile of the local community is not possible.</p>		
What opportunities are there to promote equality and inclusion?	<p>(S50b) Ensure E&D impacts are considered in designing and delivering future partnership projects.</p> <p>(S58) In the event of the Hyde Out's closure, strive to support groups to find alternative venues.</p>	What do you still need to find out? Include in actions (last page)		

Sexual orientation e.g. straight, lesbian / gay, bisexual				
Positive impact		Negative impact		Unequal impact
Please evidence the data and information you used to support this assessment		<p>(S57b) To date, no scheme has been funded to promote equality for transgender people since it has been included as a profile in the LCB application or review process. Despite this, in responding to the online survey, the Women's Resource Centre thought the reduction in LCB funding would have 'a lot' of impact on transgender people, although they did not provide further information or comment to support this.</p>		

<p>What opportunities are there to promote equality and inclusion?</p>	<p>(S50b) Ensure E&D impacts are considered in designing and delivering future partnership projects. (S57b) Raise Member awareness of the opportunities to support LGB communities.</p>	<p>What do you still need to find out? Include in actions (last page)</p>	<p>(S57b) Include this profile in the list of beneficiaries of LCB funding as part of future monitoring arrangements.</p>
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<p style="text-align: center;">Socio-economic¹ e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users</p>					
<p>Positive impact</p>	<p>(HS9) Improving our processes for bringing properties back into a lettable condition will improve the quality of life of our current and future tenants who will have less time to wait to move into a property. This will also lead to a better landlord / tenant relationship. (S19) Another organisation will take over the running of Canyon Adventure Playground and community building for the continued provision of play services, and will offer greater opportunities for all users as it will be open 7 days a week throughout the year. (S103) There are strong bus links to Lister Hospital which may prove to be more cost-effective than travelling by car for people on lower incomes. (S161a) By removing the nappy collection scheme and promoting the</p>	<p>Negative impact</p>	<p>(HS20) Whilst internet use in Stevenage is higher than average for Hertfordshire, some tenants and leaseholders do not have a computer and/or the skills/knowledge to use one to gain access to the internet to maintain their online rent account. (S50b, S54, S55, S56) The online survey feedback to the SoStevenage proposal identified that people on low income and / or in receipt of benefits are more likely to need the services provided through partnership working. (S57b) Nearly 12% of LCB funding in 2012/13 was used to address issues connected with poverty or low income,</p>	<p>Unequal impact</p>	<p>(S62) The negative impact of reduced community centre funding may be felt disproportionately by deprived families who use the support services provided at the centres more frequently. This would be in the event of reduced services being provided.</p>

¹Although non-statutory, the council has chosen to implement the Socio-Economic Duty and so decision-makers should use their discretion to consider the impact on people with a socio-economic disadvantage.

	<p>Nappy Cashback Scheme and use of real nappies, there is potential for families to save money in the long-run.</p>		<p>and a further 6% had some indirect benefit to people with lower household incomes. A number of organisations responding to the online survey stated that without the LCB funding their charges to service users would have to increase.</p> <p>(S58) The 2010 Indices of Multiple Deprivation show that Shephall and Bandle Hill have some of the most deprived areas in the town, and higher proportion of lone parent households across Hertfordshire as a whole. The Early Years Autism Service identified the parents of their service users as carers. The Citizens' Advice Bureau and Credit Union also use The Hyde Out which would not be possible if it were to close. The six computers available for people to use would also not be accessible.</p> <p>(S62) All of the community centres were concerned about the impact on their users, many of whom are unwaged or on low incomes. Some groups using the community centres will struggle to continue if higher</p>		
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		<p>fees need to be charged. (S103) 11 of 23 Café Choice respondents attend Lister Hospital regularly and so would be impacted by the introduction of parking charges. A further four stated that ‘money generally’ was a concern for them. Charging for parking can be considered economically detrimental to those who are struggling financially but the charges would remain affordable in relation to those charged within the Lister Hospital car park and in relation to the overall cost of motoring. (S109) Potentially, customers with a lower academic achievement may be unable to use an automated or online system if they feel uncomfortable using technology. People facing socio-economic disadvantage are more likely to be unable to read or interpret their personal finances without assistance. (S161a) Removing the nappy collection service may mean that residents have to dispose of their waste at HWRC if they can’t fit it into</p>		
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			<p>the residual bin, or have to pay for an alternative disposal outlet. (S189) Charging for parking can be considered economically detrimental to those who are struggling financially but the charges would remain affordable in relation to surrounding car parks to London Road and in relation to the overall cost of motoring.</p>		
<p>Please evidence the data and information you used to support this assessment</p>	<p>(HS9) As at 30/10/2013, 54% of our tenants were in receipt of benefits. (S57b) Analysis for LCB funding allocations 2012/13, Survey Monkey feedback from funding recipients, Census 2011 data. It is important to note that 45% of the total LCB funding in 2012/13 could not be attributed to benefit any specific equality characteristic and so direct comparison of the proportion of LCB funding with the equality profile of the local community is not possible.</p>				
<p>What opportunities are there to promote equality and inclusion?</p>	<p>(HS20) Continue provision of postal rent statements. (S50b) Partners will be encouraged to contribute resource to support SoStevenage. (S57b) Projects are being scoped to support carers and to address child poverty, and will help to raise Members' awareness of the issues these people face. (S58) In the event of the Hyde Out's closure, strive to support groups to find alternative venues. (S109) Continue to offer human telephony and face-to-face payment services.</p>	<p>What do you still need to find out? Include in actions (last page)</p>	<p>(S109) Further work identified as part of the project in the individual EqIA.</p>		

