

## **FINANCIAL SECURITY: 2022/23 Appendix D**

### **Overall Equality Impact Assessment of proposals**

#### **Equality at Stevenage Borough Council**

1. 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.
2. 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.
3. Based on the protected characteristics under the Equality Act 2010, the Equality Impact Assessment 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.
4. 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.
5. 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

#### **Making Your Money Savings Count Proposals 2022/23**

6. Prior to their consideration at Executive in December 2021, 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 direct public impact and so have not been subject to any further EqIA.

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7. Where a negative, positive or disproportionate impact is likely, Assistant Directors and other appropriate managers have drafted Equality Impact Assessments.
8. This year there are seven proposals that may potentially have a positive, negative or disproportionate impact. These are:
  1. Introducing an annual service charge for the cleansing, sweeping and weeding of garages.
  2. increase in Garage Fees & Charges
  3. Raising off street parking fees
  4. Change to on-street parking tariffs
  5. Removal of car parking validator discounts for commercial business customers and staff in the town centre
  6. Reducing the cost of the Play Service whilst continuing to provide free play opportunities across the town.
  7. Savings in the Customer Service Centre including shortening the opening hours for face to face appointments.
9. The potential impact of these proposals is summarised over the following pages and will inform the recommendations made at Executive and Council in January and February 2022. Action to further analyse or mitigate the impact on people with particular protected characteristics is identified where appropriate.
10. It should be noted that some of the proposals are at a very early stage, and it will only be possible to assess their potential impact once these proposals are further developed. It is therefore probable that further potential impacts will be identified, along with appropriate mitigations, over the coming weeks and months.
11. The following further activity will take place:
  - January – February 2022 - EqlAs further developed, considering further evidence as available
  - February 2022 - Consideration of all completed EqlAs at Council meeting, alongside the budget proposals
  - Ongoing review and update of EQIA's and impact as proposals are further developed and implemented throughout 2022/23, including consultation and engagement as appropriate.

## Summary of potential impacts identified as a result of budget proposals

Protected characteristic	Summary potential impact(s)	Mitigating action(s)	Responsible officer
Age	<p>Older people may be on lower/fixed incomes and therefore more vulnerable to socio-economic impacts. ONS data confirms that under 30s and over 65s have lower than average incomes, with ages in between having higher than average incomes, raising the possibility of more than inflationary price increases having a disproportionate effect on them.</p> <p>Ref</p> <ol style="list-style-type: none"> <li>1. Older people may be more likely to need to visit the hospital area, so any increases in charges for parking in that area could impact them more than other people.</li> <li>2. Proposals to remove the car parking validator discounts for commercial business customers and staff in the town centre could impact on older people in particular. A high percentage of visitors to the leisure related commercial activity in particular may be elderly and some may be on pension credit. The increase in parking charges may have a negative impact on their finances.</li> </ol>	<ol style="list-style-type: none"> <li>1. Fees in the vicinity of the hospital would remain significantly cheaper than those offered by the hospital car parks (and therefore clearly below the market rate). There are also good public transport links to the hospital for those able to use them.</li> <li>2. Signposting to public transport options in and around the town centre, thus avoiding the need to drive in and pay to park.</li> </ol> <p>It is believed that many people accessing these business already use the bus rather than drive, so the potential impact will be minimal.</p> <p>Commercial operators have the option to retain the validator machine (for a monthly fee) so that the organisations can continue to offer discounted parking to their workers and customers if they wish. Staff at the Holiday Inn and Holiday Inn Express have the option to purchase car park season tickets, which offer a 10% discount on monthly season</p>	<ol style="list-style-type: none"> <li>1. Assistant Director Planning and Regeneration</li> <li>2. Assistant Director Planning and Regeneration</li> </ol>

