

# FINANCIAL SECURITY: 2021/22 Appendix E

## Overall Equality Impact Assessment of proposals

### Equality at Stevenage Borough Council

Stevenage Borough Council as a service provider, employer and community leader is committed to achieving equal opportunities for everyone. We want to deliver services that are fair, accessible and open to everyone who needs them.

Equality Impact Assessments (EqIAs) are an important part of the process in ensuring that our intention is translated into action. They help to ensure that decisions are made in a fair, transparent and accountable way, considering the needs and the rights of different people in the community.

Based on the protected characteristics under the Equality Act 2010, the EqIA considers the impact on the following groups when making decisions, updating policies and starting new projects:

- Age
- Disability
- Gender reassignment
- Marital status
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation.

Although non-statutory, the Council has chosen to adopt the Socio-Economic Duty and so decision-makers should use their discretion in considering the impact on people in terms of their social or economic background.

EqIAs also help the Council to demonstrate compliance with the requirements of the Public Sector Equality Duty (Section 149 of the Equality Act 2010). The Duty states that a public authority must, in the exercise of its functions, have due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is unlawful under this Act
- advance equality of opportunity between people who share a protected characteristic and those who do not
- foster good relations between people who share a protected characteristic and those who do not.

## **Savings Proposals 2021/22**

Prior to their consideration at Executive in December 2020, all savings proposals were reviewed to determine any potential impact on Stevenage residents in terms of their protected characteristics under the Equality Act 2010. Some of these have no public impact and so have not been subject to any further EqIA.

Where a negative, positive or disproportionate impact is likely, Assistant Directors and other appropriate managers have drafted Brief or Full EqIAs. These have been summarised over the following pages and will inform the recommendations made at Executive on 20/1/2021 and 10/2/2021. Action to further analyse or mitigate the impact on equality groups is identified where appropriate.

The following activity has taken/will take place:

December 2020 – February 2021	EqIAs finalised considering further evidence as necessary
January and February 2021	Consideration of all completed EqIAs at Council meetings

Saving Ref	Saving/Income proposed	Summary of potential impact	Action	Contact Officer
FS1	Reduce Holiday play schemes to pop-up activities similar to the offer throughout Summer 2020.	<p><b>Full – Positive / Negative Impact</b></p> <p><b>Overview</b> This unique service is highly valued by its users and members of the council. These initiatives are part of the wider service review undertaken in 2019/20 which has not yet been able to be implemented due to the pandemic.</p> <p>This will be further augmented by the introduction of an advanced booking system for the three play centres combined with a pay and play system for non-Stevenage residents and professional childminders.</p> <p><b>Age &amp; Socio-Economic</b> There may be a barrier to access for users who cannot access technology to make an advanced booking. We will introduce a non-mandatory advanced booking system to allow people without the ability to make an advanced booking to still access the service.</p> <p>However, the project will be more reactive and be able to respond to a wider group of young people who would not normally be able to access the service.</p>	<p>1. Define an appropriate user friendly easy to use cost effective advanced booking system and implement. Implement a cashless payment system.</p> <p>2. Stakeholder consultation as part of the 2019/20 delayed Play Review</p>	Rob Gregory/ Geoff Caine
FS3	Cease funding of PCSOs.	<p><b>Full – Slight Negative Impact</b></p> <p><b>Overview</b> This proposal would mean that there are likely to be less PCSOs available in the Community. However, there is</p>	The introduction of the Co-Operative Neighbourhood programme	Rob Gregory/ Sarah Pateman

Saving Ref	Saving/Income proposed	Summary of potential impact	Action	Contact Officer
		<p>significant cross over between the duties of the SBC Neighbourhood Wardens and the PCSOs. This financial security saving is made possible due to the success of this team and is expected to reach further maturity as the Council's Co-operative Neighbourhoods approach becomes fully embedded.</p> <p>A number of other districts across Hertfordshire have ceased funding PCSOs over recent years. This reflects the situation nationally where funding is allocated through Police and Crime Commissioners.</p>		
FS5	<p>Increase allotment fees to breakeven levels. Consider phasing the increase over 2/3 years.</p>	<p><b>Full – Positive / Negative Impact</b></p> <p><b>Overview</b> Increases to the allotment charges will ensure that this service remains available to residents, whilst ensuring that it is not subsidised as is currently the case. Allotment charges will be increased gradually over two years and concessions of 25% will be available to those residents who qualify for means tested benefits.</p> <p>Increases to fees would see Stevenage charge similar fees to nearby local authorities. Feedback from plot holders indicates that Stevenage has one of the best allotment services in Hertfordshire</p> <p><b>Socio-Economic / Age</b> Whenever fees and charges are raised, this is the main category that is impacted. Despite a rise in costs, concessions</p>	<ol style="list-style-type: none"> <li>1. Raise awareness of concessions available to those on means tested benefits.</li> <li>2. Undertake consultation with plot holders to determine levels of satisfaction with the allotment service, including fees and charges.</li> <li>3. Monitor level of waiting list and the number of plots given up following the increase, and compare with previous years.</li> </ol>	<p>Steve Dupoy/ Julia Hill</p>

Saving Ref	Saving/Income proposed	Summary of potential impact	Action	Contact Officer
		<p>are available for those on means tested benefits. Some plot holders with multiple plots may have to reduce the area of land they allotment garden at present and those plot who can no longer afford their plots may have to give them up.</p>		
FS13	Cease the community transport provision in entirety.	<p><b>Full – Negative / Unequal Impact</b></p> <p><b>Overview</b> The service is highly valued by its users as it enables them to socialise with others outside of their homes. However, there are no other district councils in Hertfordshire that provide a similar service relying instead on services provided by North Herts CVS and HCC Dial a Ride.</p> <p><b>Age</b> The primary user group are older people; this local service will no longer be made available to them. We can signpost existing users to other local services.</p> <p><b>Disability</b> Many of the current users have health issues that inhibit them from social events outside of their homes. The loss of service could adversely affect their general health and wellbeing.</p> <p><b>Socio-Economic</b> As the service is not means tested we cannot define any differential impact on users. However, this is likely to have a disproportionate impact upon those of greater socio-economic need.</p>	<ol style="list-style-type: none"> <li>1. Consultation with stakeholders. Work with Stevenage &amp; North Herts CVS and HCC Dial a ride to fully understand how those services can mitigate the loss of SBC Community Transport Service</li> <li>2. From information derived from other partners and the community, design a leaflet/download to be distributed to both existing and potential users outlining the services available to them. Ensure every client is contacted and talked through options.</li> </ol>	Rob Gregory/ Geoff Caine

Saving Ref	Saving/Income proposed	Summary of potential impact	Action	Contact Officer
FS23	CSC and Customer-Focus redesign and efficiencies.	<p><b>Full – Unequal Impact</b></p> <p><b>Overview</b> Overall the proposal will not have negative impacts as we aim to maintain current service levels. Customers will still be able to access services over the telephone or access services face to face.</p> <p>If the Council failed to provide non-digital means of engaging with it, that could be to the detriment of people who do not have the skills or capabilities to engage online which may overlap with many of the protected characteristics.</p> <p><b>Age</b> Research evidence from ONS data suggests that older people tend to be less digitally active, and potentially at risk of digital exclusion, although the picture is complex and social class / income can be a relevant factor too.</p> <p>If the Council stopped providing telephone or face to face support that could be to the detriment of those older people who do not have the skills or capabilities to engage online.</p> <p><b>Disability</b> People with some types of disability may have difficulties using or making the most of digital technologies. These people may benefit less from enhanced digital channels.</p> <p><b>Socio-Economic</b></p>	<ol style="list-style-type: none"> <li>1. Measure the take up of digital services by different groups and use the insight to design future services.</li> <li>2. Ensure the customer service model supports those who cannot benefit from digital channels by providing alternatives.</li> </ol>	Ruth Luscombe/ Greg Arends

Saving Ref	Saving/Income proposed	Summary of potential impact	Action	Contact Officer
		<p>Low income, social class and social housing tenancy have been identified in some research as indicators of whether someone is likely to have the competence, confidence and capability to make the most of digital technologies.</p>		
FS25	Print Room	<p><b>Brief – Unequal Impact</b></p> <p><b>Overview</b>  This saving involves the closing of the print room and the putting into place of alternative arrangements including paperless committee meetings, digital alternatives and directing work through Docmail print service.</p> <p><b>Age</b>  Digital alternatives to printed documents may disproportionately impact on older people. Research evidence from ONS data suggests that older people tend to be less digitally active, and potentially at risk of digital exclusion, although the picture is complex and social class / income can be a relevant factor too.</p> <p><b>Socio-Economic</b>  Digital alternatives to printed documents may disproportionately impact some socio economic groups. Low income, social class and social housing tenancy have been identified in some research as indicators of whether someone is likely to have the competence, confidence and capability to make the most of digital technologies.</p> <p>If the Council failed to provide non-digital means of engaging</p>	Complete Full EQIA assessment.	Ruth Luscombe

Saving Ref	Saving/Income proposed	Summary of potential impact	Action	Contact Officer
		with it, that could be to the detriment of people who do not have the skills or capabilities to engage online.		
FS28	Reduce LCB costs budgets and convene with Neighbourhood areas	<p><b>Full – Positive / Negative / Unequal Impact</b></p> <p><b>Overview</b> LCB funding will be reduced to £1500 from £2500 for each Ward Member from the new financial year (21/22 budget). This means that LCB funding is still available, judged by the same criteria that it has been in previous years. However, as funding is reduced this may impact on the current offer available and impede new activities from commencing.</p> <p>The application process supports equal opportunities in the way it is administered and how decisions are made as to whose application is approved.</p> <p><b>Age</b> Previous LCB applications have often focussed around supporting the older population and the very young. It is apparent that both these groups disproportionately benefit from the funding.</p> <p><b>Disability</b> Less than 10% of applications last year were from groups supporting this protected characteristic. This suggests they are less likely to benefit from the funding in its current format.</p> <p><b>Sex</b> About 85% of LCB applications are currently made by women,</p>	To promote LCB funding wider and to provide Community Development support to consider other sources of funding.	Rob Gregory/ Jane Konopka



Saving Ref	Saving/Income proposed	Summary of potential impact	Action	Contact Officer
		<p>suggesting that this group may be disproportionately affected by a reduction in available funding.</p> <p><b>Socio-Economic</b> Individuals with greater socio-economic need are more likely to benefit from the LCB process, although they may not submit applications themselves, the organisations that do often cater for individuals in this group.</p>		
<p><b>FS38</b> <b>FS41</b></p>	<p>Charge garages for 52 weeks, rather than 50.</p> <p>Increase on average the garage rents for Category A-C by £0.25/week and road facing garages by £0.30/week.</p> <p>Increase £2 VCS charge to £2.25.</p>	<p><b>Full – Negative Impact</b></p> <p><b>Overview</b> Changes to charging for garages from April 2021 onwards. Transition to charging for 52 weeks per year (as opposed to 50 weeks per year) plus a 2% increase in garage charges, equating to an overall 6% increase in fees in real terms. Changes to garages charging for the Voluntary and Community Sector (VCS) from £2 per week to £2.25 per week.</p> <p>Benchmarking information shows that with the new pricing SBC will be middle of the range for garage charging. Dacorum council charge £15.78 per week over 52 weeks of the year (£16.86 if in one of their ‘high demand’ areas), Luton council £12.00 over 52 weeks of the year and Brentwood council £11.74 over 52 weeks of the year.</p> <p><b>Disability</b> Residents with disabilities are placed at the top of the garages waiting list after 6 months and can select from available garages at this stage.</p>	<ol style="list-style-type: none"> <li>1. Offer cheaper garages where possible to tenants who do not wish to incur additional charges.</li> <li>2. Offer flexible payment plans to clear arrears</li> <li>3. Monitor feedback from VCS organisations on the impact of increased charges.</li> </ol>	<p>Steve Dupoy/ Nadia Capuano</p>

Saving Ref	Saving/Income proposed	Summary of potential impact	Action	Contact Officer
		<p><b>Socio-Economic</b></p> <p>The changes to pricing may impact on those who are unemployed or who have seen their income reduced; this figure is likely to be higher than in recent times due to the impact of Covid-19.</p> <p>Despite these increases to charges, a number of mitigating factors have already been considered. These include the offer of cheaper garages to those seeking to terminate their tenancy and the offer of bubble garages for storage options. Payment plans are also offered as a temporary measure to those that are struggling to pay garage rentals.</p> <p>There is likely to be a low negative impact on VCS as a result of the increase in their pricing as this equates to 25p extra per week or £13 per year, which is lower in monetary terms than the increase on the majority of the garage stock.</p>		
FS40	Relocate VCS garages to lower demand areas.	<p><b>Brief – Neutral Impact</b></p> <p><b>Overview</b></p> <p>SBC’s Conditions of Tenancy state that VCS organisations occupying high demand garages are ‘required and agree to transfer to an area of low demand’. This is applicable to 47 organisations.</p> <p>This proposal does not reduce the number of available VCS garages available, nor does it prevent organisations from registering on the waiting list.</p>	Monitoring feedback from VCS organisations following proposal of move into low-demand garages.	Steve Dupoy/ Nadia Capuano

