

Appendix K

Transformation Savings EIAs for:

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Equality Impact Assessment Form - An Analysis of the Effects on Equality

Section 1: Initial Equality Impact Assessment

Name of policy* to be assessed:

1. What is the main purpose of the policy? **Council wide staffing**

A large proportion of the council's spend is on staff resources and, in adopting some initiatives to manage the staffing budgets, savings can be made across the whole organisation. We aim to reduce spend on our staff resources budget in a carefully reviewed and managed way through the following workstreams:

- Recruitment freeze for external appointments
- Review all fixed term contracts
- Reduce overtime budgets
- Reduction of staffing hours worked
- Reduce employers NI contributions through promotion of AVCs for the pension scheme

2. What main areas or activities does it cover?

- Recruitment

- Overtime
- Flexible working
- LGPS Pension guidance

3. Are there changes to an existing policy being considered in this assessment? If so, what are they?

There are HR policies that cover the above i.e. flexible working policies and guidance, overtime, recruitment and pension guidance. The transformation budget savings council wide staffing theme brings together all these policies into one plan to deliver budget efficiencies and reduce staffing costs.

4. Who are the main audience, users or customers who will be affected by the policy?

The policies and guidance documents listed above are relate to managers, staff, potential and current employees. There is a link to service provision and our customers as the overall theme in the budget plan is to reduce staffing costs. A reduction in staff costs can only be delivered by reducing staff which may impact on the level of service and/or customer standards that can be provided to our residents.

5. What outcomes do you want to achieve from the policy?

A total of £750k in budget savings has been allocated against this theme broken down as follows:

- Recruitment freeze - £500k
- Review of fixed term contracts - £50k
- Reduction in overtime budgets - £100k
- Reduction in staffing hours through offering flexible working/retirement - £50k
- Reduction in national insurance contributions through promotion of pension AVCs - £50k.

6. Are other service areas or partner agencies involved in delivery? If so, please give details below.

Although this theme sits with People and Performance, the budget efficiencies will only be delivered through a collective effort of service managers led by GMTs.

The council works in partnership with several agencies to delivery services and support communities. There will be many opportunities to deliver services differently by working as a system. Although not part of this theme directly, some of reduction in the workforce may be mitigated by working more effectively in a system partnership.

7. Are you aware of any relevant information, data, surveys or consultations¹ which help us to assess the likely or actual impact of the policy upon customers or staff? *If so, provide details and include a link to the document or source where available.*

There are EQIA's available for each of the HR policies linked to this theme

8. The 'general duty' states that we must have "due regard" to the need to:

(a) eliminate unlawful discrimination, harassment and victimisation

(b) advance equality of opportunity between people who share a 'protected characteristic'² and those who do not³

(c) foster good relations between people who share a 'protected characteristic' and those who do not⁴

The 3 principle duties of the Equality Act will be keenly observed when developing guidance, policies and processes to deliver this budget theme and will ensure that our practices do not discriminate in respect of the protected characteristics enshrined within the Equality Act and employment law.

¹Click on [Customer Insight](#) for more information. The Council's surveys and consultations include 'equality monitoring information' to help us identify any particular concerns or views expressed by any particular group or 'protected characteristic'. It can also help us to assess how representative of our customers the respondent group is. Local data on the 'protected characteristics' is available [on this page](#) of Sharepoint.

² The Equality Act's 'protected characteristics' include age, disability, gender reassignment, pregnancy and maternity, race, religion or belief and sex and sexual orientation. It also covers marriage and civil partnerships, but not for all aspects of the duty.

³ This involves having due regard, in particular, to the need to: (a) remove or minimise disadvantages suffered by persons who share a 'protected characteristic' that are connected to that characteristic; (b) take steps to meet the needs of persons who share a relevant 'protected characteristic' that are different from the needs of persons who do not share it, and (c) encourage persons who share a relevant 'protected characteristic' to participate in public life or in any other activity in which participation by such persons is disproportionately low.

⁴ This involves having due regard, in particular, to the need to (a) tackle prejudice, and (b) promote understanding.

9. The Council has an important role in improving residents' health under the Health and Social Care Act 2012. This relates to both its 'core functions' (such as housing, leisure, green spaces and environmental health) and to its 'enabling roles' (such as economic development, planning and engaging with communities)⁵. The Council recognises that its Public Sector Equality Duty and its role in improving health are interrelated and mutually supportive. This is especially true across the 'protected characteristics' of age and disability.

"Health inequalities are the unjust and avoidable differences in people's health across the population. They come from the unequal distribution of income, wealth and power and influence the wider determinants of health such as work, education, social support and housing. Currently, in England people living in the least deprived areas will live around 20 years longer in good health than those in the most deprived areas. Reducing health inequalities means giving everyone the same opportunities to lead a healthy life, no matter where they live or who they are."

Where applicable, explain how this policy helps us to improve health/reduce health inequalities for residents:

There is no direct connection to improving/reducing health inequalities for residents under this budget theme. However, reducing staffing in the Council to deliver budget savings could potentially impact on the support we can give to residents to improve/reduce health inequalities in our communities, and we will need to be mindful of the impact service reductions and have due regard to our duty under the Equality Act 2010 when making decisions on staff reductions.

⁵ The King's Fund: [The district council contribution to public health: a time of challenge and opportunity, 2015](#)

10. This section helps us to identify any disproportionate equality impacts. Please indicate in the table below whether the policy is likely to particularly benefit or disadvantage any of the 'protected characteristics'.