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	<p>3. Older people may also be negatively impacted by increases in charges for garages. Whilst the increase up to a maximum of 60p a week is considered minimal, for those on pension credit this may make renting some garages unaffordable.</p> <p>4. This also applies to the increased charges for garage freeholders to cover cleansing, sweeping and weeding of their garages.</p> <p>5. Reduced opening hours in the Customer Service Centre at the end of the day would be more likely to impinge upon access for people of working age. While people in many jobs are able to make personal calls during their working day, some may be more restricted from doing this.</p>	<p>ticket rates.</p> <p>3. The proposed increase is very low and it is hoped that this will not provide a barrier to existing and future rentals.</p> <p>If the resident becomes unable to afford the current tier of garages, they will be able to bid on a lower tier, cheaper garage through Choice Based Lettings. Every effort will be made for them to be moved to a lower cost garage (if available).</p> <p>4. The increase is £11.40 per annum (22p per week) so the impact of this in isolation is considered minimal. However the cumulative impact of this and other increases will be considered on a case-by-case basis where people raise questions or concerns.</p> <p>Monitoring of feedback from garage freeholders on the application of the charges, and levels of debt from garage freeholders, will be closely monitored in the lead up to and following implementation.</p> <p>5. Almost all services are now available online which enables customers to access them 24/7.</p> <p>The use of appointments for face to face services means that customers can book a time that's good for them, and provides an opportunity for people who can't / prefer not to use online services to still access the support they need.</p>	<p>3. Assistant Director SDS</p> <p>4. Assistant Director SDS</p> <p>5. Assistant Director Digital and Transformation</p>
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<p><b>Disability</b></p>	<p>ONS data confirms the existence of a disability pay gap in the UK.</p> <p>People with disabilities who do not have a Blue Badge allowing them to park for free may therefore be more vulnerable to socio-economic impacts (see below).</p> <ol style="list-style-type: none"> <li>1. The price increase in charges for garages might impact people who are on disability allowance. Whilst the increase up to a maximum of 60p a week is considered minimal, for those on disability benefits this may make renting some garages unaffordable.</li> <li>2. This also applies to the increased charges for garage freeholders to cover cleansing, sweeping and weeding of their garages.</li> </ol>	<ol style="list-style-type: none"> <li>1. The proposed increase is very low and it is hoped that this will not provide a barrier to existing and future rentals. If the resident becomes unable to afford the current tier of garages, they will be able to bid on a lower tier, cheaper garage through Choice Based Lettings. Every effort will be made for them to be moved to a lower cost garage (if available).  Garages will normally be allocated in date order from the waiting list; however the Council reserves the right to give priority to anyone who is registered disabled upon providing evidence of a blue badge. In exceptional circumstances a case will be reviewed and decided on its merits.</li> <li>2. The fee will be collected through an online payment system and if necessary, can be subject to a flexible payment plans (up to a maximum of 2 payments to cover the debt).  The increase is £11.40 per annum (22p per week) so the impact of this in isolation is considered minimal. However the cumulative impact of this and other increases will be considered on a case-by-case basis where people raise questions or</li> </ol>	<ol style="list-style-type: none"> <li>1. Assistant Director SDS</li> <li>2. Assistant Director SDS</li> </ol>
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	<p>3. Disabled customers are more likely to use face to face services, so any reduced opening hours in the Customer Service Centre could impact them more.</p>	<p>concerns.</p> <p>3. Almost all services are now available online which enables customers to access them 24/7.</p> <p>The use of appointments for face to face services means that customers can book a time that's good for them, and provides an opportunity for people who can't / prefer not to use online services to still access the support they need</p>	<p>3. Assistant Director Digital and Transformation</p>
<b>Gender reassignment</b>	<p>No differential impacts directly related to people having this characteristic have been identified as a result of these proposals.</p>		
<b>Marital status</b>	<p>No differential impacts directly related to people having this characteristic have been identified as a result of these proposals.</p>		
<b>Pregnancy and maternity</b>	<p>Pregnant women may be more likely to attend the hospital, and therefore disproportionately affected by any price rises in on-street parking there.</p>	<p>Fees in the vicinity of the hospital would remain significantly cheaper than those offered by the hospital car parks (and therefore clearly below the market rate). There are also good public transport links to the hospital for those able to use them.</p>	<p>Assistant Director Planning &amp; Regulation</p>
<b>Race</b>	<p>ONS data confirms the existence of an ethnicity pay gap in the UK. People from ethnic minorities may therefore be more vulnerable to socio-economic impacts (see below).</p>		
<b>Religion or belief</b>	<p>No differential impacts directly related to people having this characteristic have been identified as a result of these proposals.</p>		
<b>Sex</b>	<p>ONS data confirms the existence of a gender pay gap in the UK. Women may therefore be more vulnerable to socio-economic impacts (see below).</p>		

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<p><b>Sexual Orientation</b></p>	<p>No differential impacts directly related to people having this characteristic have been identified as a result of these proposals.</p>		
<p><b>Socio-economic</b></p>	<ol style="list-style-type: none"> <li>1. Proposals to remove the car parking validator discounts for commercial business customers and staff in the town centre would impact staff and visitors who will have to pay the standard rates to park in town centre car parks. This may have a particular impact if these people are on low incomes.</li> </ol> <p>It is believed that many people accessing these businesses already use the bus rather than drive, so the potential impact will be minimal.</p> <ol style="list-style-type: none"> <li>2. The price increase in charges for garages might impact people who are on low incomes and in receipt of benefits. Whilst the increase up to a maximum of 60p a week is considered minimal, for those on pension credit this may make renting some garages unaffordable.</li> </ol> <ol style="list-style-type: none"> <li>3. This also applies to the increased charges for garage freeholders to cover cleansing, sweeping and weeding of their garages.</li> </ol>	<ol style="list-style-type: none"> <li>1. Customers attending in the evening when there is free parking in the on street bays as an alternative.</li> </ol> <ol style="list-style-type: none"> <li>2. If the resident becomes unable to afford the current tier of garages, they will be able to bid on a lower tier, cheaper garage through Choice Based Lettings. Every effort will be made for them to be moved to a lower cost garage (if available).</li> </ol> <p>Garages will normally be allocated in date order from the waiting list, however the Council reserves the right give priority to anyone who is registered disabled upon providing evidence of a blue badge. In exceptional circumstances a case will be reviewed and judged on its own merit.</p> <ol style="list-style-type: none"> <li>3. The increase is £11.40 per annum (22p per week) so the impact of this in isolation is considered minimal. However the cumulative impact of this and other increases will be considered on a case-by-case basis where people raise questions or concerns.</li> </ol>	<ol style="list-style-type: none"> <li>1. Assistant Director SDS</li> <li>2. Assistant Director SDS</li> <li>3. Assistant Director SDS</li> </ol>

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	<p>4. Any increase in fees is likely to impact most on those who are already at socio-economic disadvantage. This could mean that parking becomes unaffordable for some people if prices increase significantly.</p> <p>5. Reduced opening hours in the Customer Service Centre at the end of the day would be more likely to impinge upon access for people of working age. While people in many jobs are able to make personal calls during their working day, some may be more restricted from doing this.</p>	<p>The fee will be collected through an online payment system and if necessary, can be subject to a flexible payment plans (up to a maximum of 2 payments to cover the debt).</p> <p>4. The town centre is well served by other modes of transport while fees in the vicinity of the hospital would remain significantly cheaper than those offered by the hospital car parks (and therefore clearly below the market rate).</p> <p>This potential impact may be lessened as more than half of households in the bottom income quartile do not have a car. It is often the case that protected characteristics correlate with lower rates of car ownership.</p> <p>5. Almost all services are now available online which enables customers to access them 24/7.</p> <p>The use of appointments for face to face services means that customers can book a time that's good for them, and provides an opportunity for people who can't / prefer not to use online services to still access the support they need.</p>	<p>4. Assistant Director Planning &amp; Regulation</p> <p>5. Assistant Director Digital and Transformation</p>
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## Brief Equality Impact Assessment