Other					
please feel free to consider the potential impact on people in any other contexts					
Positive impact	<p>(HS11) Merging our Housing admin functions will support front-line staff in meeting the needs of and building relationships with our tenants who may also come from equality groups.</p> <p>(S161a) There are environmental benefits of removing the nappy collection service – the removal of 58,000 purple sacks and reduced fuel use and CO2 emissions of no longer requiring a dedicated collection vehicle.</p>	Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment					
What opportunities are there to promote equality and inclusion?				What do you still need to find out? Include in actions (last page)	

Overall conclusion & future activity

Explain the overall findings of the assessment and reasons for outcome (please choose one) :		
1. No inequality, inclusion issues or opportunities to further improve have been identified		
Negative / unequal impact, barriers to inclusion or improvement opportunities identified	2a. Adjustments made	
	2b. Continue as planned	The findings of this overall EqIA do not highlight any disproportionate impact on particular equality groups. There are a number of mitigation actions identified and detailed below, which will help to lessen any anticipated impact on equality groups.
	2c. Stop and remove	

Detail the actions that are needed as a result of this assessment and how they will help to remove discrimination & harassment, promote equal opportunities and / or encourage good relations :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
(HS20) Investigate opportunities and identify the means by which we can increase tenants' access to the internet in advance of the introduction of Universal Credit	Promote	Mike Haynes	31 March 2017	As part of project to implement Universal Credit
(HS20) Review impact after a full 12 month cycle. If impact is more negative than anticipated, complete a full EqIA to consider mitigation and improvement activity.	All	Mike Haynes	31 March 2015	As part of project to implement Universal Credit
(S33) Review the decision to remove the out of hours noise nuisance service after six months (October 2014)	Remove	Aidan Sanderson	31 October 2014	Included in plans for service delivery

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Detail the actions that are needed as a result of this assessment and how they will help to remove discrimination & harassment, promote equal opportunities and / or encourage good relations :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
(S33) If the service is reinstated, capture equality profiling for out of hours noise nuisance complainants	Remove	Aidan Sanderson	31 October 2014	Included in plans for service delivery
(S50b) Increase the project related support provided by the Neighbourhood Development Team	All	Richard Protheroe	July 2014	Reflected in job descriptions for the Neighbourhood Development Team
(S50b) Create a permanent post with specific responsibilities for consultation and equality	All	Richard Protheroe	July 2014	A role within the new Business Strategy, Community & Customer Services SDU
(S57b) Monitor LCB allocations to equality groups and report regularly to Members to maintain awareness	Promote	Sam Rowe	March 2014 then quarterly	Will enhance current monitoring and reporting arrangements
(S57b) Carry out a review of the LCB scheme to include identifying opportunities to further promote equality and celebrate diversity	All	Sam Rowe	June 2014	Will be incorporated into or replace existing processes of the LCB scheme
(S58) In the event that another organisation takes over the running of the building, improve the quality of profiling information collected	Remove, Promote and Encourage	Sam Rowe	April 2014	Include in Service Level Agreement or similar
(S58) Should the Centre close, support local groups to find alternative venues	All	Sam Rowe	March 2014	Part of Neighbourhood Development Team activity
(S58) Ensure consultation and engagement activity is carried	All	Sam Rowe	March 2014	