Saving Ref	Saving/Income proposed	Summary of potential impact	Action	Contact Officer
		<p>Tenants will be moved to garages as close to their existing garage as possible to minimise disruption.</p> <p><b>Age</b> Older members of VCS organisations may find it more difficult to move items into a different garage.</p> <p><b>Disability</b> Disabled members of VCS organisations may find it more difficult to move items into a different garage.</p>		
FS43	Reduce Professional Training Budget	<p><b>Brief – Unknown / Neutral Impact</b></p> <p><b>Overview</b> This proposed saving involves the reduction of the professional training budget. Where possible professional qualifications would be paid for by the apprenticeship levy.</p> <p>Currently no workforce information is monitored on the take up of learning and development opportunities by protected characteristic group.</p> <p>However, learning and development opportunities are available and taken up by all staff regardless of their background. In response to the Covid pandemic more learning and development offers are available virtually.</p>	Record protected characteristics data on staff completing learning and development courses	Clare Davies/ Kirsten Frew

Saving Ref	Saving/Income proposed	Summary of potential impact	Action	Contact Officer
FS44	Reduce Graduate Training Budget.	<p><b>Brief – Insignificant Impact</b></p> <p><b>Overview</b> This proposed saving involves the reduction of the graduate training budget. The number of employees impacted by the savings is less than 5 and therefore the protected characteristics have not identified in the EQIA for reasons of anonymity.</p> <p>However, all graduates at SBC are from the National Local development Government Scheme and have a full learning and programme.</p>		Clare Davies/ Kirsten Frew
FS45	Stop taking cash payments for Car Parks, depot and CSC ATM.	<p><b>Brief – Equal Impact</b></p> <p><b>Overview</b> We know that Cash represented only 1.17% of payments collected last year and alternative means are available for all services. This saving proposes that the council stop collecting cash in order to support financial security.</p> <p>We do not know who pays for car parking in cash. However there are a number of alternatives, including card for car parks and phone payments for on street parking.</p> <p><b>Socio-Economic</b> Those small minorities of people who may not have a bank account may be negatively impacted. Cash payments which would have been made to Customer Services can still be made via the Post Office.</p>	Keep payment options under review in response to customer feedback	Ruth Luscombe

Saving Ref	Saving/Income proposed	Summary of potential impact	Action	Contact Officer
FS19	Combine the Residents and Star Surveys	<p><b>Brief – Positive / Negative / Unequal Impact</b></p> <p><b>Overview</b> This proposal suggests combining the Town-wide Resident Survey and the Council Tenant Satisfaction Survey (STAR). There are also plans to undertake other complementary community engagement activities.</p> <p><b>Age - Older People</b> It will not be possible within a combined, shorter survey to ask specific additional questions to Independent Living Scheme tenants, and the number of responses from these tenants will be lower. This may be mitigated through a separate engagement activity.</p> <p><b>Age - Younger People</b> As the Resident Survey is targeted at householders, the profile of respondents is inherently older than the general resident population. By undertaking other engagement activity specifically targeted at younger people, the views of this group will be better captured.</p> <p><b>Sex/Age/Ethnic Origin/Disability/Marital &amp; Working Status</b></p> <p>The surveys collect information in respect of sex, age, ethnic origin, disability, marital status and working status. This enables some analysis of the profile of tenants and residents to be undertaken and enables significant differences to be identified.</p>	<ol style="list-style-type: none"> <li>1. Establish the revised Resident/STAR survey sampling/questionnaire approach</li> <li>2. Develop an engagement plan incorporating both the Resident/STAR survey and other engagement activities</li> </ol>	Rob Gregory/ Katrina Shirley

Saving Ref	Saving/Income proposed	Summary of potential impact	Action	Contact Officer
		<p>However, all results are subject to sampling tolerances and not all differences are statistically significant. By complementing the surveys with a range of focused engagement activities, a greater diversity of views can be captured.</p> <p><b>Religion or Belief/Gender Reassignment /Sexual Orientation</b></p> <p>Previous surveys have not analysed results in relation to religion, gender reassignment and sexual orientation. Plans to undertake further engagement activities will provide the opportunity to capture the views of these protected characteristic groups.</p>		
<b>Fees and Charges</b>	Increase in cemeteries fees and charges.	<p><b>Full – Negative / Unequal Impact</b></p> <p><b>Overview</b> Increases in fees and charges related to burials will likely result in some disproportionate impacts to several of the protected characteristic groups.</p> <p>However, alternatives are in place that would offer those groups some mitigation against these changes.</p> <p><b>Socio-Economic</b> Increased charges will impact on ability to pay for service for some users; this is likely to disproportionately affect users of a lower socio-economic group. However, the council offers a</p>	Continue to monitor impact of charges on service and numbers of services being undertaken	Steve Dupoy/ Lloyd Walker

Saving Ref	Saving/Income proposed	Summary of potential impact	Action	Contact Officer
		range of interment options of differing fees to ensure the services are inclusive to all including the new Sanctum product range. This product is a more affordable offering compared to burial or interment options.		
FS6-FS7	Grassland management	<p><b>Full – Positive / Neutral Impact</b></p> <p><b>Overview</b> Residents will still be able to access public spaces due to pathways being cut through meadow grasslands.</p> <p>Parks are still able to be used by all residents, at no charge. There are no further barriers to entry for residents due to these changes.</p> <p><b>Disability</b> Paths cut through meadows will be wide enough to ensure that disabled access is still possible.</p> <p><b>Socio-Economic</b> The parks are freely open to all members of the community.</p> <p>Parks have good public transport links through bus routes, cycle tracks and pedestrian footpaths.</p>	Implement interpretation boards to explain why, how, and the benefits of managing meadow grassland in the parks. Signage will be designed to be as inclusive as possible for all Stevenage residents and visitors	Steve Dupoy/ Julia Hill

# Full Equality Impact Assessment

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

<b>What is being assessed?</b>		<b>FS1 – Pop up Play and advanced bookings plus cashless payment systems in play.</b>			
Lead Assessor	Geoff Caine			Assessment team	Geoff Caine Diane Wenham
Start date	9 November 2020	End date	31 March 2021		
When will the EqlA be reviewed?	Monthly				

Who may be affected by it?	Young people, families with children, professional childminders, people who use the service who do not reside in Stevenage. Two summer playschemes in Symonds Green and Bedwell
What are the key aims of it?	<p>The delivery of pop up play schemes in the summer school holidays within our parks and town centre, this will provide opportunities for a wider group of young people to access play as opposed to the two fixed locations where pop up play was previously provided.</p> <p>The introduction of an advanced booking system for the three play centres combined with a pay and play system for non-Stevenage residents and professional childminders will aid us in organising staffing resources, primarily deliver the service to Stevenage based young people and derive a small but new income stream.</p>

<b>What positive measures are in place (if any) to help fulfil our legislative duties to:</b>					
Remove discrimination & harassment	Current Corporate policy on Equality and Diversity	Promote equal opportunities	Current Corporate policy on Equality and Diversity	Encourage good relations	Current Corporate policy on Equality and Diversity



What sources of data / information are you using to inform your assessment?	Current usage data, unique number of users per centre, term and non-term time per annum.
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In assessing the potential impact on people, are there any overall comments that you would like to make?	This unique service is highly valued by its users and members of the council, These initiatives are part of the wider service review undertaken in 2019\20 which has not yet been able to be implemented due to the pandemic as the centres have not been open since March 2020. The review will allow the play service to provide services where it is shown there is most demand and whilst reducing the overall cost to the council.
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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					
Positive impact	The project will be more reactive and be able to respond to a wider group of young people who would not normally access the service	Negative impact	The fixed pop up play offer at Symonds Green and Bedwell may reduce the opportunities for play in those areas.	Unequal impact	
Please evidence the data and information you used to support this assessment		Due to the lockdown we have not been able to implement to new operating model as defined in the play review, however we have been able to trial pop up play in our parks within the summer albeit on a limited basis.			
What opportunities are there to promote	The play service will promote of its activities to ensure equality	What do you still need to find out? Include in	The service needs to reopen to test the new operating model and new		

equality and inclusion?	and inclusion for access to its services.	actions (last page)	technology needs to be implemented, e.g. advanced booking system and cashless payment systems.
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<b>Disability</b> e.g. physical impairment, mental ill health, learning difficulties, long-standing illness					
Positive impact	The service is open to all young people with disabilities.	Negative impact	Young people in Symonds Green and Bedwell areas may not be able to access pop up play or play centres.	Unequal impact	
Please evidence the data and information you used to support this assessment		Due to the lockdown we have not been able to implement to new operating model as defined in the play review, however we have been able to trial pop up play in our parks within the summer albeit on a limited basis.			
What opportunities are there to promote equality and inclusion?	The play service will promote of its activities to ensure equality and inclusion for access to its services.		What do you still need to find out? Include in actions (last page)	The service needs to reopen to test the new operating model and new technology needs to be implemented, e.g. advanced booking system and cashless payment systems.	

<b>Gender reassignment</b>					
Positive impact	The service is open to all young people.	Negative impact	Young people in Symonds Green and Bedwell areas may not be able to access pop up play or play centres.	Unequal impact	
Please evidence the data and information you used to support this		No evidence to support negative differing impact on gender reassignment			

assessment			
What opportunities are there to promote equality and inclusion?	The play service will promote of its activities to ensure equality and inclusion for access to its services.	What do you still need to find out? Include in actions (last page)	The service needs to reopen to test the new operating model and new technology needs to be implemented, e.g. advanced booking system and cashless payment systems.

<b>Marriage or civil partnership</b>			
Positive impact		Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment		No evidence to support negative differing impact on civil partnerships	
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Pregnancy &amp; maternity</b>			
Positive impact	The service is open to all young people within Stevenage.	Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment		No evidence to support negative differing impact on pregnancy or maternity.	
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Race</b>					
Positive impact	The project will be more reactive and be able to respond to a wider group of young people who would not normally access the service	Negative impact	Young people in Symonds Green and Bedwell areas may not be able to access pop up play or play centres.	Unequal impact	
Please evidence the data and information you used to support this assessment		No evidence to support negative differing impact on race.			
What opportunities are there to promote equality and inclusion?	The play service will promote of its activities to ensure equality and inclusion for access to its services.	What do you still need to find out? Include in actions (last page)	The service needs to reopen to test the new operating model and new technology needs to be implemented, e.g. advanced booking system and cashless payment systems.		

<b>Religion or belief</b>					
Positive impact	The project will be more reactive and be able to respond to a wider group of young people who would not normally access the service	Negative impact	Young people in Symonds Green and Bedwell areas may not be able to access pop up play or play centres.	Unequal impact	
Please evidence the data and information you used to support this assessment		No evidence to support negative differing impact on religion or belief.			

What opportunities are there to promote equality and inclusion?	The play service will promote of its activities to ensure equality and inclusion for access to its services.	What do you still need to find out? Include in actions (last page)	The service needs to reopen to test the new operating model and new technology needs to be implemented, e.g. advanced booking system and cashless payment systems.
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<b>Sex</b>					
Positive impact	The project will be more reactive and be able to respond to a wider group of young people who would not normally access the service	Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment		No evidence to support negative differing impact on sex.			
What opportunities are there to promote equality and inclusion?	The play service will promote of its activities to ensure equality and inclusion for access to its services.	What do you still need to find out? Include in actions (last page)	The service needs to reopen to test the new operating model and new technology needs to be implemented, e.g. advanced booking system and cashless payment systems.		

<b>Sexual orientation</b> e.g. straight, lesbian / gay, bisexual					
Positive impact	The project will be more reactive and be able to respond to a	Negative impact		Unequal impact	

	wider group of young people who would not normally access the service				
Please evidence the data and information you used to support this assessment		No evidence to support negative differing impact on sexual orientation.			
What opportunities are there to promote equality and inclusion?	The play service will promote of its activities to ensure equality and inclusion for access to its services.	What do you still need to find out? Include in actions (last page)	The service needs to reopen to test the new operating model and new technology needs to be implemented, e.g. advanced booking system and cashless payment systems.		

<b>Socio-economic<sup>1</sup></b> e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement					
Positive impact	The project will be more reactive and be able to respond to a wider group of young people who would not normally access the service	Negative impact	There may be a barrier to access for users who cannot access technology to make an advanced booking. We will introduce a non-mandatory advanced booking system to allow people without the ability to make an advanced booking to still access the service.	Unequal impact	

<sup>1</sup>Although 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.

			Users within the Symonds Green and Bedwell areas may not be able to afford or get access to transport to other play services within the town.		
Please evidence the data and information you used to support this assessment		Previous usage of the schemes at Symonds Green and Bedwell and the limited pop up play schemes with provided during the pandemic. Without an advanced booking system we have not be able to determine usage in advance the team therefore are staffing the facilities based on previous usage which can sometimes lead to over or understaffing of schemes. A new system will allow us to staff facilities more efficiently and economically. The payment system for non-residents and professional child minders will generate a small amount of income or deter those groups from not attending. We cannot determine at this stage the defined impact of this project on them until the service re-opens.			
What opportunities are there to promote equality and inclusion?	The play service will promote its activities to ensure equality and inclusion for access to its services. We will promote the service changes in an effective manner which will include a programme of educational initiatives on how to use the advanced booking systems	What do you still need to find out? Include in actions (last page)	Further detailed investigations on the scope of NHCVS & HCC Dial a ride to provide a similar capacity and cost effective service.		