What is being assessed?	Introducing a service charge to garage freeholders of £12.14 per annum for the cleansing, sweeping and weeding of their garages, with effect from June 2022. This equates to 23p per week.	What are the key aims of it?	It costs the Council £20,240 per year to provide cleansing, sweeping and weeding services to 2,000 freehold garages. The Council have the ability to charge most freeholders for cleansing, weeding and sweeping under an obligation in the conveyancing documents. The aim is to fully recover these costs.			
Who may be affected by it?	Garage freeholders (residents who have bought their garage from the Council in previous years)		6,565 garages are available for rental from the Council and routine maintenance and cleansing are included in the weekly rent that leaseholders pay. This charge to freeholders ensures that everyone who utilises a garage pays their fair share for cleansing, sweeping and weeding services.			
Date of full EqIA on service area (planned or completed)						
Form completed by:	Nadia Capuano	Start date	June 2022	End date	June 2023	
		Review date	December 2022			

What data / information are you using to inform your assessment?	Garage Improvement Programme, Freeholder Fees Report	Have any information gaps been identified along the way? If so, please specify	
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Explain the **potential positive, negative or unequal impact** on the following characteristics and **how likely** this is:

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Age	Unequal – Older garage freeholders if they are on means tested pension credit may find it more difficult to source the funds to pay for the £12.14 annual service fee. However since this is a small amount (22p per week), we expect very few residents from this demographic to be financially burdened by this.	Race	Unequal – Office for National Statistics data confirms the existence of an ethnicity pay gap in the UK. Garage freeholders from ethnic minorities may therefore be more vulnerable to socio-economic impacts. However since this is a small amount (23p per week), we expect very few residents from this demographic to be financially burdened by this.
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>1</sup>	Unequal –Low income garage freeholders may find it more difficult to source the funds to pay for the £12.14 annual service fee. However since this is a small amount (23p per week), we expect very few residents from this demographic to be financially burdened by this.
Other	N/A		

<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.

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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	<p>The fee will be collected through an online payment system and if necessary, can be subject to a flexible payment plans (up to a maximum of 2 payments to cover the debt).</p> <p>This charge to freeholders ensures that everyone who utilises a garage pays a fair share of the annual cost incurred by the council by bringing charges in line with those paid by garage tenants.</p>	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
Monitoring of feedback from garage freeholders on the application of the charges	Rebecca Millett	Monitored through feedback and data from Garage Services team	June 2022
Monitoring of levels of debt from garage freeholders	Rebecca Millett	Monitored through feedback from Garages Services team	Ongoing following implementation in June 2022.

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

**Date: 20.12.21**

## Full Equality Impact Assessment

<b>What is being assessed?</b>		The increase in Garage Fees & Charges for Financial Year 22-23			
Lead Assessor	Nadia Capuano			Assessment team	Nadia Capuano Daud Latif
Start date	April 2022	End date	March 2023		
When will the EqIA be reviewed?	September 2022				

Who may be affected by it?	Service users / residents
What are the key aims of it?	<ol style="list-style-type: none"> <li>1: To decrease the void rates of garages to ensure maximum number of residents can benefit from garage services</li> <li>2: To combat inflationary pressures and increased service costs by ensuring that garage prices rise alongside inflation</li> <li>3: To ensure revenue generation from garages, assisting the Council with its financial security challenges.</li> <li>4: To apply a different percentage increase to different garage types (ranging from 2.18% to 4.01%) depending on the specification and demand to provide a wider range of options for residents.</li> </ol>

What <b>positive measures</b> are in place (if any) to help <b>fulfil our legislative duties</b> to:					
Remove discrimination & harassment	With the launch of online Choice Based Lettings	Promote equal opportunities	Garage pricing is differentiated (i.e., low	Encourage good relations	

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	<p>(CBL), anticipated to go live in late 2021/early 2022, residents will be able to bid on garages that best suit their needs based on factors such as price, affordability, location and distance.</p>		<p>demand garages cost less than premium garages). The proposed fees and charges increases allow for more differentiation and ensure that residents can choose a garage that suits their needs.</p>		
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<p>What sources of data / information are you using to inform your assessment?</p>	<p>Garages databases containing information on the status of all SBC garages, resident requirements and the garages waiting list.</p>
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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>Garage Services are using a commercial model where low void, high demand areas will see a bigger increase in fees as residents have a high demand product. Conversely, high void, low demand garages will see a smaller increase in fees to help decrease the void rate. Garage tenants with the lowest fee increase will need to pay an additional 25p per week / £13 per year.</p> <p>Garages renters with the highest fee increase will pay an additional 60p weekly / £31 per year. It is anticipated that this minimal fee increase will not adversely affect any garage current renters or deter future renters.</p>
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	<p>Garage prices were benchmarked against other local offers as part of the fees and charges process. Looking at how the SBC proposals compare, the proposed garages pricing ranges from £11.75 to £15.60 and these fees sit directly in the middle of the benchmarked competitors; Luton and Dacorum, who are likely to raise their prices further as part of their reviews of fees and charges for 22/23.</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	X	Unequal impact	X
Please evidence the data and information you used to support this assessment		The price increase might impact the elderly who are on pension credit and could affect young people on low incomes. Renting a garage is a discretionary service and tenants use them for parking their cars or for storage purposes. It is anticipated that elderly residents have the funds to pay the maximum 60p a week extra and that this amount will not be too much extra burden on their finances. If the resident becomes unable to afford the current tier of garages, they will be able to bid on a lower tier, cheaper garage through Choice Based Lettings.			
What opportunities are there	With launch of Choice Based Lettings, potential garage tenants can bid for garages online. Prices and locations will	What do you still need to	Exact go-live date of the implementation of		