Remember to include reference to any relevant consultation, data or information.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Age	Older people (60+)	Yes	Under the theme reducing staffing hours by offering flexible working, staff over 55+ may be able to flexibly retire and access their LGPS pension early whilst continuing employment although certain criteria related to pension costs will apply under the councils pension discretionary policy.	Yes	The pension discretionary policy states that any pension strain arising from flexible retirement must be paid within 3 years through a reduction in salary/hours. If this criteria is not met then flexible retirement will not be an option.
	Younger people (17-25) and children (0-16)	Yes	The recruitment freeze will necessitate the training and development of our workforce to enable staff to be re-deployed into priority roles. This may open up other opportunities and progression.	Yes	The recruitment freeze may impact on younger people who wish to start a career in local government or through an apprenticeship scheme. The review of fixed term contracts may mean that staff may need to leave the council at the end of the contract. This will apply across the board but may impact on younger staff more who are likely to be on short term contracts.
Disability	Physical	Yes	The recruitment freeze will necessitate the training and development of our workforce to enable staff to be re-deployed into priority roles. This may	Yes	The recruitment freeze may impact on people who have a physical, sensory , learning disability or poor mental health and who have the skills to work in the
	Sensory				
	Learning				

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
	Mental health issues		open up other opportunities and progression.		<p>council, as recruitment and new opportunities may be limited.</p> <p>The recruitment freeze will impact on the EDI priority to become a more inclusive organisation that represents the communities we serve.</p> <p>Existing staff who have poor mental health may be impacted by the reduction in staffing and this will have to be managed robustly to ensure poor mental health is not exacerbated. The council has a duty to protect the wellbeing of their staff.</p>
	Other – <i>specify</i>				
Ethnicity ⁶	White	Yes	The recruitment freeze will necessitate the training and development of our workforce to enable staff to be re-deployed into priority roles. This may open up other opportunities and progression for ethnic minority staff.	Yes	<p>The recruitment freeze may impact on people with an ethnic background who have the skills to work in the council, as recruitment and new opportunities may be limited.</p> <p>The recruitment freeze will impact on the EDI priority to become a more inclusive organisation that represents the communities we serve.</p>
	Black				
	Chinese				
	Mixed Ethnic Origin				
	Gypsies/ Travellers				
	Other – <i>specify</i>				

⁶ National Census 2011 categories are: Bangladeshi, Indian, Pakistani, Other Asian (Asian or Asian British), African, Caribbean, Other Black (Black or Black British), White and Black African, White and Asian, White and Black Caribbean (Mixed), British, Irish, Other White (White), Chinese, Other (Other Ethnic Group).

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Language	English not first language	Yes	The recruitment freeze will necessitate the training and development of our workforce to enable staff to be re-deployed into priority roles. This may open up other opportunities and progression for staff whose English is not their first language.	Yes	<p>The recruitment freeze may impact on people whose English is not their first language and who have the skills to work in the council, as recruitment and new opportunities may be limited.</p> <p>The recruitment freeze will impact on the EDI priority to become a more inclusive organisation that represents the communities we serve.</p>
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks	Yes	Staff who are pregnant or recently given birth will be protected from the impact of staff reductions under the Equality Act and employment law.	Yes	Staff who are in late stages of pregnancy or on maternity leave may not be believe they are able to benefit from the development opportunities that may arise from the recruitment freeze.
Religion or Belief	People with a religious belief (or none)	Yes	The recruitment freeze will necessitate the training and development of our workforce to enable staff to be re-deployed into priority roles. This may open up other opportunities and progression for staff with a particular religious belief or none.		<p>The recruitment freeze may impact on people with a particular religious belief (or non) and who have the skills to work in the council, as recruitment and new opportunities may be limited.</p> <p>The recruitment freeze will impact on the EDI priority to become a more inclusive organisation that represents the communities we serve.</p>

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Sex	Men	Yes	The recruitment freeze will necessitate the training and development of our workforce to enable staff to be re-deployed into priority roles. This may open up other opportunities and progression for male staff.	Yes	<p>Overtime tends to be worked in our operational services where the workforce tend to be mainly male. A reduction in overtime may impact more on male staff than female staff.</p> <p>The Council's frontline operational services tend to have more male staff working in them. The opportunity to work more flexibly and reduce hours is more limited in the council's operational services.</p>
	Women	Yes	The recruitment freeze will necessitate the training and development of our workforce to enable staff to be re-deployed into priority roles. This may open up other opportunities and progression for female staff.	No	

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Gender Reassignment ⁷	Transgender/ Transsexual	Yes	The recruitment freeze will necessitate the training and development of our workforce to enable staff to be re-deployed into priority roles. This may open up other opportunities and progression for transgender/transsexual staff.	Yes	<p>The recruitment freeze may impact on Transgender/transsexual people and who have the skills to work in the council, as recruitment and new opportunities may be limited.</p> <p>The recruitment freeze will impact on the EDI priority to become a more inclusive organisation that represents the communities we serve.</p>
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian	Yes	The recruitment freeze will necessitate the training and development of our workforce to enable staff to be re-deployed into priority roles. This may open up other opportunities and progression for bisexual/ gay/lesbian and heterosexual staff.	Yes	<p>The recruitment freeze may impact on bisexual/gay or lesbian or heterosexual people and who have the skills to work in the council, as recruitment and new opportunities may be limited.</p> <p>The recruitment freeze will impact on the EDI priority to become a more inclusive organisation that represents the communities we serve.</p>