<b>Other</b>				
<b>please feel free to consider the potential impact on people in any other contexts</b>				
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)		

**What are the findings of any consultation with:**

Staff?	Staffs have been fully involved in this project through the play review undertaken in 2019\20.	Residents?	We will consult with users, families and local residents once the play service re opens and include an educational programme on how to use the advanced booking system.
Voluntary & community sector?	We will consult with the voluntary and community sectors once the play service has reopened. As an integral part of the play review we will promote the availability of the play centres to be used by local groups outside of play service operating times this will increase occupancy and generate a small amount of income.	Partners?	We will consult with partners once the play service has reopened. As an integral part of the play review we will promote the availability of the play centres to be used by local groups outside of play service operating times this will increase occupancy and generate a small amount of income. We would encourage or partners to also promote this to groups that they work with.
Other stakeholders?	We will consult with key stakeholders once the play service has reopened.		



## Overall conclusion & future activity

Explain the <b>overall findings</b> of the assessment and <b>reasons for outcome (please choose one)</b> :	
1. No inequality, inclusion issues or opportunities to further improve have been identified	
Negative / unequal impact, barriers to inclusion or improvement opportunities identified	2b. Continue as planned

Detail the <b>actions that are needed</b> as a result of this assessment and how they will help to <b>remove discrimination &amp; harassment, promote equal opportunities</b> and / or <b>encourage good relations</b> :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
Define an appropriate user friendly easy to use cost effective advanced booking system and implement. Implement a cashless payment system.	Easy to use accessible software which is free for the user can generate considerable interest and in turn usage of facilities. This will include an educational pice of the usage of the software for service users.	Geoff Caine	April 2020	Staff will be trained and we will be heavily promoting the advanced booking system. Pop up play is a model staff are well versed in delivering
Stakeholder consultation as part of the 2019/20 delayed Play Review	Enable a feedback mechanism for service users to help iterate upon the current model and improve performance.	Geoff Caine	November 2021	Once the play service is able to reopen this can be embedded into business as usual by creating a feedback loop with service users.

Approved by Assistant Director: Rob Gregory

Date: 13/11/20

## Full Equality Impact Assessment

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

<b>What is being assessed?</b>		<b>FS3 – The Funding of PCSOs by SBC</b>			
Lead Assessor	Sarah Pateman/Rob Gregory			Assessment team	Communities and Neighbourhoods
Start date	12/11/2020	End date			
When will the EqlA be reviewed?	N/A				

Who may be affected by it?	Hertfordshire Police
What are the key aims of it?	To meet the council's need for financial security.

<b>What positive measures are in place (if any) to help fulfil our legislative duties to:</b>					
Remove discrimination & harassment	N/A	Promote equal opportunities	N/A	Encourage good relations	Maintaining the council's Neighbourhood Warden team to maintain community relations and provide community reassurance.  The council also

					provides a reporting centre for Hate Crime and has trained officers to address forms of hate crime witnessed.
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What sources of data / information are you using to inform your assessment?	A number of other districts across Hertfordshire have ceased funding PCSOs over recent years. This reflects the situation nationally where funding is allocated through Police and Crime Commissioners.
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In assessing the potential impact on people, are there any overall comments that you would like to make?	<p>The council does not receive performance data on the impact of the funding provided to Hertfordshire Constabulary.</p> <p>There is significant cross over between the duties of the SBC Neighbourhood Wardens and the PCSOs provided by the Hertfordshire Constabulary. This financial security necessity is made possible due to the success of this team and is expected to reach further maturity as the Council's Co-operative Neighbourhoods approach becomes fully embedded.</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					
Positive impact		Negative impact	There may be less	Unequal impact	

			PCSOs available in the community		
Please evidence the data and information you used to support this assessment		The OPCC office have informed us that there are now more Police Officers/PCSO than there were in the last financial year			
What opportunities are there to promote equality and inclusion?	Working in the community through Communities and Neighbourhood Officers especially through the Co-Operative Neighbourhood model		What do you still need to find out? Include in actions (last page)	N/A	

<b>Disability</b> e.g. physical impairment, mental ill health, learning difficulties, long-standing illness					
Positive impact		Negative impact	There may be less PCSOs available in the community	Unequal impact	
Please evidence the data and information you used to support this assessment		The OPCC office have informed us that there are now more Police Officers/PCSO than there were in the last financial year			
What opportunities are there to promote equality and inclusion?	Working in the community through Communities and Neighbourhood Officers especially through the Co-Operative Neighbourhood model		What do you still need to find out? Include in actions (last page)	N/A	

<b>Gender reassignment</b>					
Positive impact		Negative impact	There may be less PCSOs available in the	Unequal impact	

			community		
Please evidence the data and information you used to support this assessment		The OPCC office have informed us that there are now more Police Officers/PCSO than there were in the last financial year			
What opportunities are there to promote equality and inclusion?	Working in the community through Communities and Neighbourhood Officers especially through the Co-Operative Neighbourhood model		What do you still need to find out? Include in actions (last page)		

<b>Marriage or civil partnership</b>					
Positive impact		Negative impact		Unequal impact	No Affect
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)		

<b>Pregnancy &amp; maternity</b>					
Positive impact		Negative impact	There may be less PCSOs available in the community	Unequal impact	
Please evidence the data and information you used to support this assessment		The OPCC office have informed us that there are now more Police Officers/PCSO than there were in the last financial year			
What opportunities are there to promote	Working in the community through Communities and		What do you still need to find out? Include in		

equality and inclusion?	Neighbourhood Officers especially through the Co-Operative Neighbourhood model	actions (last page)	
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<b>Race</b>					
Positive impact		Negative impact	There may be less PCSOs available in the community	Unequal impact	
Please evidence the data and information you used to support this assessment		The OPCC office have informed us that there are now more Police Officers/PCSO than there were in the last financial year			
What opportunities are there to promote equality and inclusion?	Working in the community through Communities and Neighbourhood Officers especially through the Co-Operative Neighbourhood model	What do you still need to find out? Include in actions (last page)			

<b>Religion or belief</b>					
Positive impact		Negative impact	There may be less PCSOs available in the community	Unequal impact	
Please evidence the data and information you used to support this assessment		The OPCC office have informed us that there are now more Police Officers/PCSO than there were in the last financial year			
What opportunities are there to promote equality and inclusion?	Working in the community through Communities and Neighbourhood Officers	What do you still need to find out? Include in actions (last page)			

	especially through the Co-Operative Neighbourhood model		
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<b>Sex</b>					
Positive impact		Negative impact	There may be less PCSOs available in the community	Unequal impact	
Please evidence the data and information you used to support this assessment		The OPCC office have informed us that there are now more Police Officers/PCSO than there were in the last financial year			
What opportunities are there to promote equality and inclusion?	The OPCC office have informed us that there are now more Police Officers/PCSO than there were in the last financial year		What do you still need to find out? Include in actions (last page)		

<b>Sexual orientation</b> e.g. straight, lesbian / gay, bisexual					
Positive impact		Negative impact	There may be less PCSOs available in the community	Unequal impact	
Please evidence the data and information you used to support this assessment		The OPCC office have informed us that there are now more Police Officers/PCSO than there were in the last financial year			
What opportunities are there to promote equality and inclusion?	The OPCC office have informed us that there are now more Police Officers/PCSO than there were in the last financial year		What do you still need to find out? Include in actions (last page)		

<b>Socio-economic<sup>2</sup></b> e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement					
Positive impact		Negative impact	There may be less PCSOs available in the community	Unequal impact	
Please evidence the data and information you used to support this assessment		The OPCC office have informed us that there are now more Police Officers/PCSO than there were in the last financial year			
What opportunities are there to promote equality and inclusion?	The OPCC office have informed us that there are now more Police Officers/PCSO than there were in the last financial year		What do you still need to find out? Include in actions (last page)		

<b>Other</b> please feel free to consider the potential impact on people in any other contexts					
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)		

<sup>2</sup>Although 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.



**What are the findings of any consultation with:**

Staff?	This may have an indirect impact on Police staff.	Residents?	The impact should be mitigated by continuing to have uniformed neighbourhood officers available in neighbourhoods. Consultation with residents should be a natural by-product of the Co-operative Neighbourhoods model. This should let us factor in the impacts of this change over time.
Voluntary & community sector?	N/A	Partners?	N/A
Other stakeholders?	N/A		

**Overall conclusion & future activity**

Explain the <b>overall findings</b> of the assessment and <b>reasons for outcome (please choose one):</b>		
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	2a
	2b. Continue as planned	
	2c. Stop and remove	

Detail the <b>actions that are needed</b> as a result of this assessment and how they will help to <b>remove discrimination &amp; harassment, promote equal opportunities</b> and / or <b>encourage good relations</b> :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
The Introduction of the Co-Operative Neighbourhood programme	Encourage positive engagement with the community	Rob Gregory		At the RAG meetings and as part of the Co-Operative Neighbourhood programme

**Approved by Assistant Director: Rob Gregory**  
**Date: 13/11/20**

## Full Equality Impact Assessment

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

<b>What is being assessed?</b>		<b>FS5 – Above Inflation Increase in Allotment Fees &amp; Charges</b>	
Lead Assessor	Julia Hill		Assessment team
Start date	December 2020	End date	
When will the EqIA be reviewed?	November 2021		

Who may be affected by it?	Allotment plot holders
What are the key aims of it?	<p>To provide, manage, and let, suitable land to allow local people to grow their own vegetables, fruit and flower produce. The allotments:</p> <ul style="list-style-type: none"> <li>▪ Provide a sustainable food source</li> <li>▪ Promote healthy living for all age groups</li> <li>▪ Provide an educational resource</li> <li>▪ Provide informal access to nature and wildlife</li> </ul> <p>However, the allotment service is subsidised. By increasing the allotment charges by 50% it will:</p> <ul style="list-style-type: none"> <li>• remove the need for all Stevenage residents to subsidise a service benefiting a relatively small number of people;</li> <li>• cover the additional cost associated with the allotment administration management returning to SBC.</li> </ul>

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What <b>positive measures</b> are in place (if any) to help <b>fulfil our legislative duties</b> to:					
Remove discrimination & harassment	Concessions available to those on means tested benefits	Promote equal opportunities	Allotments available to all Stevenage residents.	Encourage good relations	

What sources of data / information are you using to inform your assessment?	<p>Benchmarking Data for 2020:</p> <p>Dacorum: £0.24/m<sup>2</sup></p> <p>East Herts: £0.15/m<sup>2</sup></p> <p>Hertsmere: £0.24/m<sup>2</sup></p> <p>North Herts: £0.58/m<sup>2</sup></p> <p>St Albans: £0.19/m<sup>2</sup></p> <p>Stevenage: £0.36/m<sup>2</sup></p> <p>Watford: £0.27/m<sup>2</sup></p> <p>Welwyn Hatfield: £0.46/m<sup>2</sup></p> <p>Feedback from plot holders indicates that Stevenage has one of the best allotment services in Hertfordshire, following investment resulting from disposal of allotment land around 2005. Sites provide security fencing, car parking, toilets, water provision.</p>
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In assessing the potential impact on people, are there any overall comments that you would like to make?	<p>The allotment fees and charges will be increased by 50%, however this will be implemented over two years – 2021/22 and 2022/23 – as follows:</p> <p>2020: £0.36/m<sup>2</sup></p> <p>2021/22: £0.54/m<sup>2</sup></p> <p>2022/23: £0.73/m<sup>2</sup></p> <p>Concessions (25%) will be available to those on means tested benefits in accordance with the Council’s Concession Policy The waiting list for an allotment in Stevenage is currently at around 370 people.</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					
Positive impact	Concessions available to those on means tested benefits. If people have to give up plots it makes them available to others on the waiting list.	Negative impact	Some plot holders with multiple plots may have to reduce the area of land they allotment garden at present.	Unequal impact	
Please evidence the data and information you used to support this assessment		There are currently around 370 on the waiting list for an allotment in Stevenage.			

What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	
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<b>Disability</b> e.g. physical impairment, mental ill health, learning difficulties, long-standing illness					
Positive impact	None	Negative impact	None	Unequal impact	None
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)			

<b>Gender reassignment</b>					
Positive impact	None	Negative impact	None	Unequal impact	None
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)	
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<b>Marriage or civil partnership</b>					
Positive impact	None	Negative impact	None	Unequal impact	None
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)			

<b>Pregnancy &amp; maternity</b>					
Positive impact	Concessions available to those on means tested benefits.	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)			
<b>Race</b>					
Positive impact	None	Negative impact	None	Unequal impact	None
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)			

<b>Religion or belief</b>					
Positive impact	None	Negative impact	None	Unequal impact	None
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)			



<b>Sex</b>					
Positive impact	None	Negative impact	None	Unequal impact	None
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)		

<b>Sexual orientation</b> e.g. straight, lesbian / gay, bisexual					
Positive impact	None	Negative impact	None	Unequal impact	None
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)		

<b>Socio-economic<sup>3</sup></b> <b>e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement</b>					
Positive impact	Concessions available to those on means tested benefits	Negative impact	Some plot holders may have to give up their allotment if they can no longer afford it.	Unequal impact	
Please evidence the data and information you used to support this assessment		Benchmarking Data for 2020: Dacorum: £0.24/m <sup>2</sup> East Herts: £0.15/m <sup>2</sup> Hertsmere: £0.24/m <sup>2</sup> North Herts: £0.58/m <sup>2</sup> St Albans: £0.19/m <sup>2</sup> Stevenage: £0.36/m <sup>2</sup> Watford: £0.27/m <sup>2</sup> Welwyn Hatfield: £0.46/m <sup>2</sup>			
What opportunities are there to promote equality and inclusion?	Awareness raising of concessions available to those on means tested benefits	What do you still need to find out? Include in actions (last page)			

<sup>3</sup>Although 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.