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Detail the actions that are needed as a result of this assessment and how they will help to remove discrimination & harassment, promote equal opportunities and / or encourage good relations :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
out as appropriate and specified with Estates and Facilities services				
(S58) Consult with Shephall Children's Centre to ensure that there is an appropriate facility available to deliver their services	All	Richard Protheroe/Aidan Sanderson	April 2014	
(S62) Consider options and agree the policy for allocating funding to community associations in 2014/15	All	Sam Rowe	March 2014	Will form part of the funding allocation process
(S62) Develop Brief EqlAs for each community centre as part of their funding allocation agreement	All	Sam Rowe / Tim Cusack	March 2014	Will form part of the funding allocation process
(S62) Neighbourhood Development Officers to support community association management boards in developing outcome focussed business plans	All	Sam Rowe	March 2014	Will form part of the funding allocation process
(S62) Review community centre management arrangements and develop a strategy to ensure fair, robust and outcome-focussed processes are in place.	All	Richard Protheroe	June 2014	Will be included in service plan for the unit
(S103) Further consider the feedback from Café Choice respondents as the parking charges scheme is designed	Remove and promote	Rob Woodisse	March 2014	As part of the scheme's design

Appendix I

Detail the actions that are needed as a result of this assessment and how they will help to remove discrimination & harassment, promote equal opportunities and / or encourage good relations :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
(S109) Analyse the results of the planned Digital Inclusion survey to understand the impacts of the change on groups of residents	Remove and promote	Greg Arends Donna Smith	June 2014	It is likely that customers who contact the CSC will be asked to take part in the survey. This could help scope how we plan our payment availability for the future.
(S109) Calculate and assess the amount and profile of customers that this will affect should the decision be taken to route all payments to an automated/online service	Remove and promote	Donna Smith	TBC	This will inform the EqIA for the project.
(S109) Further analysis of information held on the CRM to determine the proportion of payment interactions that also handle other customer enquiries	Promote	Greg Arends	TBC	To inform scoping the project by determining the extent of efficiencies to be made (i.e. reduced advisor interactions).
(S109) Assess the impact on our council services (such as income and tenancy) should we lose the current contact and interactions with our more vulnerable customers	All	Donna Smith Tenancy Services	TBC	Will be a key part of the project.
(S109) Research how other Councils manage payments to support income streams, including their EqIAs	Remove and promote	Donna Smith	TBC	This information will be useful as part of scoping the project.

Appendix I

Detail the actions that are needed as a result of this assessment and how they will help to remove discrimination & harassment, promote equal opportunities and / or encourage good relations :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
(S109) Research new payment systems that are more inclusive than the one currently in place	Remove and promote	Donna Smith	TBC	Will inform the business case for proceeding with either an automated or online system.
(S109) Understand the scope of the Welfare Reform project and how this will influence payment methods in the future	All	Donna Smith	TBC	Will inform the business case for proceeding with either an automated or online system.
(S161a) Promote the Nappy Cashback Scheme as an alternative to the Nappy Collection scheme	Promote	Lizzie Moring	April 2014	Include in communications to users of the service
(S161a) Ensure that everyone on the scheme is aware of the alternatives available: <ul style="list-style-type: none"> - Use of residual bin - Use of HWRC - Moving to real nappies 	Promote	Lizzie Moring	April 2014	Include in communications to users of the service
(S161a) Ensure residents with disabled children are aware of the free Clinical Waste collection service	Promote	Lizzie Moring	April 2014	Include in communications to users of the service
(S189) Consider the demand for provision of disabled parking bays as part of implementing this proposal	Remove and promote	Rob Woodisse	March 2014	As part of the project to implement P&D parking

Approved by: Strategic Management Board
Date: 21 January 2014