⁷ The 'protected characteristic' of gender reassignment is defined by the Equality Act 2010 as "a person proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex." This is a personal process that may involve medical interventions such as counselling, psychotherapy, hormone therapy or surgery, but does not have to.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Marriage and Civil Partnership	People who are married or in a civil partnership	Yes	The recruitment freeze will necessitate the training and development of our workforce to enable staff to be re-deployed into priority roles. This may open up other opportunities and progression for staff married or in civil partnerships.	Yes	<p>The recruitment freeze may impact on candidates who are married or in a civil partnership who have the skills to work in the council, as recruitment and new opportunities may be limited.</p> <p>The recruitment freeze will impact on the EDI priority to become a more inclusive organisation that represents the communities we serve.</p>

11. If you have identified any negative impacts (above), how can they be minimised or removed?

The council will need to have due regard to its public duty under the Equality Act 2010 and in particular to eliminate unlawful discrimination, harassment and victimisation and advance equality of opportunity between people who share a 'protected characteristic'⁸ and those who do not in the implementation of the budget plans.

Each decision will need to be considered on a case-by-case basis to ensure that detriment is not experienced by staff/candidates with a protected characteristic, is not discriminatory and can be objectively justified.

The impact of the reduction on staffing will need to be monitored closely to ensure staff with protected characteristic are not disadvantaged compared with those who do not have a protected characteristic.

If staffing is significantly reduced in a service that support vulnerable residents or those with a particular characteristic, a full EQIA should be conducted to assess the impact of the decision.

⁸ The Equality Act's 'protected characteristics' include age, disability, gender reassignment, pregnancy and maternity, race, religion or belief and sex and sexual orientation. It also covers marriage and civil partnerships, but not for all aspects of the duty.

2. Could the policy discriminate⁹ against any 'protected characteristic', either directly or indirectly¹⁰?
No the policy should not discriminate against any protected characteristic.

Summary and findings of Initial Equality Impact Assessment

13. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
A. No negative impacts have been identified <input type="checkbox"/>	Sign off screening and finish.
B. Negative impacts have been identified but have been minimised or removed X	Sign off screening and finish.
C. Negative impacts could not be minimised or removed <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
D. There is insufficient evidence to make a judgement <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

14. Name and job title of person completing this form:

Jessica Douglas, Strategic People and Performance Manager

15. Date of completion:

⁹ The Council has a general duty to 'eliminate unlawful discrimination, harassment and victimisation'. Direct discrimination occurs when a person is treated less favourably than another in a comparable situation because of their 'protected characteristic' whether on grounds of age, disability, pregnancy and maternity, ethnicity; religion or belief; sex (gender), sexual orientation, or marriage and civil partnership. Indirect discrimination occurs when an apparently neutral provision or practice would nevertheless disadvantage people on the grounds of their 'protected characteristic'.

¹⁰ If you answer 'yes' to question 11 (above) you will need to complete the following section *and* go on to complete Section 2 in order to conduct a full Equality Impact Assessment.

30 December 2022

16. Date for update or review of this screening¹¹:

30 December 2023

If you have selected A or B (above), you have completed the assessment and can remove this paragraph and everything that appears below. In this case please:(a) send a copy to the relevant Assistant Director and the Equality and Safeguarding Officer; (b) arrange for it to be published on the Council's website [here](#) (under the relevant service area heading); and (c) update the Corporate Spreadsheet by clicking [here](#) and selecting and updating the first document. If you have selected C or D (above), you must complete Section Two (below).

¹¹ This is normally three years, but not always: You may know that the policy itself will be reviewed earlier in which case the EqlA should be reviewed at that time. Or, in the case of a five year strategy, you may want to have a review date of five years. In the case of a “one off” decision, such as closing a service, a review date may not be needed - in which case you should indicate ‘N/A’. In any event, the review date should be brought forward if you receive information or feedback which raises new concerns, or if the public policy context changes. You can speak to the [Equality and Safeguarding Co-ordinator](#) for more advice.

Equality Impact Assessment Form - An Analysis of the Effects on Equality

Section 1: Initial Equality Impact Assessment

Name of policy* to be assessed:

Transformation Budget Savings – **Community Enabling Team Resource**

1. What is the main purpose of the policy?

To reduce the baseline budget across the service by £65k by introducing new ways of working and maximising externally funding

2. What main areas or activities does it cover?

The Community Enabling Team that cover the below main functions:

- S106
- Voluntary Welfare Grants
- Locality Budgets
- Resettlement & Asylum Seeker Schemes
- Local Delivery Pilot
- Public Health
- Reducing inequalities
- Member and Community engagement
- Crisis management – e.g Covid response & Homes 4 Ukraine
- Armed Forces support & advice
- Alliance Neighbourhood support
- Asset Based Community Development – Communities Can..
- One Colchester and System Wide support

3. Are there changes to an existing policy being considered in this assessment? If so, what are they?

This is a new approach to ways of working in these service areas.

4. Who are the main audience, users or customers who will be affected by the policy?

The team work closely with Residents, Communities and their leaders, Partner organisations, Members, Senior Leadership Team and teams across the Council and Colchester Borough Homes.

5. What outcomes do you want to achieve from the policy?

To ensure we continue to provide a professional service to residents, partners & Council team in a more streamline way maximising all external funding opportunities and sharing system resources.

6. Are other service areas or partner agencies involved in delivery? If so, please give details below.

The team work closely with Communities and their leaders, Partner organisations, Members, Senior Leadership Team and teams across the Council. So any reduction in service provision will have a wide impact and a reduction to the support offered across the System in Colchester.