<b>Other</b> please feel free to consider the potential impact on people in any other contexts					
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)		

**What are the findings of any consultation with:**

Staff?		Residents?	
Voluntary & community sector?		Partners?	
Other stakeholders?			

**Overall conclusion & future activity**

Explain the <b>overall findings</b> of the assessment and <b>reasons for outcome (please choose one):</b>	
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	Allotments will remain affordable to the majority of Stevenage residents.		
	2c. Stop and remove			
Detail the <b>actions that are needed</b> as a result of this assessment and how they will help to <b>remove discrimination &amp; harassment, promote equal opportunities</b> and / or <b>encourage good relations</b> :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
Raise awareness of concessions available to those on means tested benefits.	Promote equal opportunities	Julia Hill / Joel Gainsford	April 2021	Information provided on the Council's web pages.
Undertake consultation with plot holders to determine levels of satisfaction with the allotment service, including fees and charges.	Encourage good relations	Julia Hill / Joel Gainsford	September 2021	
Monitor level of waiting list and the number of plots given up following the increase, and compare with previous years	Encourage good relations	Julia Hill / Joel Gainsford	April 2022	

**Approved by Assistant Director / Strategic Director: Steve Dupoy**

**Date: 11/11/20**

# Full Equality Impact Assessment

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

<b>What is being assessed?</b>		<b>FS13 – Cessation of Community Transport Service</b>			
Lead Assessor	Geoff Caine			Assessment team	Geoff Caine Diane Wenham
Start date	9 November 2020	End date	31 March 2021		
When will the EqIA be reviewed?	Monthly				

Who may be affected by it?	Staff employed within the service. Service users - loss of service to users
What are the key aims of it?	Cost reduction and the inability to provide a service during the pandemic as the users are classed as vulnerable or Clinically Extremely Vulnerable due to both age and pre-existing health conditions.

<b>What positive measures are in place (if any) to help fulfil our legislative duties to:</b>					
Remove discrimination & harassment	Current Corporate policy on Equality and Diversity	Promote equal opportunities	Current Corporate policy on Equality and Diversity	Encourage good relations	Current Corporate policy on Equality and Diversity

What sources of data / information are you using to inform your assessment?	Current usage data including number attending leisure and community trips, unique number of users, number of leisure and community trips provided per annum. There are no other district councils in Hertfordshire that provide a similar service.
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In assessing the potential impact on people, are there any overall comments that you would like to make?	The service is highly valued by its users as it enables them to socialise with others outside of their homes. The service is not means tested and therefore we are unaware if users could use a less cost effective solution. We also need to investigate what other services transport providers and partners are available to our existing and potential users.
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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					
Positive impact	We can signpost existing users to other local services such as Stevenage & North Herts CVS Community Transport Services and HCC Dial a Ride	Negative impact	The primary user group are older people; this local service will no longer be made available to them.	Unequal impact	
Please evidence the data and information you used to support this assessment		Current user group. Comparisons with other nearby District and Borough Community Transport offerings. Initial appraisal of nearby alternative Community Transport alternatives, including NHCVS & HCC Dial a Ride.			
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)	Further detailed investigations on the scope of NHCVS & HCC Dial a ride to provide a similar capacity and cost effective service.	

## Disability

e.g. physical impairment, mental ill health, learning difficulties, long-standing illness

Positive impact	We can signpost	Negative impact	Many of the current	Unequal impact	
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	existing users to other local services such as Stevenage & North Herts CVS Community Transport Services and HCC Dial a Ride		users have health issues that inhibit them from social events outside of their homes. The loss of service could adversely affect their general health and wellbeing.		
Please evidence the data and information you used to support this assessment		Current user group. Comparisons with other nearby District and Borough Community Transport offerings. Initial appraisal of nearby alternative Community Transport alternatives, including NHCVS & HCC Dial a Ride.			
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)	Further detailed investigations on the scope of NHCVS & HCC Dial a ride to provide a similar capacity and cost effective service	

<b>Gender reassignment</b>					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment		No evidence to support negative differing impact on gender reassignment			
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

<b>Marriage or civil partnership</b>					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and		No evidence to support negative differing impact on civil partnerships			

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)	

<b>Pregnancy &amp; maternity</b>				
Positive impact	Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	No evidence to support negative differing impact on pregnancy or maternity.			
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)		

<b>Race</b>				
Positive impact	Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	No evidence to support negative differing impact on race.			
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)		

<b>Religion or belief</b>				
Positive impact	Negative impact		Unequal impact	



Please evidence the data and information you used to support this assessment		No evidence to support negative differing impact on religion or belief.	
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Sex</b>			
Positive impact		Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment		No evidence to support negative differing impact on sex.	
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Sexual orientation</b> e.g. straight, lesbian / gay, bisexual			
Positive impact		Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment		No evidence to support negative differing impact on sexual orientation.	
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

## Socio-economic<sup>4</sup>

e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement

Positive impact	Negative impact	Unequal impact	
<p>Please evidence the data and information you used to support this assessment</p>	<p>As the service is not means tested we cannot define any differential impact on users other than that some will be able to afford alternative provision and for some an increased cost may be prohibitive. That said there may be local cost effective services available that provide similar services to those currently provided to SBC. This reflects arrangements in other districts where the CVS is relied upon for community transport provision.</p> <p>Comparisons with other nearby District and Borough Community Transport offerings. Initial appraisal of nearby alternative Community Transport alternatives, including NHCVS &amp; HCC Dial a Ride.</p> <p>We currently have two low mileage relatively new vehicles that are used for this service, we could consider selling both or offering either one or both to a partner such as the NHCVS with some caveats such as specific service provision to be provided to Stevenage where there are known areas of need e.g. Douglas Drive.</p>		
<p>What opportunities are there to promote equality and inclusion?</p>		<p>What do you still need to find out? Include in actions (last page)</p>	<p>Further detailed investigations on the scope of NHCVS &amp; HCC Dial a ride to provide a similar capacity and cost effective service.</p>

<sup>4</sup>Although 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.

<b>Other</b>				
<b>please feel free to consider the potential impact on people in any other contexts</b>				
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)		

**What are the findings of any consultation with:**

Staff?	Once this proposal has been agreed we will need to enter into consultation with staff	Residents?	Once we have consulted with partners and stakeholders and have a clear idea of what services from alternative suppliers are available we will consult with the existing user base and key user groups who may make use of the community transport services.
Voluntary & community sector?	We would need to identify whether the identified alternative options are providing an adequate service for service users by conducting stakeholder consultation with this group to assess the suitability of this alternate provision	Partners?	We would need to identify whether the identified alternative options are providing an adequate service for service users by conducting stakeholder consultation with this group to assess the suitability of this alternate provision.'

Other stakeholders?	We would need to identify whether the identified alternative options are providing an adequate service for service users by conducting stakeholder consultation with this group to assess the suitability of this alternate provision	
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### Overall conclusion & future activity

Explain the <b>overall findings</b> of the assessment and <b>reasons for outcome (please choose one)</b> :		
1. No inequality, inclusion issues or opportunities to further improve have been identified		
Negative / unequal impact, barriers to inclusion or improvement opportunities identified		
	2b. Continue as planned	

Detail the <b>actions that are needed</b> as a result of this assessment and how they will help to <b>remove discrimination &amp; harassment, promote equal opportunities</b> and / or <b>encourage good relations</b> :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
Consultation with stakeholders. Work with Stevenage & North Herts CVS and HCC Dial a ride to fully understand how those services can mitigate the loss of SBC Community Transport	We will be able to define what local suitable resources are available to existing and potential users of the SBC Community Transport service; this will aid officers in effectively engaging with	Geoff Caine	February 2021	

Service	the client base in a positive way.			
From information derived from other partners and the community design a leaflet\download to be distributed to both existing and potential users outlines the services available to them. Ensure every client is contacted and talked through options.	The leaflet\download will be a valuable information tool for service users to refer to for similar services available within the local area.	Geoff Caine	March 2021	

**Approved by Assistant Director: Rob Gregory**  
**Date: 13/11/20**

# Full Equality Impact Assessment

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

<b>What is being assessed?</b>		<b>FS23 – Savings to Customer Service Centre and Customer Focus Service</b>			
Lead Assessor	Ruth Luscombe			Assessment team	
Start date		End date			
When will the EqIA be reviewed?	April 2021				

Who may be affected by it?	Council customers (residents, businesses, voluntary organisations and other partners), Customer Service Centre and Customer Focus staff
What are the key aims of it?	<ul style="list-style-type: none"> <li>• Protect current service levels while delivering structural savings by reducing avoidable demand and increasing self-service through digital channels.</li> <li>• Improve customer awareness of digital channels and encourage take up</li> <li>• Enable better value for money customer service and complaints handling provision</li> <li>• Improve consistency and transparency through adopting enhanced digital case management for complaints.</li> <li>• Embed insight and continuous improvement as a core part of the Customer Service model</li> </ul>

<b>What positive measures are in place (if any) to help fulfil our legislative duties to:</b>					
Remove discrimination & harassment		Promote equal opportunities	A new website launched in September 2020 to meet government accessibility	Encourage good relations	Improved access channels for customers and staff, digital options available 24/7

		guidelines		
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What sources of data / information are you using to inform your assessment?	Desk research drawing on a broad range of national (Office Of National Statistics), local survey research (STAR survey 2017, 'Big Knock' 2017), MySociety.org website as well as examples from other councils (Cambridge City Council, Sutton Council)
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In assessing the potential impact on people, are there any overall comments that you would like to make?	<p>Overall the proposal will not have negative impacts as we aim to maintain current service levels as our customers increasingly choose to adopt digital self-service channels. Customers will still be able to access services over the telephone, or where required access services face to face by booking an appointment. This proposal has been enabled by our Connected to our Customers (CTOC) programme which has delivered a new website &amp; digital platform, as well as an online portal for housing, and enhancements to waste processes e.g. for missed collections. An EQIA has been undertaken for this programme and will be kept under review.</p> <p>As technology evolves, (and is adopted by different communities differently) the ways in which people can be excluded or disadvantaged will change too. We will need to review our digital access solutions regularly to ensure changes in requirements are identified and potential solutions agreed on.</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				
Positive impact		Negative impact		Unequal impact
Please evidence the data and		Research evidence from ONS data suggests that older people tend to be less digitally		X

<p>information you used to support this assessment</p>	<p>active, and potentially at risk of digital exclusion, although the picture is complex and social class / income can be a relevant factor too.</p> <p>Older people are much less likely to use the internet than other age groups. In 2019, 47% of adults in the UK aged 75 years or over had used the internet in the last 3 months, compared to 91% of all adults.</p> <p>During Housing's 2017 'Big Knock' Tenants Survey, 77% of all respondents reported having access to the internet. (This result compares to STAR survey which indicated 74% of residents using internet at home and further 9% outside of home). Of the 23% that don't have access, 76% were over 65 years old. 48% of over 75 year olds reported to having access to the internet, which is similar to the national statistics.</p> <p>If the Council stopped providing telephone or face to face support that could be to the detriment of those older people who do not have the skills or capabilities to engage online; however this is not an aim of this proposal and we are retaining these more traditional channels.</p>		
<p>What opportunities are there to promote equality and inclusion?</p>		<p>What do you still need to find out? Include in actions (last page)</p>	

<p><b>Disability</b> e.g. physical impairment, mental ill health, learning difficulties, long-standing illness</p>				
Positive impact		Negative impact	Unequal impact	X
<p>Please evidence the data and information you used to support this assessment</p>	<p>People with some types of disability may have difficulties using or making the most of digital technologies, which may not be adapted to their needs related to their specific disability. These people may benefit less from enhanced digital channels.</p> <p>Disabled people are less likely to use the internet than people without disabilities. In 2019 78% of disabled adults (10 million) in the UK used the internet, which is a massive increase compared with 25% in 2016, but still significantly lower than the all adult rate of 95% (ONS 2019). Although disabled people are reported to be less likely</p>			



		<p>to continue using the internet after they have first accessed it. The difference between internet use in disabled and non-disabled adults was greater in the older age groups. For adults aged 75 years and over, 41% of disabled adults and 54% of non-disabled adults were recent internet users. In comparison, there was only a small difference in recent internet use for disabled and non-disabled adults in the 16 to 24 age group; 98% of disabled adults and 99% of non-disabled adults in this age group were recent internet users.</p> <p>There are a number of tools (software and hardware) available now to make that more possible, we continue through the CTOC programme to explore their feasibility and future implementation. The Council also plans to continue to provide assisted digital approaches and, where necessary for those who cannot engage digitally, more traditional channels or routes through which people with these characteristics can engage with us.</p>	
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Gender reassignment</b>			
Positive impact	Negative impact	Unequal impact	
Please evidence the data and information you used to support this assessment	Our research has not identified any particular negative impacts (or differential impacts)		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Marriage or civil partnership</b>
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Positive impact	Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment	Our research has not identified any particular negative impacts (or differential impacts)	
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)

<b>Pregnancy &amp; maternity</b>		
Positive impact	Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment	Our research has not identified any particular negative impacts (or differential impacts)	
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)

<b>Race</b>		
Positive impact	Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment	Our research has not identified any particular negative impacts (or differential impacts)	
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)

<b>Religion or belief</b>			
Positive impact		Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment	Our research has not identified any particular negative impacts (or differential impacts)		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Sex</b>			
Positive impact		Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment	Our research has not identified any particular negative impacts (or differential impacts)		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Sexual orientation</b> e.g. straight, lesbian / gay, bisexual			
Positive impact		Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment	Our research has not identified any particular negative impacts (or differential impacts)		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

## Socio-economic<sup>5</sup>

e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement

Positive impact		Negative impact		Unequal impact	X
<p>Please evidence the data and information you used to support this assessment</p>	<p>Low income, social class and social housing tenancy have been identified in some research as indicators of whether someone is likely to have the competence, confidence and capability to make the most of digital technologies.</p> <p>People living in social housing are less likely to access the internet than people living in other housing tenures. During Housing's 2017 'Big Knock' Tenants Survey 23% of all respondents reported not having access to the internet (the same results were also received during the STAR survey).</p> <p>The evidence also suggests that people on low incomes are less likely to have digital access and basic digital skills. Nationally, 17% of people earning less than £20,000 never use the internet, as opposed to 2% of people earning more than £40,000. 44% of people without basic digital skills are on lower wages or are unemployed.</p> <p>People with any of the protected characteristics may be more vulnerable to poverty, and may therefore be at greater risk of digital exclusion, which may be exacerbated by inter-sectionality between their characteristics and their income.</p> <p>If the Council failed to provide non-digital means of engaging with it, that could be to the detriment of people who do not have the skills or capabilities to engage online.</p>				
<p>What opportunities are there to promote equality and inclusion?</p>			<p>What do you still need to find out? Include in actions (last page)</p>		

<sup>5</sup>Although 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.