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to promote equality and inclusion?	be clearly displayed and applicants will be measured against set criteria to award the garage, in a similar way to the management of the current manual waiting list.	find out? Include in actions (last page)	the new online Choice Based Lettings system.
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<b>Disability</b> e.g. physical impairment, mental ill health, learning difficulties, long-standing illness					
Positive impact		Negative impact	X	Unequal impact	X
Please evidence the data and information you used to support this assessment	The price increase might impact on people who are on disability allowance. Renting a garage is a discretionary service and tenants use them for parking their cars or for storage purposes. It is anticipated that disabled residents have the spare funds to pay the maximum 60p a week extra and that this amount will not be too much extra burden on their finances. If the resident becomes unable to afford the current tier of garages, they will be able to bid on a lower tier, cheaper garage through Choice Based Lettings.				
What opportunities are there to promote equality and inclusion?	With launch of online Choice Based Lettings, potential garage tenants can bid for garages.  Garages will normally be allocated in date order from the waiting list; however the Council reserves the right to give priority to anyone who is registered disabled upon providing	What do you still need to find out? Include in actions (last page)	Exact go-live date of the implementation of the new online Choice Based Lettings system.		

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	evidence of a blue badge. In exceptional circumstances a case will be reviewed and decided on its merits. The overall decision will be undertaken by the Garages Manager.		
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<b>Gender reassignment</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)		

<b>Marriage or civil partnership</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			What do you still need to find out? Include in actions		



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inclusion?		(last page)	
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<b>Pregnancy &amp; maternity</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)		

<b>Race</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)		

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<b>Religion or belief</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)		

<b>Sex</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)		

<b>Sexual orientation</b>					
<b>e.g. straight, lesbian / gay, bisexual</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)		

<b>Socio-economic<sup>2</sup></b>					
<b>e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement</b>					
Positive impact		Negative impact	X	Unequal impact	X
Please evidence the data and information you used to support this assessment		The price increase might impact residents with a socio-economic disadvantage who are in receipt of benefits. Renting a garage is a discretionary service and tenants use them for parking their cars or for storage purposes. It is anticipated that residents will have the funds to pay the maximum 60p a week extra, and that this amount is not expected to be a large burden on the finances. If the resident becomes unable to afford the current tier of garages, they will be able to bid on a lower tier, lower cost			

<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.

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		garage through Choice Based Lettings.	
What opportunities are there to promote equality and inclusion?	<p>With launch of online Choice Based Lettings, potential garage tenants can bid for garages.</p> <p>Garages will normally be allocated in date order from the waiting list, however the Council reserves the right give priority to anyone who is registered disabled upon providing evidence of a blue badge. In exceptional circumstances a case will be reviewed and judged on its own merit. The overall decision will be undertaken by the Garages Manager.</p>	What do you still need to find out? Include in actions (last page)	Exact go-live date of the implementation of the new online Choice Based Lettings system.

<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		What do you still need to find out? Include in actions			

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inclusion?		(last page)	
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**What are the findings of any consultation with:**

Staff?	Discussion with Garages & Commercial team regarding garages void rates and inflationary pressures led to the implementation of applying different percentage increase to different garage types (ranging from 2.18% to 4.01%) depending on the specification and demand.	Residents?	Not consulted with
Voluntary & community sector?	Not consulted with	Partners?	Not consulted with
Other stakeholders?	Not consulted with		

**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	Some elderly, disabled & socio-economic disadvantaged residents might be negatively affected due to being charged an additional 25p to 60p per week for garages. Every effort will be made for them to be moved to a lower cost garage (if available). It is

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		anticipated that the vast majority of garage tenants will be less affected.
	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 Garages Services team will continue to monitor termination levels, offer assistance to tenants looking for a cheaper garage and assist them with the CBL process	CBL will impartially assign garages to bidders based on waiting time whilst the Garages team will review exceptional cases, promoting equal opportunity. Garages team will also offer assistance when needed to encourage good relations.	Rebecca Millett	April 2022	The Garage Services team already monitor termination levels and offer assistance to tenants looking for a cheaper garage

Approved by Head of Service / Strategic Director: Steve Dupoy, Assistant Director SDS

Date: 20.12.21

## Brief Equality Impact Assessment

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

What is being assessed?	<b>Raising off street parking fees</b>	What are the key aims of it?	To raise revenue for the council		
Who may be affected by it?	All car park users				
Date of full EqIA on service area (planned or completed)	17/11/2021				
Form completed by:	Andrew Gough	Start date	01/01//21	End date	01/01/22
		Review date	17/11/22		