7. Are you aware of any relevant information, data, surveys or consultations¹² which help us to assess the likely or actual impact of the policy upon customers or staff? *If so, provide details and include a link to the document or source where available.*

Positive informal feedback from Essex County Council and other partner organisations and community groups.

¹²Click on [Customer Insight](#) for more information. The Council's surveys and consultations include 'equality monitoring information' to help us identify any particular concerns or views expressed by any particular group or 'protected characteristic'. It can also help us to assess how representative of our customers the respondent group is. Local data on the 'protected characteristics' is available [on this page](#) of Sharepoint.

8. The 'general duty' states that we must have "due regard" to the need to:

(a) eliminate unlawful discrimination, harassment and victimisation

(b) advance equality of opportunity between people who share a 'protected characteristic'¹³ and those who do not¹⁴

(c) foster good relations between people who share a 'protected characteristic' and those who do not¹⁵

The 3 principles duties of the Equality Act will be observed when developing a new look team to deliver this budget theme.

The policy helps us to 'eliminate unlawful discrimination, harassment and victimisation' in the following way(s):

- N/A

The policy helps us to 'advance equality of opportunity...' in the following way(s):

- N/A

The policy helps us to 'foster good relations...' in the following way(s):

- N/A

9. The Council has an important role in improving residents' health under the Health and Social Care Act 2012. This relates to both its 'core functions' (such as housing, leisure, green spaces and environmental health) and to its 'enabling roles' (such as economic development, planning and engaging with communities)¹⁶. The Council recognises that its Public Sector Equality Duty and its role in improving health are interrelated and mutually supportive. This is especially true across the 'protected characteristics' of age and disability.

¹³ The Equality Act's 'protected characteristics' include age, disability, gender reassignment, pregnancy and maternity, race, religion or belief and sex and sexual orientation. It also covers marriage and civil partnerships, but not for all aspects of the duty.

¹⁴ This involves having due regard, in particular, to the need to: (a) remove or minimise disadvantages suffered by persons who share a 'protected characteristic' that are connected to that characteristic; (b) take steps to meet the needs of persons who share a relevant 'protected characteristic' that are different from the needs of persons who do not share it, and (c) encourage persons who share a relevant 'protected characteristic' to participate in public life or in any other activity in which participation by such persons is disproportionately low.

¹⁵ This involves having due regard, in particular, to the need to (a) tackle prejudice, and (b) promote understanding.

¹⁶ The King's Fund: [The district council contribution to public health: a time of challenge and opportunity, 2015](#)

"Health inequalities are the unjust and avoidable differences in people's health across the population. They come from the unequal distribution of income, wealth and power and influence the wider determinants of health such as work, education, social support and housing. Currently, in England people living in the least deprived areas will live around 20 years longer in good health than those in the most deprived areas. Reducing health inequalities means giving everyone the same opportunities to lead a healthy life, no matter where they live or who they are."

Where applicable, explain how this policy helps us to improve health/reduce health inequalities for residents:

This team plays a key role in improving/reducing health inequalities for residents so any reduction will have an impact on how we assist partners and work with Communities to make Colchester City a better place to live, work and visit.

.

10. This section helps us to identify any disproportionate equality impacts. Please indicate in the table below whether the policy is likely to particularly benefit or disadvantage any of the 'protected characteristics'.

Remember to include reference to any relevant consultation, data or information.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Age	Older people (60+)	No	There is no benefit to this group of the proposed saving	Yes	The reduction in staffing will mean a reduction into the CCC contribution to the Age Well & Die Well domains and our general work supporting the older residents of Colchester
	Younger people (17-25) and children (0-16)	No	There is no benefit to this group of the proposed saving	Yes	The reduction in staffing will mean a reduction into the CCC contribution to the Start Well domain and our general work supporting the younger residents of Colchester
Disability	Physical	No	There is no benefit to this group of the proposed saving	Yes	The reduction in staffing will mean a reduction into the CCC contribution to the Feel Well domain and our general work supporting residents with disabilities in Colchester
	Sensory				
	Learning				
	Mental health issues				
	Other – <i>specify</i>				
Ethnicity ¹⁷	White	No	There is no benefit to this group of the proposed saving	Yes	The reduction in staffing will mean a reduction in general work supporting
	Black				

¹⁷ National Census 2011 categories are: Bangladeshi, Indian, Pakistani, Other Asian (Asian or Asian British), African, Caribbean, Other Black (Black or Black British), White and Black African, White and Asian, White and Black Caribbean (Mixed), British, Irish, Other White (White), Chinese, Other (Other Ethnic Group).

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
	Chinese				Faith Groups and Resettlement/Asylum Seeker schemes as a City of Sanctuary.
	Mixed Ethnic Origin				
	Gypsies/ Travellers				
	Other – <i>specify</i>				
Language	English not first language	No	There is no benefit to this group of the proposed saving	Yes	The reduction in staffing will mean a reduction in general work supporting Faith Groups and Resettlement/Asylum Seeker schemes as a City of Sanctuary
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks	No	There is no benefit to this group of the proposed saving	Yes	The reduction in staffing will mean a reduction into the CCC contribution to the Start Well domain and our general work supporting new families in Colchester
Religion or Belief	People with a religious belief (or none)	No	There is no benefit to this group of the proposed saving	Yes	The reduction in staffing will mean a reduction in general work supporting Faith Groups and Resettlement/Asylum Seeker schemes as a City of Sanctuary.
Sex	Men	No	There is no benefit to this group of the proposed saving	Yes	The reduction in staffing will mean a reduction in general work supporting all residents
	Women	No	There is no benefit to this group of the proposed saving	Yes	The reduction in staffing will mean a reduction in general work supporting all residents