<b>Other</b>			
<b>please feel free to consider the potential impact on people in any other contexts</b>			
Positive impact		Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment		Our research has not identified any particular negative impacts (or differential impacts)	
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

**What are the findings of any consultation with:**

Staff?		Residents?	
Voluntary & community sector?		Partners?	
Other stakeholders?			

## Overall conclusion & future activity

Explain the <b>overall findings</b> of the assessment and <b>reasons for outcome (please choose one)</b> :		
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	X
	2c. Stop and remove	

Detail the <b>actions that are needed</b> as a result of this assessment and how they will help to <b>remove discrimination &amp; harassment, promote equal opportunities</b> and / or <b>encourage good relations</b> :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
Measure the take up of digital services by different groups and use the insight to design future services	Promote equal opportunities	Ruth Luscombe	From April 2021	As part of the new customer service model
Ensure the customer service model supports those who cannot benefit from digital channels by providing alternatives.	Promote equal opportunities	Ruth Luscombe	From April 2021	As part of the new customer service model

**Approved by Assistant Director / Strategic Director: Ruth Luscombe**

**Date: 18.11.20**

## Brief Equality Impact Assessment

### For a minor operational change / review / simple analysis

What is being assessed?	<b>FS25 – Closing the Print Room</b>	What are the key aims of it?	Remove the document centre staff post and put in place alternative arrangements including paperless committee meetings, digital alternatives and directing work through Docmail print service.		
Who may be affected by it?	Staff, Councillors and Customers				
Date of full EqIA on service area (planned or completed)	April 2021				
Form completed by:	Ruth Luscombe	Start date	June 2021	End date	n/a
		Review date			

What data / information are you using to inform your assessment?	ONS Data, Housing STAR and “Big Knock” Survey data	Have any information gaps been identified along the way? If so, please specify	We need to do further analysis of the documents currently printed by the Print Service and ensure a clear alternative plan in place for each. This will be reviewed in a full EQIA.
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Explain the <b>potential positive, negative or unequal impact</b> on the following characteristics and <b>how likely</b> this is:			
Age	Unequal – Digital alternatives to printed documents may disproportionately impact on older people. Research evidence from ONS data suggests that older people tend to be less digitally active, and potentially at risk of digital	Race	N/A

	<p>exclusion, although the picture is complex and social class / income can be a relevant factor too.</p> <p>Older people are much less likely to use the internet than other age groups. In 2019, 47% of adults in the UK aged 75 years or over had used the internet in the last 3 months, compared to 91% of all adults.</p> <p>During Housing's 2017 'Big Knock' Tenants Survey, 77% of all respondents reported having access to the internet. (This result compares to STAR survey which indicated 74% of residents using internet at home and further 9% outside of home). Of the 23% that don't have access, 76% were over 65 years old. 48% of over 75 year olds reported to having access to the internet, which is similar to the national statistics.</p>		
Disability	N/A	Religion or belief	N/A
Gender reassignment	N/A	Sex	N/A
Marriage or civil partnership	N/A	Sexual orientation	N/A



Pregnancy & maternity	N/A	Socio-economic <sup>6</sup>	<p>Unequal – Digital alternatives to printed documents may disproportionately impact some socio economic groups. Low income, social class and social housing tenancy have been identified in some research as indicators of whether someone is likely to have the competence, confidence and capability to make the most of digital technologies.</p> <p>People living in social housing are less likely to access the internet than people living in other housing tenures. During Housing’s 2017 ‘Big Knock’ Tenants Survey 23% of all respondents reported not having access to the internet (the same results were also received during the STAR survey).</p> <p>The evidence also suggests that people on low incomes are less likely to have digital</p>
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<sup>6</sup>Although 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>access and basic digital skills. Nationally, 17% of people earning less than £20,000 never use the internet, as opposed to 2% of people earning more than £40,000. 44% of people without basic digital skills are on lower wages or are unemployed.</p> <p>People with any of the protected characteristics may be more vulnerable to poverty, and may therefore be at greater risk of digital exclusion, which may be exacerbated by intersectionality between their characteristics and their income.</p> <p>If the Council failed to provide non-digital means of engaging with it, that could be to the detriment of people who do not have the skills or capabilities to engage online.</p>
Other			

Where there is a likely <b>positive impact</b> , please explain how it will help to <b>fulfil our legislative duties</b> to:			
Remove discrimination		Promote equal	Encourage good

& harassment		opportunities		relations	
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**What further work / activity is needed as a result of this assessment?**

Action	Responsible officer	How will this be delivered and monitored?	Deadline
Full EQIA assessment	Ruth Luscombe	Project to be set up to review the impacts and alternatives to be put in place .	June 2021

**Approved by Assistant Director / Strategic Director: Ruth Luscombe**

**Date: 18.11.20**

# Full Equality Impact Assessment

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

<b>What is being assessed?</b>		<b>FS28 – Local Community Budgets – reduction in funding</b>			
Lead Assessor	Jane Konopka			Assessment team	Paula Mills
Start date	9/11/2020	End date			
When will the EqIA be reviewed?	9/11/2021 (or following LCB review completion)				

Who may be affected by it?	Community Groups and Organisations in Stevenage applying for Local Community Budgets
What are the key aims of it?	LCB funding will be reduced to £1500 from £2500 for each Ward Member from the new financial year (21/22 budget). This EQIA will determine if there will be any detrimental effects on community groups and organisations with protected characteristics

What <b>positive measures</b> are in place (if any) to help <b>fulfil our legislative duties</b> to:					
Remove discrimination & harassment	LCB application process is available online and through word of mouth via Ward Members and SBC Officers	Promote equal opportunities	The application process supports equal opportunities in the way it is administered and how decisions are made as to whose application is approved for which there is a criteria to adhere to	Encourage good relations	SBC process is to encourage applicants to contact their Ward Member prior to making the application and the Community Development team are available to support when

					required
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<p>What sources of data / information are you using to inform your assessment?</p>	<ul style="list-style-type: none"> <li>• Established guidance on applying for the funding for SBC and applicant</li> <li>• Using the criteria as a tool to base decision on.</li> <li>• Auditing a selection of successful applications each year.</li> <li>• Staff and Ward Member training</li> <li>• Information gathered as a result of LCB review currently underway to be completed by April 2021.</li> </ul>
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<p>In assessing the potential impact on people, are there any overall comments that you would like to make?</p>	<p>Currently promotion of the LCB funding is from SBC Officers and Ward Members by word of mouth or via the SBC website. This may result in a general reduction of potential applicants and is being looked into as part of the wider LCB review currently underway.</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					
Positive impact	LCB Funding is still available for community groups and organisations to apply to	Negative impact	LCB funding is reduced which may have an impact on the services offered and new services set up	Unequal impact	The elderly and the young are more likely to benefit from the services that apply and are then awarded LCB funding
Please evidence the data and		Previous LCB applications have often focussed around supporting the older population			

information you used to support this assessment	and the very young amongst other protected characteristics. It is apparent that both these groups disproportionately benefit from the funding.		
What opportunities are there to promote equality and inclusion?	To ensure LCB funding is advertised to as many community groups and organisations as possible by a variety of media	What do you still need to find out? Include in actions (last page)	How to reach out to the wider community to ensure access to LCB funding is equitable. This will be picked up in the LCB review which is currently underway

<b>Disability</b> e.g. physical impairment, mental ill health, learning difficulties, long-standing illness					
Positive impact	Groups focussing on supporting physical impairment, mental health, learning difficulties and long term illnesses are supported to keep activities and support groups going.	Negative impact	LCB funding reduced which may impact on the current offer available and that of any potential new service	Unequal impact	Less than 10% of applications last year were from groups supporting this protected characteristic. This suggests they are less likely to benefit from the funding in its current format and therefore with the suggested decrease in overall budget this will need to be picked up as part of the wider LCB review
Please evidence the data and information you used to support this assessment		Analysis of previous LCB applications			

What opportunities are there to promote equality and inclusion?	To ensure LCB funding is advertised to as many community groups and organisations as possible by a variety of media	What do you still need to find out? Include in actions (last page)	How to reach out to the wider community to ensure access to LCB funding is equitable. This will be picked up in the LCB review which is currently underway
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<b>Gender reassignment</b>					
Positive impact	LCB Funding is still available for community groups and organisations to apply to	Negative impact	Funding is reduced and therefore may not be as available as in previous years to support existing and new services	Unequal impact	Groups from this protected characteristic generally do not apply for LCB funding
Please evidence the data and information you used to support this assessment		Analysis of previous LCB applications			
What opportunities are there to promote equality and inclusion?	To ensure LCB funding is advertised to as many community groups and organisations as possible by a variety of media	What do you still need to find out? Include in actions (last page)	How to reach out to the wider community to ensure access to LCB funding is equitable. This will be picked up in the LCB review which is currently underway		

<b>Marriage or civil partnership</b>					
Positive impact	LCB funding is still available for community groups and organisations to apply to	Negative impact	Funding is reduced and therefore may not be as available as in previous years to support existing and new	Unequal impact	Groups from this protected characteristic are generally not highlighted

			services		specifically as part of the application process and therefore it is difficult to determine the impact funding may have had on this protected characteristic
Please evidence the data and information you used to support this assessment		Analysis of previous LCB applications			
What opportunities are there to promote equality and inclusion?	To ensure LCB funding is advertised to as many community groups and organisations as possible by a variety of media	What do you still need to find out? Include in actions (last page)	How to reach out to the wider community and in particular how we capture our engagement with this particular protected characteristic to ensure access to LCB funding is equitable. This will be picked up in the LCB review which is currently underway		

<b>Pregnancy &amp; maternity</b>					
Positive impact	LCB funding is still available for community groups and organisations to apply to	Negative impact	LCB funding reduced which may impact on the current offer available and impede new activities from commencing	Unequal impact	Groups from this protected characteristic generally do not apply for LCB funding specifically to support this but may benefit from



					the services the funding provides
Please evidence the data and information you used to support this assessment		Analysis of previous LCB applications			
What opportunities are there to promote equality and inclusion?	To ensure LCB funding is advertised to as many community groups and organisations as possible by a variety of media	What do you still need to find out? Include in actions (last page)	How to reach out to the wider community and in particular how we capture our engagement with this particular protected characteristic to ensure access to LCB funding is equitable. This will be picked up in the LCB review which is currently underway		

<b>Race</b>					
Positive impact	LCB funding is still available for community groups and organisations to apply to	Negative impact	LCB funding reduced which may impact on the current offer available and impede new activities from commencing	Unequal impact	Due to the current way in LCB funding is promoted, people from this protected characteristic group may be unable to gain access to the information its current format making the process unequal from the start
Please evidence the data and		Analysis of previous LCB applications			

information you used to support this assessment			
What opportunities are there to promote equality and inclusion?	To ensure LCB funding is advertised to as many community groups and organisations as possible by a variety of media	What do you still need to find out? Include in actions (last page)	How to reach out to the wider community and in particular how we capture our engagement with this particular protected characteristic to ensure access to LCB funding is equitable. This will be picked up in the LCB review which is currently underway

<b>Religion or belief</b>					
Positive impact	LCB funding is still available for community groups and organisations to apply to	Negative impact	LCB funding reduced which may impact on the current offer available and impede new activities from commencing	Unequal impact	Approx 20% of current applications are from groups/organisations promoting religion and or belief and therefore are less likely to benefit from LCB funding
Please evidence the data and information you used to support this assessment		Analysis of previous LCB applications			
What opportunities are there to promote equality and inclusion?	To ensure LCB funding is advertised to as many community groups and organisations as possible by a variety of media	What do you still need to find out? Include in actions (last page)	How to reach out to the wider community and in particular how we capture our engagement with these particular protected characteristics to		

			ensure access to LCB funding is equitable. This will be picked up in the LCB review which is currently underway
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<b>Sex</b>					
Positive impact	LCB funding is still available for community groups and organisations to apply to	Negative impact	LCB funding reduced which may impact on the current offer available and impede new activities from commencing	Unequal impact	About 85% of LCB applications are currently made by women
Please evidence the data and information you used to support this assessment		Analysis of previous applications			
What opportunities are there to promote equality and inclusion?	To ensure LCB funding is advertised to as many community groups and organisations as possible by a variety of media	What do you still need to find out? Include in actions (last page)	How to reach out to the wider community and in particular how we capture our engagement with these particular protected characteristics to ensure access to LCB funding is equitable. This will be picked up in the LCB review which is currently underway		