What data / information are you using to inform your assessment?	Sectoral knowledge, feedback on existing charges, feedback from past consultations, ONS data.	Have any information gaps been identified along the way? If so, please specify	The public's views on the equalities impacts of this are unknown at this time. Response to the implementation of the new charges will be closely monitored.
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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>Older people may be on lower/fixed incomes and therefore more vulnerable to socio-economic impacts.</p> <p>ONS data confirms that under 30s and over 65s have lower than average incomes, with ages in between having higher than average incomes, raising the possibility of price increases having a disproportionate effect on them.</p>	Race	<p>ONS data confirms the existence of an ethnicity pay gap in the UK. People from ethnic minorities may therefore be more vulnerable to socio-economic impacts.</p> <p>Refer to “Socio-economic” below.</p>
Disability	<p>Disabled people are more likely to earn less than able bodied people, and will be impacted by the higher cost of season tickets for blue badge holders. However the rate still represents a 46% discount on the full price, mitigating the impact somewhat.</p> <p>ONS data confirms the existence of a disability pay gap in the UK. People with disabilities who do not have a Blue Badge allowing them to park for free may therefore be more vulnerable to socio-economic impacts.</p>	Religion or belief	No unequal impact identified



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Gender reassignment	No unequal impact identified	Sex	ONS data confirms the existence of a gender pay gap in the UK. Women may therefore be more vulnerable to socio-economic impacts.
Marriage or civil partnership	No unequal impact identified	Sexual orientation	No unequal impact identified
Pregnancy & maternity	No unequal impact identified	Socio-economic <sup>3</sup>	<p>Any increase in fees is likely to impact most on those who are already at socio-economic disadvantage. This could mean that parking becomes unaffordable for some people.</p> <p>At the same time, the town centre is well served by other modes of transport while fees in the vicinity of the hospital would remain significantly cheaper than those offered by the hospital car parks (and therefore clearly below the market rate). This potential impact may be lessened as more than half of households in the bottom income quartile do not have a car. It is often the case that protected characteristics correlate with lower rates of car ownership.</p>
Other	Increased parking charges may promote modal shift away from using cars, leading to improved		

<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.

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	public health through reduced air pollution and increased physical activity.	
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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
Close monitoring of the response to, and impact of, the new charges	Philip Howard	Monitoring plan to be developed, linked to customer feedback	Sept 2022

**Approved by Head of Service / Strategic Director: Zayd Al-Jawad, Assistant Director Planning and Regulation**

**Date: 06.01.2022**

Please send this EqlA to [equalities@stevenage.gov.uk](mailto:equalities@stevenage.gov.uk)

## Brief Equality Impact Assessment

For a minor operational change / review / simple analysis

What is being assessed?	<b>Change to on-street parking tariffs</b>	What are the key aims of it?			
Who may be affected by it?	Any motorist				
Date of full EqIA on service area (planned or completed)	17/11/2021				
Form completed by:	Phil Howard	Start date	01/01/2022	End date	01/01/2023
		Review date	17/11/2022		

What data / information are you using to inform your assessment?	Sectoral knowledge, feedback on existing charges, feedback from past consultations, ONS data.	Have any information gaps been identified along the way? If so, please specify	The public's views on the equalities impacts of this are unknown at this time. Response to the implementation of the new charges will be closely monitored.
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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>Older people may be on lower/fixed incomes and therefore more vulnerable to socio-economic impacts. They may also be more likely to need to visit the hospital area, where price rises are proposed.</p> <p>ONS data confirms that under 30s and over 65s have lower than average incomes, with ages in between having higher than average incomes, raising the possibility of price increases having a disproportionate effect on them.</p> <p>Refer to “Socio-economic” below.</p>	Race	<p>ONS data confirms the existence of an ethnicity pay gap in the UK. People from ethnic minorities may therefore be more vulnerable to socio-economic impacts.</p> <p>Refer to “Socio-economic” below.</p>
Disability	<p>There is currently a shortage of dedicated blue badge parking both in the town centre and at the hospital. If increased parking charges discourage driving/parking by others, there will be increased parking availability for blue badge holders (who are not charged).</p> <p>ONS data confirms the existence of</p>	Religion or belief	No impacts identified.

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	<p>a disability pay gap in the UK. People with disabilities who do not have a Blue Badge allowing them to park for free may therefore be more vulnerable to socio-economic impacts.</p> <p>Refer to “Socio-economic” below.</p>		
Gender reassignment	No impacts identified.	Sex	ONS data confirms the existence of a gender pay gap in the UK. Women may therefore be more vulnerable to socio-economic impacts.
Marriage or civil partnership	No impacts identified.	Sexual orientation	No impacts identified.
Pregnancy & maternity	<p>Pregnant women may be more likely to attend the hospital, and therefore disproportionately affected by any price rises there.</p> <p>Refer to “Socio-economic” to the right.</p>	Socio-economic <sup>4</sup>	<p>Any increase in fees is likely to impact those who are already at socio-economic disadvantage. This could mean that parking becomes unaffordable for some people.</p> <p>At the same time, the town centre is well served by other modes of transport while fees in the vicinity of the hospital would remain significantly cheaper than those offered by the hospital car parks</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.