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Gender Reassignment ¹⁸	Transgender/ Transsexual	No	There is no benefit to this group of the proposed saving	Yes	The reduction in staffing will mean a reduction in general work supporting all residents
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian	No	There is no benefit to this group of the proposed saving	Yes	The reduction in staffing will mean a reduction in general work supporting all residents
Marriage and Civil Partnership	People who are married or in a civil partnership	No	There is no benefit to this group of the proposed saving	Yes	The reduction in staffing will mean a reduction in general work supporting all residents

11. If you have identified any negative impacts (above), how can they be minimised or removed?

We will continue to investigate and implement different ways of working to minimise the impact to residents

12. Could the policy discriminate¹⁹ against any 'protected characteristic', either directly or indirectly²⁰?

¹⁸ The 'protected characteristic' of gender reassignment is defined by the Equality Act 2010 as "a person proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex." This is a personal process that may involve medical interventions such as counselling, psychotherapy, hormone therapy or surgery, but does not have to.

¹⁹ The Council has a general duty to 'eliminate unlawful discrimination, harassment and victimisation'. Direct discrimination occurs when a person is treated less favourably than another in a comparable situation because of their 'protected characteristic' whether on grounds of age, disability, pregnancy and maternity, ethnicity; religion or belief; sex (gender), sexual orientation, or marriage and civil partnership. Indirect discrimination occurs when an apparently neutral provision or practice would nevertheless disadvantage people on the grounds of their 'protected characteristic'.

²⁰ If you answer 'yes' to question 11 (above) you will need to complete the following section *and* go on to complete Section 2 in order to conduct a full Equality Impact Assessment.

No, this change will not directly discriminate but will reduce our capacity to assist and advice to make improvements

Summary and findings of Initial Equality Impact Assessment

13. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
A. No negative impacts have been identified <input type="checkbox"/>	Sign off screening and finish.
B. Negative impacts have been identified but have been minimised or removed <input checked="" type="checkbox"/>	Sign off screening and finish.
C. Negative impacts could not be minimised or removed <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
D. There is insufficient evidence to make a judgement <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

14. Michelle Tarbun, Group Manager – Communities

15. Date of completion: 11/1/23

16. Date for update or review of this screening: NA

2. Equality Impact Assessment Form - An Analysis of the Effects on Equality

1. Section 1: Initial Equality Impact Assessment

Name of policy* to be assessed: **Reduce CCC spend on Countrywide sites**

1. What is the main purpose of the policy?

A review will be undertaken to identify commercial opportunities and mode of management / ownership; this will include the consideration of increasing commerciality of Mersea Beach Huts and Mersea Pontoon.

2. What main areas or activities does it cover?

It is proposed that commercial arrangements around Mersea Beach Huts and the usage of Mersea Pontoon are explore, with a view to generate additional revenue.

3. Are there changes to an existing policy being considered in this assessment? If so, what are they?

Yes – we currently do not have a policy of charging users of the Pontoon. We do currently charge beach hut users however any further policy changes will be subject to the review.

4. Who are the main audience, users or customers who will be affected by the policy?

- Residents who rent a beach hut
- Non – residents who rent a beach hut
- Commercial users of beach huts
- Residents and non-residents who would want to secure their tenders to the pontoon
- Visiting boat owners who would want to moor their boats for a short period of time to the pontoon
- Commercial users mooring tenders on the pontoon

5. What outcomes do you want to achieve from the policy?

A total of £25k in additional revenue has been allocated against this theme

6. Are other service areas or partner agencies involved in delivery? If so, please give details below.

- Contact and support
- Invoice management

7. Are you aware of any relevant information, data, surveys or consultations¹ which help us to assess the likely or actual impact of the policy upon customers or staff? *If so, provide details and include a link to the document or source where available.*

No

8. The 'general duty' states that we must have "due regard" to the need to:

(a) eliminate unlawful discrimination, harassment and victimisation

(b) advance equality of opportunity between people who share a 'protected characteristic'² and those who do not³

(c) foster good relations between people who share a 'protected characteristic' and those who do not⁴

Not all policies help us to meet the 'general duty', but most do.

The policy helps us to 'eliminate unlawful discrimination, harassment and victimisation' in the following way(s):

- It is not held this policy change will impact on this duty

The policy helps us to 'advance equality of opportunity...' in the following way(s):

- It is not held this policy change will impact on this duty

The policy helps us to 'foster good relations...' in the following way(s):

- It is not held this policy change will impact on this duty

9. The Council has an important role in improving residents' health under the Health and Social Care Act 2012. This relates to both its 'core functions' (such as housing, leisure, green spaces and environmental health) and to its 'enabling roles' (such as economic development, planning and engaging with communities)⁵. The Council recognises that its Public Sector Equality Duty and its role in improving health are interrelated and mutually supportive. This is especially true across the 'protected characteristics' of age and disability.

"Health inequalities are the unjust and avoidable differences in people's health across the population. They come from the unequal distribution of income, wealth and power and influence the wider determinants of health such as work, education, social support and housing. Currently, in England people living in the least deprived areas will live around 20 years longer in good health than those in the most deprived areas. Reducing health inequalities means giving everyone the same opportunities to lead a healthy life, no matter where they live or who they are."

Where applicable, explain how this policy helps us to improve health/reduce health inequalities for residents:

- N/A

10. This section helps us to identify any disproportionate equality impacts. Please indicate in the table below whether the policy is likely to particularly benefit or disadvantage any of the 'protected characteristics'.