<b>Sexual orientation</b> e.g. straight, lesbian / gay, bisexual					
Positive impact	LCB funding is still available for	Negative impact	LCB funding reduced which may impact on	Unequal impact	Groups from these protected

	community groups and organisations to apply to		the current offer available and impede new activities from commencing		characteristics generally do not apply for LCB funding specifically to support this but may benefit from the services the funding provides
Please evidence the data and information you used to support this assessment		Analysis of previous applications			
What opportunities are there to promote equality and inclusion?	To ensure LCB funding is advertised to as many community groups and organisations as possible by a variety of media	What do you still need to find out? Include in actions (last page)	How to reach out to the wider community and in particular how we capture our engagement with these particular protected characteristics to ensure access to LCB funding is equitable. This will be picked up in the LCB review which is currently underway		

<b>Socio-economic<sup>7</sup></b> e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement					
Positive impact	LCB Funding is still available	Negative impact	LCB funding is reduced. LCB funding reduced which may impact on the current offer available and impede new activities	Unequal impact	People with a socio-economic disadvantage may be less likely to benefit from community groups

<sup>7</sup>Although 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.

			from commencing  Publicity of availability of LCB funding is limited to on line and word of mouth via Ward Members and SBC Officers		accessing LCB funds or may also be less likely to apply
Please evidence the data and information you used to support this assessment		Analysis of previous LCB applications			
What opportunities are there to promote equality and inclusion?	LCB applications go through a thorough monitoring and auditing process	What do you still need to find out? Include in actions (last page)	How to improve publicity of LCB funding to those who may not engage or use the internet		

<b>Other</b> please feel free to consider the potential impact on people in any other contexts					
Positive impact	N/A	Negative impact	N/A	Unequal impact	N/A
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)			

**What are the findings of any consultation with:**

Staff?	LCB review currently underway will explore this – to be completed by April 2021	Residents?	LCB review currently underway will explore this through audit of approved LCB schemes– to be completed by April 2021
Voluntary & community sector?	LCB review currently underway will explore this through the Social Inclusion	Partners?	LCB review currently underway will explore this with Ward Members– to be

	Partnership – to be completed by April 2021		completed by April 2021
Other stakeholders?	Audits of future LCBS		

### Overall conclusion & future activity

Explain the <b>overall findings</b> of the assessment and <b>reasons for outcome (please choose one)</b> :		
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	To ensure that opportunities for residents in the protected characteristics groups, remain available despite a reduction in overall budgets. Specific consideration for this will be tied into the planned LCB review in 2021
	2b. Continue as planned	
	2c. Stop and remove	

Detail the <b>actions that are needed</b> as a result of this assessment and how they will help to <b>remove discrimination &amp; harassment, promote equal opportunities</b> and / or <b>encourage good relations</b> :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
To promote LCB funding wider and to provide CD support to consider other sources of funding.	Help remove discrimination by making the information easier to access, therefore promoting equal opportunities and encouraging good relationships	Jane Konopka	April 2021	Completion of LCB review in partnership with Portfolio Holder and Members

Approved by Assistant Director: Rob Gregory  
Date: 13/11/20

## Full Equality Impact Assessment

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

<b>What is being assessed?</b>		<b>FS38/FS41</b> – Changes to charging for garages from April 2021 onwards. Transition to charging for 52 weeks per year (as opposed to 50 weeks per year) plus a 2% increase in garage charges, equating to an overall 6% increase in fees in real terms. Changes to garages charging for the Voluntary and Community Sector (VCS) from £2 per week to £2.25 per week.		
Lead Assessor	Nadia Capuano		Assessment team	
Start date	1 <sup>st</sup> April 2021	End date		Ongoing
When will the EqlA be reviewed?	October 2021			

Who may be affected by it?	The changes to charges will apply to everyone who rents a garage in Stevenage.
What are the key aims of it?	<p>The proposal recommends ceasing the historical alignment of garage charging with the charging that takes place in Housing and the current set up on Northgate, through which the weekly rental charge is multiplied by 50 weeks of the year. The aim is to shift to charging for garages for 52 weeks of the year and apply a 2% inflationary increase for 21/22 to assist with the financial security of the council and move towards the establishment of a commercial charging policy, with concessions.</p> <p>The key difference between garages and housing is that in housing a yearly charge is calculated based on the sum of 52 weeks per year rental charge and is then divided by 50 weeks to calculate a weekly figure; for garages however the multiplication of the weekly charge by 50 leads to a two week deficit or 4% in lost rental income on an annual basis. Housing operate this system on the premise that the two rent-free weeks allow residents the opportunity to catch up on any arrears around Christmas time and the end of the financial year. For the garages portfolio the opportunity to 'catch up' on payments makes</p>

a difference in the short-term to the levels of outstanding debt, however historical data shows that arrears have crept up again by half three months later.  
 At present the rates for the Voluntary and Community Sector (VCS) are set at £2 per week. The proposal recommends that in 21/22 the rates are increased to £2.25 per week in order to bring increased revenue to the council and assist with the financial security challenges.

What <b>positive measures</b> are in place (if any) to help <b>fulfil our legislative duties</b> to:					
Remove discrimination & harassment	Residents with disabilities are placed at the top of the garages waiting list after 6 months and can select from available garages at this stage	Promote equal opportunities	Council tenants do not pay the VAT on garages and therefore less than non-council tenants  VCS benefit from a largely reduced rate (they pay just 18% of the costs of a standard garage)	Encourage good relations	Changes to garages charging will be communicated as early as possible to tenants so that they can decide as to whether they wish to move to a cheaper garage/terminate their garage tenancy. Payment plans are offered as a temporary measure to those that are struggling to pay garage rentals.

What sources of data /



<p>information are you using to inform your assessment?</p>	<p>Data held in the garages function Comparative pricing and policy data for the following District/Borough councils:</p> <ul style="list-style-type: none"> <li>• Welwyn-Hatfield District Council</li> <li>• Dacorum District</li> <li>• Brentwood Borough Council</li> <li>• Luton Borough Council</li> </ul>
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<p>In assessing the potential impact on people, are there any overall comments that you would like to make?</p>	<p>Residents in Stevenage rent garages for two reasons; parking or storage; they are non-essential items that are nice to have. Garage prices vary according to the specification but in real terms, for a resident renting a standard garage (category A) at £11.80 per week, the weekly price would increase to £12.05 per week, an increase of 35p. As they will be paying for 2 extra weeks per year, in real terms this equates to an additional £37 per year or 71p per week (net of VAT, which varies as housing tenants do not pay VAT whilst non-housing tenants do).</p> <p>New pricing will be introduced for the 6 new premium garages that are coming on stream as a result of the GIP, at £15 per week, reflective of their larger, more modern specification.</p> <p>These changes bring SBC in line with Welwyn-Hatfield Council, who have shifted to 52 week charging for garages in recent years. Benchmarking information shows that with the new pricing SBC will be middle of the range for garage charging. Dacorum council charge £15.78 per week over 52 weeks of the year (£16.86 if in one of their 'high demand' areas), Luton council £12.00 over 52 weeks of the year and Brentwood council £11.74 over 52 weeks of the year. In the private garage rental market Harpenden (Willow Way) charge £28 per week plus £200 refundable deposit and £49.50 set up fee, Watford (Trevallace Way) charge £21 per week plus £200 refundable deposit, and £49.50 set up fee and Bedford (The Pastures) charge £16 per week plus £200 refundable deposit and £49.50 set up fee.</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:

<b>Age</b>								
Positive impact	N/A		Negative impact	N/A		Unequal impact	N/A	
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)			

<b>Disability</b> e.g. physical impairment, mental ill health, learning difficulties, long-standing illness								
Positive impact	N/A		Negative impact	N/A		Unequal impact	N/A	
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)			

<b>Gender reassignment</b>								
Positive impact	N/A		Negative impact	N/A		Unequal impact	N/A	
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)	

<b>Marriage or civil partnership</b>			
Positive impact	N/A	Negative impact	N/A
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)	

<b>Pregnancy &amp; maternity</b>			
Positive impact	N/A	Negative impact	N/A
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)	

<b>Race</b>			
Positive impact	N/A	Negative impact	N/A
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)	

<b>Religion or belief</b>			
Positive impact	N/A	Negative impact	N/A
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)	

<b>Sex</b>			
Positive impact	N/A	Negative impact	N/A
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)	

<b>Sexual orientation</b> e.g. straight, lesbian / gay, bisexual			
Positive impact	N/A	Negative impact	N/A

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)	

<b>Socio-economic<sup>8</sup></b> e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement					
Positive impact	N/A	Negative impact	Yes	Unequal impact	Yes
Please evidence the data and information you used to support this assessment		<p>Information on our current garage tenants. Comparative data with other local councils, including Welwyn-Hatfield, Dacorum, Luton and Brentwood to check against their pricing and process. Comparative data with private garage rental companies, including those in Harpenden, Watford and Bedford. The changes to pricing may impact on those who have recently become unemployed or who have seen their income reduced; this figure is likely to be higher than in recent times due to the impact of Covid-19. There is likely to be a low negative impact on VCS as a result of the increase in their pricing as this equates to 25p extra per week or £13 per year, which is lower in monetary terms than the increase on the majority of the garage stock. Many of the VCS have multiple members, meaning that the costs may be able to be divided between them.</p>			
What opportunities are there to promote equality and inclusion?	Offer of cheaper garages to those seeking to terminate their tenancy, including the offer of	What do you still need to find out? Include in actions (last page)			

<sup>8</sup>Although 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.

	bubble garages for storage options.		
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<b>Other</b>			
please feel free to consider the potential impact on people in any other contexts			
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)	

**What are the findings of any consultation with:**

Staff?		Residents?	
Voluntary & community sector?		Partners?	
Other stakeholders?			

## Overall conclusion & future activity

Explain the <b>overall findings</b> of the assessment and <b>reasons for outcome</b> (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	2b. Continue as planned with actions listed below
	2c. Stop and remove	

Detail the <b>actions that are needed</b> as a result of this assessment and how they will help to <b>remove discrimination &amp; harassment, promote equal opportunities</b> and / or <b>encourage good relations</b> :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
Offer cheaper garages where possible to tenants who do not wish to incur additional charges	Equal opportunities and good relations	Rebecca Millett/ Michelle Upchurch	Following communication of increases	Directives to garages management team and monitoring of activity of Garage Lettings and Technical Officer
Offer flexible payment plans to clear arrears	Equal opportunities and good relations	Rebecca Millett/ Michelle Upchurch	Following implementations of increases	Directives to garages management team and monitoring of the activity of the Garages and Markets Technical Officer.

Monitor feedback from VCS on the impact of increased charges	Equal opportunities and good relations	Rebecca Millett/ Michelle Upchurch	Following communication of increases	Directives to garages management team and monitoring if correspondence to the Garages and Markets Technical Officer
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**Approved by Assistant Director / Strategic Director: Steve Dupoy**

**Date: 11/11/20**



## Brief Equality Impact Assessment

### For a minor operational change / review / simple analysis

What is being assessed?	<b>FS40</b> – Movement of Voluntary and Community Sector garages (VCS) from high demand areas into low demand areas	What are the key aims of it?	SBC's Conditions of Tenancy state that VCS organisations occupying high demand garages are 'required and agree to transfer to an area of low demand'. This is applicable to 47 organisations and is ongoing. The aim is to rent out the freed up high demand garages with tenants paying full rental, thus bringing in additional income to the council and assisting with financial security challenges.		
Who may be affected by it?	Voluntary and Community Sector organisations who rent garages in Stevenage				
Date of full EqlA on service area (planned or completed)					
Form completed by:	Nadia Capuano	Start date	01/10/20	End date	31/03/22
		Review date	01/10/21		

What data / information are you using to inform your assessment?	Current data on numbers of VCS in Stevenage and feedback from organisations on the proposals so far. Demand data to establish where lower demand areas for VCS garages may be.	Have any information gaps been identified along the way? If so, please specify	No
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Explain the <b>potential positive, negative or unequal impact</b> on the following characteristics and <b>how likely</b> this is:			
Age	Unequal – older members of	Race	N/A

	VCS may find it more difficult to move items into a different garage		
Disability	Unequal – disabled members of VCS may find it more difficult to move items into a different garage	Religion or belief	N/A
Gender reassignment	N/A	Sex	N/A
Marriage or civil partnership	N/A	Sexual orientation	N/A
Pregnancy & maternity	N/A	Socio-economic <sup>9</sup>	N/A
Other	N/A		

Where there is a likely <b>positive impact</b> , please explain how it will help to <b>fulfil our legislative duties</b> to:					
Remove discrimination & harassment		Promote equal opportunities	Tenants will be moved to garages as close to their existing garage as possible to minimise disruption.	Encourage good relations	
			Tenants will the option to pay the full rate for the garage if they wish to keep the specific plot		

<sup>9</sup>Although 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.