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			<p>(and therefore clearly below the market rate).</p> <p>Existing and proposed parking charges represent only a small cost compared to the overall expense of running a car, and the less well-off are more likely not to drive (more than half of households in the bottom income quartile do not have a car).</p>
Other	<p>Increased parking charges may promote modal shift away from using cars, leading to improved public health through reduced air pollution and increased physical activity.</p>		

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	<p>Increasing the availability and accessibility of parking for those people holding a blue badge helps to</p>	Encourage good relations	

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			provide equality of opportunity for disabled people who may not be able to travel except by car.		
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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
Close monitoring of the response to, and impact of, the new charges	Philip Howard	Monitoring plan to be developed, linked to customer feedback	Sept 2022

**Approved by Head of Service / Strategic Director: Zayd Al-Jawad, Assistant Director Planning and Regulation**

**Date: 06.01.2022**

Please send this EqIA to [equalities@stevenage.gov.uk](mailto:equalities@stevenage.gov.uk)

## Full Equality Impact Assessment

<b>What is being assessed?</b>		Removal of car parking validator discounts for commercial business customers and staff in the town centre			
Lead Assessor	Nadia Capuano			Assessment team	Nadia Capuano  Andy Gough
Start date	April 2022	End date	Ongoing		
When will the EqlA be reviewed?	October 2022				

Who may be affected by it?	Customers and staff using Mecca Bingo, Holiday Inn and Ibis Hotels. They have current informal arrangements with the Council that include a number of discounts or set rates of parking. These arrangements have not been reviewed since 2014.
What are the key aims of it?	To ensure parity for town centre businesses, staff and customers and ensure that public funds are not subsidising commercial enterprises.

What <b>positive measures</b> are in place (if any) to help <b>fulfil our legislative duties</b> to:					
Remove discrimination & harassment		Promote equal opportunities	This proposal ensures a level playing field and means that visitors and workers in the town centre have access to the same rates for their	Encourage good relations	There will be the option to retain the validator machine (for a monthly fee) so that the organisations can continue to offer



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			parking		discounted parking to their workers and customers if they wish. Staff at the Holiday Inn and Holiday Inn Express have the option to purchase car park season tickets, which offer a 10% discount on monthly season ticket rates.
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What sources of data / information are you using to inform your assessment?	Financial information on the extent to which the Council is subsidising private parking Information on levels of demand around parking Research on the promotion of parking rates by Mecca, IBIS and the Holiday Inn
In assessing the potential impact on people, are there any overall comments that you would like to make?	IBIS charge their customers a higher rate than that which is charged by the Council and therefore make a profit on the arrangement.

## 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	X	Unequal impact	
Please evidence the data and information you used to support this assessment		A high percentage of visitors to the leisure related commercial activity in particular may be elderly and some may be on pension credit. The increase in parking from between 50p-£1.30 (depending on the time of day that they are parking) may have a negative impact on their finances.			
What opportunities are there to promote equality and inclusion?	Public transport options.		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		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment					
What opportunities are there to promote equality and			What do you still need to find out? Include in actions		

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inclusion?		(last page)	
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<b>Gender reassignment</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)		

<b>Marriage or civil partnership</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)		

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<b>Pregnancy &amp; maternity</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)		

<b>Race</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)		

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

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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		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>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				

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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>Socio-economic<sup>5</sup></b> e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement					
Positive impact		Negative impact	X	Unequal impact	
Please evidence the data and information you used to support this assessment		This change will not impact public transport users as it will affect the price of car parking and it is believed that many of the users arrive by bus. It will impact staff and visitors who will have to pay the standard rates to park in town centre car parks and this may have particular impact if these workers are on low incomes. This however is the same for all town centre workers. Many of the leisure Bingo Hall users attending in the evening when there is free parking in the on street bays as an alternative.			
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)			

<b>Other</b>
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<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.

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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?	Parking staff confirmed the number of validations from these businesses which equated to £60k of subsidy in 2019/20 and is forecasted at £37.7k in 21/22. It is agreed that action is required to protect parking income and ensure parity for visitors and workers in Stevenage.	Residents?	Not consulted
Voluntary & community sector?	Not consulted	Partners?	Not consulted
Other stakeholders?	Letters will be issued to the affected businesses outlining the proposed changes and opening up the potential for dialogue.		

**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	Continue with approach and consider feedback from the affected businesses once communicated
	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?
1. Monitor the impact on businesses		Andy Gough	Ongoing	
2. Monitor the impact on demand		Andy Gough	Ongoing	

Approved by Head of Service / Strategic Director:  Zayd AL-Jawad . Assistant Director Planning & Regulation

Date: 20/12/2021



## Brief Equality Impact Assessment

What is being assessed?	Potential Changes to the Play Service	What are the key aims of it?	Play centres are open in the school holidays reduced by three days a week at each centre and for each day reduce by one hour. Pop up play and play outside of play centres would still be part of the offer		
Who may be affected by it?	Young people and families				
Date of full EqIA on service area (planned or completed)	Dec 2021				
Form completed by:	Geoff Caine	Start date	February 2022	End date	Summer 2022
		Review date	February 2022		

What data / information are you using to inform your assessment?	<p>Previous full year service attendance.</p> <p>Annual revenue budget</p> <p>Staffing resources and structure.</p> <p>.</p>	<p>Have any information gaps been identified along the way? If so, please specify</p>	<p>Detailed information on the number of unique user's footfall has not been available as the "open door policy" in place prior to March 2020 resulted in very little data being collected. The Pandemic has inhibited the implementation of the new business model. The service re-opened in mid-July with some restrictions in place, the return of users has been slow therefore measurement of the performance of the service in non-</p>
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			restricted has not been viable.
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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></p> <p>In general terms, the option will still provide a service albeit limited to the young people and families of Stevenage.</p> <p><b>Older People with caring responsibilities</b></p> <p>The council will still be providing a free service to young people and families within the town, this is a unique service that no other local authority provides in Hertfordshire</p> <p><b>Younger People (potential positive impact)</b></p> <p>The council will still be providing a free service to young people and families within the town, this is a unique service that no other local authority provides in Hertfordshire</p>	Race	<p><b>Potential Positive Impact</b></p> <p>The introduction of a new and fit for purpose booking system will provide key user data, which will be able to identify the differing backgrounds of users.</p>
Disability	<p><b>Potential Positive Impact</b></p> <p>The service has and will continue to provide services for disabled people.</p>	Religion or belief	<p><b>Potential Positive Impact</b></p> <p>Previous service delivery has not analysed users religion or belief and because of the open door policy and lack of data capture. The new booking system would allow us to capture activity within faith groups the views of people</p>