Remember to include reference to any relevant consultation, data or information.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
3. Age	Older people (60+)		None identified		None identified
	Younger people (17-25) and children (0-16)		None identified	X	Increased costs to clubs that currently use the pontoon for free.
Disability	Physical		None identified		None identified
	Sensory		None identified		None identified
	Learning		None identified		None identified
	Mental health issues		None identified		None identified
	Other – <i>specify</i>				
Ethnicity ⁶	White		None identified		None identified
	Black		None identified		None identified
	Chinese		None identified		None identified
	Mixed Ethnic Origin		None identified		None identified
	Gypsies/ Travellers		None identified		None identified

	Other – <i>specify</i>				
Language	English not first language		None identified		None identified
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks		None identified		None identified
Religion or Belief	People with a religious belief (or none)		None identified		None identified
Sex	Men		None identified		None identified
	Women		None identified		None identified
Gender Reassignment ⁷	Transgender/ Transsexual		None identified		None identified
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian		None identified		None identified
Marriage and Civil Partnership	People who are married or in a civil partnership		None identified		None identified

11. If you have identified any negative impacts (above), how can they be minimised or removed?

Younger people (17-25) and children (0-16)		None identified	X	Increased costs to clubs that currently use the pontoon for free.
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Understand the current usage of the pontoon and offer a concession for education and training purposes. Consider charges to only be applicable at certain times of the day.

12. Could the policy discriminate⁸ against any 'protected characteristic', either directly or indirectly⁹? (Yes/No)

Summary and findings of Initial Equality Impact Assessment

13. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
A. No negative impacts have been identified <input type="checkbox"/>	Sign off screening and finish.
B. Negative impacts have been identified but have been minimised or removed X	Sign off screening and finish.

C. Negative impacts could not be minimised or removed <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
D. There is insufficient evidence to make a judgement <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

14. Name and job title of person completing this form:

Nick Christo

Parks, Countryside and Greening Operations Manager

15. Date of completion:

12th January 2023

16. Date for update or review of this screening¹⁰: 11th January 2026

2. Equality Impact Assessment Form - An Analysis of the Effects on Equality

1. Section 1: Initial Equality Impact Assessment

Name of policy* to be assessed: **Reduce CCC spend on Sports and Playing fields**

1. What is the main purpose of the policy?

A review will take place on the maintenance undertaken by the Council's Grounds Maintenance Contractor with regards to Sports Pitches during the playing season and in the off season. The review will also incorporate the transfer of management and / or ownership to others (Parish Councils / Sports Club) with an appropriate payment.

2. What main areas or activities does it cover?

It is proposed that works associated with maintenance of Sports Pitches will be reviewed including:

- Grass cutting frequency during the season
- Renovation works during the off season
- The number of sports pitches and sites available may reduce
- Parish Councils or Sports Clubs may not be able to fund / take over the management of sports pitches

3. Are there changes to an existing policy being considered in this assessment? If so, what are they?

No – further policy changes will be subject to the review changes.

4. Who are the main audience, users or customers who will be affected by the policy?

- Residents
- Sports Clubs
- Schools
- Council's Grounds Maintenance contractor

5. What outcomes do you want to achieve from the policy?

A total of £50,000 in budget savings has been allocated against this theme which can be achieved by the Council reducing it's spend on sports pitches.

6. Are other service areas or partner agencies involved in delivery? If so, please give details below.

- The Council's Grounds Maintenance contractor Idverde.
- Colchester City Council's Sport and Leisure Services

7. Are you aware of any relevant information, data, surveys or consultations¹ which help us to assess the likely or actual impact of the policy upon customers or staff? *If so, provide details and include a link to the document or source where available.*

Usage data on sports pitches is held by another service and can be obtained upon request.

8. The 'general duty' states that we must have "due regard" to the need to:

(a) eliminate unlawful discrimination, harassment and victimisation

(b) advance equality of opportunity between people who share a 'protected characteristic'² and those who do not³

(c) foster good relations between people who share a 'protected characteristic' and those who do not⁴

Not all policies help us to meet the 'general duty', but most do.

The policy helps us to 'eliminate unlawful discrimination, harassment and victimisation' in the following way(s):

- It is not held this policy change will impact on this duty

The policy helps us to 'advance equality of opportunity...' in the following way(s):

- It is not held this policy change will impact on this duty

The policy helps us to 'foster good relations...' in the following way(s):

- It is not held this policy change will impact on this duty

9. The Council has an important role in improving residents' health under the Health and Social Care Act 2012. This relates to both its 'core functions' (such as housing, leisure, green spaces and environmental health) and to its 'enabling roles' (such as economic development, planning and engaging with communities)⁵. The Council recognises that its Public Sector Equality Duty and its role in improving health are interrelated and mutually supportive. This is especially true across the 'protected characteristics' of age and disability.

"Health inequalities are the unjust and avoidable differences in people's health across the population. They come from the unequal distribution of income, wealth and power and influence the wider determinants of health such as work, education, social support and housing. Currently, in England people living in the least deprived areas will live around 20 years longer in good health than those in the most deprived areas. Reducing health inequalities means giving everyone the same opportunities to lead a healthy life, no matter where they live or who they are."

Where applicable, explain how this policy helps us to improve health/reduce health inequalities for residents:

- This policy will help sustain health and physical activities by continuing to provide adequate numbers of sites and sports pitches, maintained to an acceptable standard

10. This section helps us to identify any disproportionate equality impacts. Please indicate in the table below whether the policy is likely to particularly benefit or disadvantage any of the 'protected characteristics'.