**What further work / activity is needed as a result of this assessment?**

Action	Responsible officer	How will this be delivered and monitored?	Deadline
Monitor feedback from VCS	Michelle Upchurch	Monitoring feedback from VCS following proposal of move into low-demand garages	Commencing October 2020

**Approved by Assistant Director / Strategic Director: Steve Dupoy**  
**Date: 11/11/20**

## Brief Equality Impact Assessment

### For a minor operational change / review / simple analysis

What is being assessed?	<b>FS43 – Reduce Training Budget during 2021-22</b>	What are the key aims of it?	To consider the potential impact of the proposed saving of reducing the training budget for 2021/22 on all staff and particularly those under the protected characteristics.		
Who may be affected by it?					
Date of full EqIA on service area (planned or completed)					
Form completed by:	Clare Davies	Start date	November 2020	End date	Ongoing
		Review date	November 2021		

What data / information are you using to inform your assessment?	Workforce Equalities Data as of November 2020	Have any information gaps been identified along the way? If so, please specify	Currently no workforce information is held on socio-economic status of the Stevenage Borough Council workforce and therefore this cannot be assessed.
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Explain the <b>potential positive, negative or unequal impact</b> on the following characteristics and <b>how likely</b> this is:			
Age	We do not hold data on employee characteristics for take up of learning and development opportunities	Race	We do not hold data on employee characteristics for take up of learning and development opportunities
Disability	We do not hold data on employee characteristics for take up of learning and development opportunities	Religion or belief	We do not hold data on employee characteristics for take up of learning and development opportunities

Gender reassignment	Data for this protected characteristic is incomplete for the employees impacted by the proposed savings options.	Sex	We do not hold data on employee characteristics for take up of learning and development opportunities
Marriage or civil partnership	We do not hold data on employee characteristics for take up of learning and development opportunities	Sexual orientation	We do not hold data on employee characteristics for take up of learning and development opportunities
Pregnancy & maternity	No information is held on the pregnancy and maternity status of the employees impacted by the proposed savings.	Socio-economic <sup>10</sup>	No information is held on the socio-economic status of the employees impacted by the proposed savings.
Other			

Where there is a likely <b>positive impact</b> , please explain how it will help to <b>fulfil our legislative duties</b> to:					
Remove discrimination & harassment	Learning and development opportunities are available and taken up by all staff regardless of their background In response to the Covid pandemic more learning and development offers	Promote equal opportunities	Access to the apprenticeship levy funded courses is available to all staff	Encourage good relations	

<sup>10</sup>Although 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.

	and moving to virtual platforms and this often reduces costs.				
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**What further work / activity is needed as a result of this assessment?**

Action	Responsible officer	How will this be delivered and monitored?	Deadline
Record protected characteristics data on staff completing learning and development courses	Clare Davies	Developing the HR System	April 2021

**Approved by Assistant Director / Strategic Director: Clare Davies**  
**Date:12.11.20**

## Brief Equality Impact Assessment

### For a minor operational change / review / simple analysis

What is being assessed?	<b>Reduced Graduate Training Budget</b>	What are the key aims of it?	To consider the potential impact of the proposed saving of reducing the graduate training budget for 2021/22 on all staff and particularly those under the protected characteristics.		
Who may be affected by it?					
Date of full EqIA on service area (planned or completed)					
Form completed by:	Clare Davies	Start date	November 2020	End date	Ongoing
		Review date	November 2021		

What data / information are you using to inform your assessment?	Workforce Equalities Data as of November 2020	Have any information gaps been identified along the way? If so, please specify	Currently no workforce information is held on socio-economic status of the Stevenage Borough Council workforce and therefore this cannot be assessed.
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Explain the <b>potential positive, negative or unequal impact</b> on the following characteristics and <b>how likely</b> this is:			
Age	The number of employees impacted by the savings is less than 5 and therefore not identified. However, all graduates at SBC are from the National Local Government Scheme and have a full learning and	Race	The number of employees impacted by the savings is less than 5 and therefore not identified.

	development programme. We also have vacant posts so they will not be disproportionately impacted.		
Disability	None of the employees impacted by the proposed savings have identified as disabled and therefore no disproportionate effects are anticipated.	Religion or belief	The number of employees impacted by the savings is less than 5 and therefore not identified.
Gender reassignment	Data for this protected characteristic is incomplete for the employees impacted by the proposed savings options.	Sex	The number of employees impacted by the savings is less than 5 and therefore not identified.
Marriage or civil partnership	The number of employees impacted by the savings is less than 5 and therefore not identified.	Sexual orientation	The number of employees impacted by the savings is less than 5 and therefore not identified.
Pregnancy & maternity	No information is held on the pregnancy and maternity status of the employees impacted by the proposed savings.	Socio-economic <sup>11</sup>	No information is held on the socio-economic status of the employees impacted by the proposed savings.
Other			

Where there is a likely <b>positive impact</b> , please explain how it will help to <b>fulfil our legislative duties</b> to:					
Remove discrimination	Continue with	Promote equal	Access to the	Encourage good	

<sup>11</sup> Although 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.



& harassment	National Graduate Programme Development Programme and promote other learning opportunities	opportunities	apprenticeship levy funded courses	relations	
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**What further work / activity is needed as a result of this assessment?**

Action	Responsible officer	How will this be delivered and monitored?	Deadline

**Approved by Assistant Director / Strategic Director: Clare Davies**  
**Date: 12.11.20**

## Brief Equality Impact Assessment

### For a minor operational change / review / simple analysis

What is being assessed?	<b>FS45 – Removal of cash collection</b>	What are the key aims of it?	Stop collecting cash in order to save money, as alternative payment methods are available.		
Who may be affected by it?	Residents, Businesses, Staff, Partners				
Date of full EqlA on service area (planned or completed)	N/A				
Form completed by:	Ruth Luscombe	Start date		End date	
		Review date			

What data / information are you using to inform your assessment?	Cash represented only 1.17% of payments collected last year and alternative means are available for all services.	Have any information gaps been identified along the way? If so, please specify	We do not know who pays for car parking in cash. However there are a number of alternatives available. There are health and hygiene reasons for not accepting cash during the COVID-19 pandemic – card and phone payments are available.
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Explain the <b>potential positive, negative or unequal impact</b> on the following characteristics and <b>how likely</b> this is:			
Age	N/A	Race	N/A
Disability	N/A	Religion or belief	N/A
Gender reassignment	N/A	Sex	N/A
Marriage or civil partnership	N/A	Sexual orientation	N/A

Pregnancy & maternity	N/A	Socio-economic <sup>12</sup>	Unequal – those small minority of people who may not have a bank account may be negatively impacted. Cash payments which would have been made to Customer Services can still be made via the Post Office.
Other			

Where there is a likely <b>positive impact</b> , please explain how it will help to <b>fulfil our legislative duties</b> to:				
Remove discrimination & harassment		Promote equal opportunities		Encourage good relations

**What further work / activity is needed as a result of this assessment?**

Action	Responsible officer	How will this be delivered and monitored?	Deadline
If a negative or unequal (high or low) impact has been identified, you should assess this further in a Full EqIA	Ruth Luscombe	Keep payment options under review in response to customer feedback	April 2022

**Approved by Assistant Director / Strategic Director: Ruth Luscombe**  
**Date: 12<sup>th</sup> November 2020**

<sup>12</sup>Although 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.

# Brief Equality Impact Assessment

## For a minor operational change / review / simple analysis

What is being assessed?	<b>FS19</b> - Combine the Town-wide Resident Survey and the Council Tenant Satisfaction Survey (known as 'STAR'), which are now undertaken every 3 years.	What are the key aims of it?	<p>The Town-wide survey of resident householders seeks feedback and resident perception on a range of issues and services and supports the council's priority-setting process.</p> <p>The 'STAR' survey is used across the housing sector and enables the council to assess levels of tenant and leaseholder satisfaction, to identify their priorities and to shape its services accordingly.</p> <p>The proposal is to reduce the overall cost by combining the two surveys and/or reducing the survey length/overall numbers surveyed. Additionally, there are plans to increase other community engagement activities at the co-operative neighbourhood level, which will complement the Resident and STAR surveys. These will be undertaken 'in-house' by the council's community development team, supported by other colleagues – potentially using a “big knock” approach.</p>		
Who may be affected by it?	Resident householders and council tenants				
Date of full EqlA on service area (planned or completed)	N/A				
Form completed by:	Katrina Shirley	Start date	14.11.20	End date	
		Review date	N/A		

<p>What data / information are you using to inform your assessment?</p>	<p>SBC Resident Survey Report 2017/18  SBC STAR Survey Report  SBC Community Engagement Framework  SBC Equality and Diversity Policy  Housemark STAR guidance  Local Government Association (LGA) guidance on benchmarking resident satisfaction data.</p> <p><u>General Comments:</u></p> <p><u>Resident/STAR survey responses:</u></p> <p>In conducting the surveys, the views of random samples of resident householders and tenants are canvassed. In 2017/18, the surveys resulted in the following number of responses</p> <ul style="list-style-type: none"> <li>• Resident survey – 1067 (margin of error in results = +/- 3%)</li> <li>• General Needs tenants – 483 (margin of error in results = +/- 4%)</li> <li>• Sheltered tenants – 367 (margin of error in results = +/- 3.75)</li> </ul> <p>Returned samples are checked for differential response rates and results are weighted to correct for this, so that the reported results are broadly representative of the population of residents and tenants.</p> <p>The number of responses achieved in 2017/18 met good practice standards and benchmarking requirements. Every effort will be made to achieve the same level of responses from residents and general needs tenants in 2021/22 through the combined survey, if the budget allows. It is unlikely that the same level of sheltered tenant responses can be achieved as in 2017/18 however. It should be noted that the combined total number people surveyed will be lower than in 2017/18, and the</p>	<p>Have any information gaps been identified along the way? If so, please specify</p>	<p>Detailed information on the size of sample/ breadth of survey questions that can be achieved within the revised budget.</p>
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range of issues consulted upon will be reduced (however, see comments below on addressing this and enhancing the approach through the use of other engagement channels).

Anonymised information on the protected characteristics of respondents is collected through the survey in respect of sex, age, ethnic origin, disability and working status. This enables some analysis of the profile of tenants and residents to be undertaken and enables significant differences in responses to be identified. It should be noted that all results are subject to sampling tolerances, which means that not all differences are statistically significant, particularly where the numbers within a particular protected characteristic group are relatively small.

#### SBC Community Engagement Framework

The Resident and STAR surveys are just one part of a broader approach to community engagement in Stevenage, which involves a range of ways in which the council consults with and involves residents and tenants. The Community Engagement Framework includes the following aim (which aligns with Goal 3 of the Equality & Diversity Policy):

- Providing and developing creative ways to engage with our communities, ensuring equality of opportunity in having a voice, which will be achieved by:
  - Promoting and supporting processes that engage and provide representation for communities in decision making
  - Developing more creative approaches that encourage engagement from all sections of our community, using digital and neighbourhood networks
  - Providing opportunities for our protected characteristic communities to come together in exploring the needs of minority communities, groups and organisations.

In this context, in 2021/22, a co-ordinated approach will be adopted, in

	<p>which the Resident/STAR survey will be complemented by other engagement activities at the Cooperative Neighbourhood level. This is a positive step that will enable us to reach new people in different ways, including those from protected characteristic groups.</p>		
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Explain the <b>potential positive, negative or unequal impact</b> on the following characteristics and <b>how likely</b> this is:			
Age	<p><b>General (potential neutral impact)</b>            In general terms, if the same number of responses from residents and general needs tenants can be achieved as in 2017/18 within the revised budget, views of differing ages can continue to be canvassed and compared through the combined Resident/STAR survey to the same level of statistical accuracy.</p> <p><b>Older People (potential negative impact)</b>            It will not be possible within a combined, shorter survey to ask the specific additional questions to Independent Living Scheme tenants that were asked in the STAR 2017/18 and the number of responses from these tenants will be lower. This may be mitigated through a separate engagement activity, but this will require internal resource.</p> <p><b>Younger People (potential positive impact)</b>            As the Resident Survey is targeted at householders, the profile of respondents is inherently older than the general resident population. By undertaking other engagement</p>	Race	<p><b>Potential Positive Impact</b>            In general terms, if the same number of responses from residents and tenants can be achieved as in 2017/18, views of residents and tenants from black, Asian and minority ethnic backgrounds can continue to be canvassed and compared through the combined survey, to the same level of statistical accuracy.</p> <p>However, the Resident/STAR survey has limitations in this regard, given the generalised nature of the survey and the relatively small number of responses that can be achieved through the sample from people from black, Asian and minority ethnic backgrounds.</p> <p>By undertaking more focused engagement activity with the diverse range of black, Asian and minority ethnic communities in Stevenage, their views and feedback can be better captured.</p>

	activity specifically targeted at younger people, the views of this group will be better captured.		
Disability	<p><b>Potential Positive Impact</b> In general terms, if the same number of responses from residents and tenants can be achieved as in 2017/18, views of residents and tenants with disabilities can continue to be canvassed and compared through the combined survey, to the same level of statistical accuracy.</p> <p>In addition, by undertaking complementary engagement activity specifically targeted at people with disabilities, more focused consultation with this group can be achieved.</p>	Religion or belief	<p><b>Potential Positive Impact</b> Previous Resident and STAR surveys have not analysed results by respondents' religion or belief and because of the general nature of the surveys and the sampling approach, it is unlikely they would be particularly effective in this regard.</p> <p>By undertaking more focused engagement activity with faith groups the views of people of different religion or beliefs can be better captured.</p>
Gender reassignment	<p><b>Potential Positive Impact</b> Previous Resident and STAR surveys have not analysed results by this protected characteristic and because of the general nature of the surveys and the sampling approach, it is unlikely they would be effective in this regard.</p> <p>There is the potential to undertake more focused engagement activity to capture the views of this protected characteristic group.</p>	Sex	<p><b>Potential Neutral Impact</b> In general terms, if the same number of responses from residents and tenants can be achieved as in 2017/18, views of male and female respondents can continue to be canvassed and compared through the combined Resident/STAR survey to the same level of statistical accuracy.</p>
Marriage or civil partnership	<p><b>Neutral Impact:</b> In general terms, if the same number of responses from residents and tenants can be achieved as in 2017/18, views of people of</p>	Sexual orientation	<p><b>Potential Positive Impact:</b> The previous Resident and STAR surveys did not analyse results in relation to this protected characteristic and more focused engagement</p>



	different marital status can continue to be canvassed and compared through the combined Resident/STAR survey to the same level of statistical accuracy.		activity may enable views to be better captured.
Pregnancy & maternity	<b>Neutral Impact:</b> The Resident and STAR surveys do not analyse results in relation to this protected characteristic.	Socio-economic <sup>13</sup>	<b>Potential Neutral Impact:</b> In general terms, if the same number of responses from residents and tenants can be achieved as in 2017/18, views of respondents from differing socio-economic backgrounds can continue to be canvassed and compared through the combined Resident/STAR survey to the same level of statistical accuracy.
Other			