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			of different religion or beliefs can be better captured.
Gender reassignment	<p><b>Potential Positive Impact</b></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></p> <p>The service will continue to be available for all children and families within the community.</p>
Marriage or civil partnership	<p><b>Neutral Impact:</b></p> <p>Not applicable</p>	Sexual orientation	<p><b>Potential Neutral Impact:</b></p> <p>The service will continue to be available for all children and families within the community.</p>
Pregnancy & maternity	<p><b>Neutral Impact:</b></p> <p>The service actively encourages pregnant women and those on maternity to use the service that have children over 5 years old.</p>	Socio-economic <sup>6</sup>	<p><b>Potential Negative Impact:</b></p> <p>The service will continue to be available for all children and families within the community. Some users may have difficulty in accessing services if the play centre local to them is not open.</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 & harassment	The Play Service will continue to provide a safe environment that	Promote equal opportunities	The Play Service will continue to provide a safe environment that	Encourage good relations	The Play Service is located in the heart of the community and is

<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.

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	proactively encourages equal opportunities.		proactively encourages equal opportunities.		a hub for community activity and wellbeing.

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

Action	Responsible officer	How will this be delivered and monitored?	Deadline
Agree what option for service reduction is to be implemented	Culture, Wellbeing & Leisure Services Manager	Culture, Wellbeing & Leisure Services Service Plan	February 2022
Restructure service area	Culture, Wellbeing & Leisure Services Manager	Culture, Wellbeing & Leisure Services Service Plan	Summer 2022
Define and implement new operational plans	Culture, Wellbeing & Leisure Services Manager	Culture, Wellbeing & Leisure Services Service Plan	Summer 2022
Implement new booking system	Culture, Wellbeing & Leisure Services Manager	Culture, Wellbeing & Leisure Services Service Plan	Summer 2022

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**Approved by Assistant Director/ Strategic Director: Rob Gregory , Assistant Director Communities and Neighbourhoods**

**Date: 20.12.2021**

## 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>Customer Services savings option</b>	
<b>Description</b>		<p>Current Customer Services opening hours are 8:30-5:30 for face to face services and 8:00-6:00 for other channels (inc Telephone), Monday to Friday except bank holidays and other closures.</p> <p>This savings proposal is to reduce the opening hours by an hour at the end of the day, to 8:30-4:30 for face to face, and 8:00-5:00 for other channels. This would allow us to provide the same service but reduce resourcing by 2FTE. This has been modelled using forecasting tools, and other changes in demand etc may mean real performance would be different.</p> <p>The efficiency gain arises from being able to resource more evenly throughout the day due to shorter opening times.</p> <p>No additional cost has yet been factored in for increasing the Out of Hours service opening time to cover the 5pm-6pm period.</p>	
Lead Assessor	Greg Arends		Assessment team
Start date	Not yet determined, potentially April 2022	End date	There would be no end date
When will the EqIA be reviewed?	No review anticipated		

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Who may be affected by it?	Members of the public using Customer Services face to face services
What are the key aims of it?	Reduced operational costs by reducing opening hours to Customer Services.

What <b>positive measures</b> are in place (if any) to help <b>fulfil our legislative duties</b> to:					
Remove discrimination & harassment		Promote equal opportunities	Almost all services are now available online which enables customers to access them 24/7. The slight reduction in opening hours is mitigated by this.  The use of appointments for face to face services means that customers can book a time that's good for them.	Encourage good relations	

What sources of data / information are you using to inform your assessment?	
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In assessing the potential impact on people, are there any overall comments that you would like to make?	<p>The opening hours for access to other Herts districts have been researched. The current telephone opening hours are longer than for any other council. The proposed reduced opening hrs will mean Stevenage still offers the joint-most accessible service, with Three Rivers.</p> <p>Broxbourne council appears to no longer offer a telephone service at all.</p>
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Current phone opening time – 10hrs

Proposed phone opening time – 9hrs

Face to face services are more difficult to assess as not all councils publish full details. 3 councils no longer offer face to face services at all, and only Hertsmere council appears to offer a comparable level of face-to-face service as Stevenage.

Therefore in considering the potential impact on people of the proposed changes, Stevenage will still be providing the widest access of any Hertfordshire district.

Herts District	Telephone	Max telephone hrs open per day	Face to face
<b>Broxbourne</b>	No telephone access obviously available	0hrs	Closed
<b>Dacorum</b>	8:45am to 5:15pm Monday to Thursday, 8:45am to 4:45pm Friday	8.5hrs	Appointment only services unclear, opening hours not stated
<b>East Herts</b>	9am to 5pm, Monday to Friday	8hrs	Herford 10am – 1pm, 2pm – 4pm Tuesday Bishops Stortford 10am – 1pm, 2pm – 4pm Wednesday
<b>Hertsmere</b>	9am – 5:15pm Monday to Thursday, 9am - 5pm Friday	8.25hrs	9am - 5.15pm Monday to Thursday, 9am - 5pm Friday Appointment only
<b>North Herts</b>	9am to 5pm, Monday to Friday	8hrs	Appointment only for foreign pension signing and microfiche viewing in person, no other services. Opening hours not stated