Remember to include reference to any relevant consultation, data or information.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
3. Age	Older people (60+)		None identified	X	Number of pitches accessible may reduce.
	Younger people (17-25) and children (0-16)		None identified	X	Number of pitches accessible may reduce.
Disability	Physical		None identified	X	Number of pitches accessible may reduce.
	Sensory		None identified	X	Number of pitches accessible may reduce.
	Learning		None identified	X	Number of pitches accessible may reduce.

	Mental health issues		None identified	X	Number of pitches accessible may reduce.
	Other – <i>specify</i>			X	Number of pitches accessible may reduce.
Ethnicity ⁶	White		None identified	X	Number of pitches accessible may reduce.
	Black		None identified	X	Number of pitches accessible may reduce.
	Chinese		None identified	X	Number of pitches accessible may reduce.
	Mixed Ethnic Origin		None identified	X	Number of pitches accessible may reduce.
	Gypsies/ Travellers		None identified	X	Number of pitches accessible may reduce.
	Other – <i>specify</i>				
Language	English not first language		None identified	X	Number of pitches accessible may reduce. Printed and online information is provided in English which could impact negatively upon this group.
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks		None identified	X	Number of pitches accessible may reduce.
Religion or Belief	People with a religious belief (or none)		None identified	X	Number of pitches accessible may reduce.
Sex	Men		None identified	X	Number of pitches accessible may reduce.
	Women		None identified	X	Number of pitches accessible may reduce.
Gender Reassignment ⁷	Transgender/ Transsexual		None identified	X	Number of pitches accessible may reduce.
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian		None identified	X	Number of pitches accessible may reduce.

Marriage and Civil Partnership	People who are married or in a civil partnership		None identified	X	Number of pitches accessible may reduce.
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11. If you have identified any negative impacts (above), how can they be minimised or removed?

Other sports pitches will continue to be accessible for those wanting to book.

Sports clubs and Parishes will be approached to seek sharing or taking on management of sites.

Language	English not first language		None identified	X	Printed and online information is provided in English which could impact negatively upon this group.
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Website information can be translated via online translation websites/tools. Customers which first language is not English can request that letters or leaflets are provided in a preferred language. Officers have access to a range of translation tools including text translation, instant telephone translation and face-to-face translation services.

12. Could the policy discriminate⁸ against any 'protected characteristic', either directly or indirectly⁹? (Yes/No) NO

Summary and findings of Initial Equality Impact Assessment

13. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
A. No negative impacts have been identified <input type="checkbox"/>	Sign off screening and finish.
B. Negative impacts have been identified but have been minimised or removed X	Sign off screening and finish.
C. Negative impacts could not be minimised or removed <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
D. There is insufficient evidence to make a judgement <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

14. Name and job title of person completing this form:

Nick Christo, Parks, Countryside & Greening Operations Manager

15. Date of completion:

12th January 2023

16. Date for update or review of this screening¹⁰: 11th January 2026

2. Equality Impact Assessment Form - An Analysis of the Effects on Equality

1. Section 1: Initial Equality Impact Assessment

Name of policy* to be assessed: **Charge for Garden Waste**

1. What is the main purpose of the policy?

Provide an optional chargeable Garden Waste Service for kerbside Colchester City residents with private gardens

2. What main areas or activities does it cover?

Fortnightly Collection of Garden Waste with a scheduled winter break

3. Are there changes to an existing policy being considered in this assessment? If so, what are they?

Currently there is a free universal Garden Collection service based on a mix of Garden Sacks and Wheeled Bins. The new service will be optional, chargeable and be delivered solely with Wheeled Bins.

4. Who are the main audience, users or customers who will be affected by the policy?

All residents with a private garden

5. What outcomes do you want to achieve from the policy?

There is a need to move from a free universal service to a chargeable one to generate a new revenue stream for Recycling and Waste.

6. Are other service areas or partner agencies involved in delivery? If so, please give details below.

**Customer Service Team
Essex County Council
Neighbourhood Services Team
Digital and online teams**

7. Are you aware of any relevant information, data, surveys or consultations¹ which help us to assess the likely or actual impact of the policy upon customers or staff? *If so, provide details and include a link to the document or source where available.*

No consultation has been commissioned as of this time.

8. The 'general duty' states that we must have "due regard" to the need to:

- (a) eliminate unlawful discrimination, harassment and victimisation
- (b) advance equality of opportunity between people who share a 'protected characteristic'² and those who do not³
- (c) foster good relations between people who share a 'protected characteristic' and those who do not⁴

Not all policies help us to meet the 'general duty', but most do.

The policy helps us to 'eliminate unlawful discrimination, harassment and victimisation' in the following way(s):

- **It is not held that that this policy/ service will specifically help us to meet this aim.**

The policy helps us to 'advance equality of opportunity...' in the following way(s):

- **It is not held that that this policy/ service will specifically help us to meet this aim.**

The policy helps us to 'foster good relations...' in the following way(s):

- **It is not held that that this policy/ service will specifically help us to meet this aim.**

9. The Council has an important role in improving residents' health under the Health and Social Care Act 2012. This relates to both its 'core functions' (such as housing, leisure, green spaces and environmental health) and to its 'enabling roles' (such as economic development, planning and engaging with communities)⁵. The Council recognises that its Public Sector Equality Duty and its role in improving health are interrelated and mutually supportive. This is especially true across the 'protected characteristics' of age and disability.