Where there is a likely <b>positive impact</b> , please explain how it will help to <b>fulfil our legislative duties</b> to:					
Remove discrimination & harassment	By widening the range of engagement activities, the council can better understand whether perceptions of the town and the experience of council services differ amongst people from protected	Promote equal opportunities	The proposed approach to widen the range of engagement activities will increase opportunities for people from protected characteristic groups to express their views on issues and services and better	Encourage good relations	

<sup>13</sup>Although 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.

	characteristic groups compared to the wider population		inform council decisions		
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**What further work / activity is needed as a result of this assessment?**

Action	Responsible officer	How will this be delivered and monitored?	Deadline
Establish the revised Resident/STAR survey sampling/questionnaire approach	Corporate Policy & Business Support Manager	C&N Service Plan	February 2021
Develop an engagement plan incorporating both the Resident/STAR survey and other engagement activities	Community Development Manager	C&N Service Plan	February 2021

**Approved by Assistant Director/ Strategic Director: Rob Gregory**

**Date: 16/11/20**

# Full Equality Impact Assessment

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

<b>What is being assessed?</b>		Introduction of revised charges for the cemetery provisions.			
Lead Assessor	L Walker			Assessment team	L Walker C Skeels
Start date	1 <sup>st</sup> January 2021	End date	31 <sup>st</sup> December 2021		
When will the EqlA be reviewed?					

Who may be affected by it?	Residents and customers choosing SBC cemeteries for the burial or interment of deceased relatives etc.
What are the key aims of it?	Increased charges to move towards it being a non-subsidised service

<b>What positive measures</b> are in place (if any) to help fulfil our legislative duties to:				
Remove discrimination & harassment		Promote equal opportunities		Encourage good relations

What sources of data / information are you using to inform your assessment?	<p>Current financial data / performance</p> <p>Market intelligence in terms of appetite for service. Benchmarking against other Hertfordshire Local Authorities data for burial fees and charges.</p>
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In assessing the potential impact on people, are there any overall comments that you would like to make?	The fees and charges are applied consistently and are not influenced by any factors. Consideration is given specifically to the Socio-Economic category, as part of the range of interment options. This ensures that where there may be some unequal impact in the socio-economic category, that there are also options for individuals that may struggle to afford other options.
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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:

<b>Age</b>					
Positive impact			Negative impact		
Please evidence the data and information you used to support this assessment			No restrictions or impact relating to age. Same fees apply for service regardless of age		
What opportunities are there to promote equality and inclusion?				What do you still need to find out? Include in actions (last page)	

<b>Disability</b>					
<b>e.g. physical impairment, mental ill health, learning difficulties, long-standing illness</b>					
Positive impact			Negative impact		
Please evidence the data and information you used to support this assessment			No impact, charges relate to all those choosing to use the service		
What opportunities are there to promote equality and inclusion?				What do you still need to find out? Include in actions (last page)	

<b>Gender reassignment</b>			
Positive impact		Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment	No impact, charges relate to all those choosing to use the service		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Marriage or civil partnership</b>			
Positive impact		Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment	No impact, charges relate to all those choosing to use the service		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Pregnancy &amp; maternity</b>			
Positive impact		Negative impact	Unequal impact
Please evidence the data and information you used to support this assessment	No impact, charges relate to all those choosing to use the service		
	Please note that for deceased babies and children (under 16) parents/guardians are not charged burial or ashes interment fees		
What opportunities are there to promote		What do you still need to find out? Include in	

equality and inclusion?		actions (last page)	
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<b>Race</b>			
Positive impact	Negative impact	Unequal impact	
Please evidence the data and information you used to support this assessment	No impact, charges relate to all those choosing to use the service		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Religion or belief</b>			
Positive impact	Negative impact	Unequal impact	
Please evidence the data and information you used to support this assessment	No impact, charges relate to all those choosing to use the service		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Sex</b>			
Positive impact	Negative impact	Unequal impact	
Please evidence the data and information you used to support this assessment	No impact, charges relate to all those choosing to use the service		
What opportunities are there to promote		What do you still need to find out? Include in	

equality and inclusion?		actions (last page)	
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<b>Sexual orientation</b> e.g. straight, lesbian / gay, bisexual			
Positive impact	Negative impact	Unequal impact	
Please evidence the data and information you used to support this assessment	No impact, charges relate to all those choosing to use the service		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Socio-economic<sup>14</sup></b> e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement			
Positive impact	Negative impact	Unequal impact	Yes
Please evidence the data and information you used to support this assessment	Increased charges will impact on ability to pay for service for some users; this is likely to disproportionately affect users of a lower socio-economic group. Benchmarking against other local authorities suggests that overall our offering is still below others, especially when taking into account the new Sanctum product range.		
What opportunities are there to promote equality and inclusion?	The council offers a range of interment options of differing fees to ensure the services are inclusive to all including the new Sanctum product range. This	What do you still need to find out? Include in actions (last page)	

<sup>14</sup>Although 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.

	product is a more affordable offering compared to burial or interment options. If a family is financially struggling and in receipt of certain benefits there is government/social help available as well as the option to involve the assistance of our Environmental Health Dept.		
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<b>Other</b>					
<b>please feel free to consider the potential impact on people in any other contexts</b>					
Positive impact		Negative impact	Yes	Unequal impact	
Please evidence the data and information you used to support this assessment		Increased charges and triple fees may impact non Stevenage Borough residents' ability to pay for the service.			
What opportunities are there to promote equality and inclusion?	All families have the ability to choose a cemetery within the deceased's own district which will not be charged additional for non-residency.	What do you still need to find out? Include in actions (last page)			

**What are the findings of any consultation with:**

Staff?	SDS management /Finance	Residents?	
Voluntary & community sector?		Partners?	
Other stakeholders?	LA benchmarking		



## Overall conclusion & future activity

Explain the <b>overall findings</b> of the assessment and <b>reasons for outcome (please choose one)</b> :		
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	To move towards a non-subsidised service
	2c. Stop and remove	

Detail the <b>actions that are needed</b> as a result of this assessment and how they will help to <b>remove discrimination &amp; harassment, promote equal opportunities</b> and / or <b>encourage good relations</b> :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
Monitor impact of charges on service and numbers of services being undertaken	Will help to inform future pricing policies	L Walker	31 Oct 21	Monthly budget monitoring Feedback from residents / funeral undertakers

Approved by Assistant Director / Strategic Director: Steve Dupoy

Date: 11/11/20

## Full Equality Impact Assessment

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

<b>What is being assessed?</b>		<b>Meadow Grassland Management to Selected Parks</b>			
Lead Assessor	Julia Hill			Assessment team	Kris White Gordon Drake
Start date	February 2021	End date			
When will the EqIA be reviewed?	November 2021				

Who may be affected by it?	Residents; visitors; clubs; community groups; employees; organisations
What are the key aims of it?	<ul style="list-style-type: none"> <li>• To provide accessible, clean, green and well managed public spaces</li> <li>• To make provision across the town for a range of park users – formal and informal</li> <li>• To provide a diversity of landscape within the main parks to benefit users and wildlife</li> <li>• Financial security savings</li> </ul>

What <b>positive measures</b> are in place (if any) to help <b>fulfil our legislative duties</b> to:					
Remove discrimination & harassment	• Parks are accessible to everyone, at	Promote equal opportunities	• Parks are accessible to everyone,	Encourage good relations	• Volunteering

	no cost.	s	at no charge.		opportunities • Community events
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What sources of data / information are you using to inform your assessment?	<ul style="list-style-type: none"> <li>• Previous experience</li> <li>• Feedback from parks users and residents</li> </ul>
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In assessing the potential impact on people, are there any overall comments that you would like to make?	Wide paths will be cut through the meadow grassland so all visitors currently able to access the short mown grass will be able to access the meadows too. Areas of short mown grass will be maintained at each site to enable access to fixed equipment (play or outdoor gym) and to provide space for informal use such as family picnics, informal kickabout areas etc.
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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					
Positive impact	None	Negative impact	None	Unequal impact	None
Please evidence the data and information you used to support this assessment		The parks are freely open to all members of the community.			

What opportunities are there to promote equality and inclusion?	Make future interpretation boards easy to read for all ages.	What do you still need to find out? Include in actions (last page)	
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<b>Disability</b> e.g. physical impairment, mental ill health, learning difficulties, long-standing illness					
Positive impact	Better access to wildlife can improve mental wellbeing	Negative impact	None	Unequal impact	None
Please evidence the data and information you used to support this assessment		The parks are freely open to all members of the community. Wide paths will be cut through the meadow grass, so they are accessible to residents with disabilities.			
What opportunities are there to promote equality and inclusion?	Make future interpretation boards easy to access for all abilities.	What do you still need to find out? Include in actions (last page)			

<b>Gender reassignment</b>					
Positive impact	None	Negative impact	None	Unequal impact	None
Please evidence the data and information you used to support this assessment		The parks are freely open to all members of the community.			

What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	
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<b>Marriage or civil partnership</b>					
Positive impact	None	Negative impact	None	Unequal impact	None
Please evidence the data and information you used to support this assessment		The parks are freely open to all members of the community.			
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

<b>Pregnancy &amp; maternity</b>					
Positive impact	None	Negative impact	None	Unequal impact	None
Please evidence the data and information you used to support this assessment		The parks are freely open to all members of the community.			
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

<b>Race</b>					
Positive impact	None	Negative impact	None	Unequal impact	None
Please evidence the data and information you used to support this assessment		The parks are freely open to all members of the community.			
What opportunities are there to promote equality and inclusion?	Include opportunity for translation to any interpretation boards		What do you still need to find out? Include in actions (last page)		

<b>Religion or belief</b>					
Positive impact	None	Negative impact	None	Unequal impact	None
Please evidence the data and information you used to support this assessment		The parks are freely open to all members of the community.			
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

<b>Sex</b>					
Positive impact	None	Negative impact	None	Unequal impact	None

Please evidence the data and information you used to support this assessment	The parks are freely open to all members of the community.		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

<b>Sexual orientation</b> e.g. straight, lesbian / gay, bisexual					
Positive impact	None	Negative impact	None	Unequal impact	None
Please evidence the data and information you used to support this assessment		The parks are freely open to all members of the community.			
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

## Socio-economic<sup>15</sup>

e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement

Positive impact	<p>The parks are freely open to all members of the community.</p> <p>Parks have good public transport links through bus routes, cycle tracks and pedestrian footpaths.</p>	Negative impact	None	Unequal impact	None
Please evidence the data and information you used to support this assessment		The parks are freely open to all members of the community.			
What opportunities are there to promote equality and inclusion?	Promotion of parks and the variety of opportunities that they offer	What do you still need to find out? Include in actions (last page)			

<sup>15</sup>Although 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.



<b>Other</b> please feel free to consider the potential impact on people in any other contexts					
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)		

**What are the findings of any consultation with:**

Staff?		Residents?	A number of residents have requested more meadow managed grassland in the town
Voluntary & community sector?		Partners?	
Other stakeholders?	The introduction of more meadow managed grassland is an action within the Stevenage Biodiversity Action Plan, and fits with the towns efforts to tackle climate change		

**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		No inequality / inclusion issues identified, but opportunities identified to promote equality and inclusion will be taken forward.
Negative / unequal impact, barriers to inclusion or improvement opportunities identified	2a. Adjustments made	
	2b. Continue as planned	
	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?
Implement interpretation boards to explain why, how and benefits of managing meadow grassland in the parks	Signage will be designed to be as inclusive as possible for all Stevenage residents and visitors	Julia Hill	March 2021	Included within SDS Communications Plan for 2021 and beyond

**Approved by Assistant Director / Strategic Director: Steve Dupoy**  
**Date: 11/11/20**