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Herts District	Telephone	Max telephone hrs open per day	Face to face
<b>St Albans</b>	8:45am to 5:00pm Monday to Thursday, 8:45am to 4:30pm Friday	8.25hrs	Closed
<b>Three Rivers</b>	8:30am – 5:30pm Monday to Thursday, 8:30-5pm Friday	9hrs	Closed
<b>Watford</b>	8:45am to 5:15pm Monday to Thursday, 8:45am to 4:45pm Friday	8.5hrs	9am-3pm Monday and Friday, 11am-5pm Wednesday
<b>Welwyn Hatfield</b>	9am – 5pm Monday- Thursday 9am -4:45pm Friday	8hrs	Appointment only services unclear, opening hours not stated

## 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 identified	Negative impact	None identified	Unequal impact	✓
Please evidence the data and information you used to support this assessment		Reduced opening hours at the end of the day are more likely to impinge upon service access for people of working age. While people in many jobs are able to make personal calls during their working day, some may be more restricted from doing this.			
What opportunities are there to promote equality and inclusion?	<p>Almost all services are now available online which enables customers to access them 24/7. The slight reduction in opening hours is mitigated by this.</p> <p>The use of appointments for face to face services means that customers can book a time that's good for them. This provides an opportunity for people who can't / prefer not to use online services to still access the support they need</p>			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	None identified	Negative impact	None identified	Unequal impact	✓
Please evidence the data and information you used to support this assessment		Its is not clear whether Disabled customers are more likely to use our face to face services, so the reduced opening hours could/may impact them . The reason for this is two-fold.  Firstly, there are a number of services that are often supported through face to face that disabled people are more likely to use or be eligible for; in particular benefits and housing lettngs services.  Secondly, the nature of some disabilities means that some disabled customers are more likely to need the higher levels of support we can offer through the face-to-face service.  However, these factors do not apply equally to all types of disability.			
What opportunities are there to promote equality and inclusion?	Almost all services are now available online which enables customers to access them 24/7. These services can be significantly better for people with certain disabilities (e.g. deafness), but can be harder for others to use (e.g. learning difficulties). Nevertheless it does provide an additional access channel for customers that can use it after opening hours are reduced.  The use of appointments for face to face services means that customers can book a time that's good for them. And provides an opportunity for people who can't / prefer not to use online services to still access the support they need			What do you still need to find out? Include in actions (last page)	

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<b>Gender reassignment</b>					
Positive impact	None identified	Negative impact	None identified	Unequal impact	None identified
Please evidence the data and information you used to support this assessment		We have no data on our service users to indicate impacts on the basis of this characteristic, and there is no clear reason to believe it might happen.			
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	None identified	Negative impact	None identified	Unequal impact	None identified
Please evidence the data and information you used to support this assessment		We have no data on our service users to indicate impacts on the basis of this characteristic, and there is no clear reason to believe it might happen.			
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 identified	Negative impact	None identified	Unequal impact	None identified
Please evidence the data and information you used to support this assessment		We have no data on our service users to indicate impacts on the basis of this characteristic, and there is no clear reason to believe it might happen.			
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 identified	Negative impact	None identified	Unequal impact	None identified
Please evidence the data and information you used to support this assessment		We have no data on our service users to indicate impacts on the basis of this characteristic, and there is no clear reason to believe it might happen.			
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>Religion or belief</b>					
Positive impact	None identified	Negative impact	None identified	Unequal impact	None identified
Please evidence the data and information you used to support this assessment		We have no data on our service users to indicate impacts on the basis of this characteristic, and there is no clear reason to believe it might happen.			
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 identified	Negative impact	None identified	Unequal impact	None identified
Please evidence the data and information you used to support this assessment		We have no data on our service users to indicate impacts on the basis of this characteristic, and there is no clear reason to believe it might happen.			
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 identified	Negative impact	None identified	Unequal impact	None identified
Please evidence the data and information you used to support this assessment		We have no data on our service users to indicate impacts on the basis of this characteristic, and there is no clear reason to believe it might happen.			
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>7</sup></b>					
e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement					
Positive impact	None identified	Negative impact	None identified	Unequal impact	✓
Please evidence the data and		Reduced opening hours at the end of the day are more likely to impinge upon service access for people who are			

<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.

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information you used to support this assessment	working. While people in many jobs are able to make personal calls during their working day, some may be more restricted from doing this.		
What opportunities are there to promote equality and inclusion?	<p>Almost all services are now available online which enables customers to access them 24/7. The slight reduction in opening hours is mitigated by this.</p> <p>This allows people to make arrangements around their working day (eg before / after work or during lunch for example). However, there is no provision evenings or weekends, so need to be mindful of this</p>	What do you still need to find out? Include in actions (last page)	

<p><b>Other</b></p> <p><b>please feel free to consider the potential impact on people in any other contexts</b></p>					
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?	The CSC is working with departments to see how services can be adapted , (I.E. key drop off and collections ).	Residents?	The 2021 town wide residents survey asked residents to rank five approaches to savings money. The most popular option by far (62% selecting it as first or second choice) was to Reduce time and money spent on paperwork by interacting with more residents and customers online
Voluntary & community sector?	None carried out.	Partners?	None carried out.
Other stakeholders?	Feedback from visitors to the CSC has been that the appointment system means they know when they will be seen and generally welcomed. Emergency cases are seen on the day		

**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	Reduction in opening hours is likely to have an unequal impact for certain protected characteristics. However, the availability of 24/7 online services offers many alternative, and better, access.  Even with the proposed reductions, Stevenage will still offer the widest opening access to

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		customers of all Hertfordshire districts.
	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?
Monitoring and review of changes following implementation, based on feedback from a variety of sources including customers?				

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

**Date: 20.12.2021**