"Health inequalities are the unjust and avoidable differences in people's health across the population. They come from the unequal distribution of income, wealth and power and influence the wider determinants of health such as work, education, social support and housing. Currently, in England people living in the least deprived areas will live around 20 years longer in good health than those in the most deprived areas. Reducing health inequalities means giving everyone the same opportunities to lead a healthy life, no matter where they live or who they are."

Where applicable, explain how this policy helps us to improve health/reduce health inequalities for residents:

- **n/a**

10. This section helps us to identify any disproportionate equality impacts. Please indicate in the table below whether the policy is likely to particularly benefit or disadvantage any of the 'protected characteristics'.

Remember to include reference to any relevant consultation, data or information.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
3. Age	Older people (60+)	X	Many Residents prefer the better containment offered by Wheeled bins to Garden Sacks	X	Some older people may have particular difficulty in manoeuvring wheeled bins.
	Younger people (17-25) and children (0-16)	X	Many Residents prefer the better containment offered by Wheeled bins to Garden Sacks		None identified
Disability	Physical	X	The Assisted Collection service will continue to benefit this group.		None identified
	Sensory	X	The Assisted Collection service will continue to benefit this group.		None identified
	Learning	X	The Assisted Collection service will continue to benefit this group.		None identified
	Mental health issues	X	The Assisted Collection service will continue to benefit this group.		None identified
	Other – <i>specify</i>				
Ethnicity ⁶	White		None identified		None identified
	Black		None identified		None identified
	Chinese		None identified		None identified
	Mixed Ethnic Origin		None identified		None identified
	Gypsies/ Travellers		None identified		None identified

	Other – <i>specify</i>				
Language	English not first language		None identified	X	Printed and online information is provided in English which could impact negatively upon this group.
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks	X	The Assisted Collection service will continue to benefit this group.	X	Individuals within this group may have particular difficulty in manoeuvring wheeled bins.
Religion or Belief	People with a religious belief (or none)		None identified		None identified
Sex	Men		None identified		None identified
	Women		None identified		None identified
Gender Reassignment ⁷	Transgender/ Transsexual		None identified		None identified
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian		None identified		None identified
Marriage and Civil Partnership	People who are married or in a civil partnership		None identified		None identified

11. If you have identified any negative impacts (above), how can they be minimised or removed?

Older people (60+) X Some older people may have particular difficulty in manoeuvring wheeled bins.

The Assisted Collection Service will continue to help customers who have particular difficulty in presenting their waste on the boundary of their property. This will extend to assisting with wheeled bins where appropriate.

English not first language X Printed and online information is provided in English which could impact negatively upon this group.

Website information can be translated via online translation websites/tools. Customers which first language is not English can request that letters or leaflets are provided in a preferred language. Officers have access to a range of translation tools including text translation, instant telephone translation and face-to-face translation services.

Women who are pregnant or have given birth in last 26 weeks X Individuals within this group may have particular difficulty in manoeuvring wheeled bins.

The Assisted Collection Service will continue to help customers who have particular difficulty in presenting their waste on the boundary of their property. This will extend to assisting with wheeled bins where appropriate.

12. Could the policy discriminate⁸ against any 'protected characteristic', either directly or indirectly⁹? (Yes/No) **No**

Summary and findings of Initial Equality Impact Assessment

13. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
A. No negative impacts have been identified <input type="checkbox"/>	Sign off screening and finish.
B. Negative impacts have been identified but have been minimised or removed X	Sign off screening and finish.
C. Negative impacts could not be minimised or removed <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
D. There is insufficient evidence to make a judgement <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

14. Name and job title of person completing this form:

John Kellett
Business Improvement Manager

15. Date of completion:

10th January 2023

16. Date for update or review of this screening¹⁰:

9th January 2026

If you have selected A or B (above), you have completed the assessment and can remove this paragraph and everything that appears below. In this case please:(a) send a copy to the relevant Assistant Director and the Equality and Safeguarding Officer; (b) arrange for it to be published on the Council's website [here](#) (under the relevant service area heading); and (c) update the Corporate Spreadsheet by clicking [here](#) and selecting and updating the first document. If you have selected C or D (above), you must complete Section Two (below).

2. Equality Impact Assessment Form - An Analysis of the Effects on Equality

1. Section 1: Initial Equality Impact Assessment

Name of policy* to be assessed: **Charging residents for Recycling Kit**

1. What is the main purpose of the policy?

The review of charging for some recycling equipment is intended to help address the impact of Inflation on the fixed Recycling Equipment Budget rather than continue to operate with a very significant Budget pressure.

2. What main areas or activities does it cover?

The review will cover all Recycling Equipment currently provided free of charge to residents including Wheeled Bins, Recycling Boxes, Kerbside and Kitchen Caddies, White Garden Sacks and Clear Recycling Bags

3. Are there changes to an existing policy being considered in this assessment? If so, what are they?

- **Introduction of charges to Residents for Recycling Equipment except:**
 - **Potential to provide New Builds with free of charge New Build Recycling kit**
 - **Potential to provide Home Movers with any required kit Free of Charge**
 - **Potential to make the first roll of Clear Recycling Bags free each financial year**
- **All Kitchen Caddies to be chargeable**
- **Possibility to allow a Resident to bring in a broken item to a CCC office for free exchange**
- **Colchester City Council to retain provision and ownership of Black Wheeled Bins**
- **Brown Wheeled Bins to be chargeable where a customer needs them**
- **Exemption Black Bins to remain free of charge**
- **Potential to introduce charges for home deliveries**
- **Assisted Customers to be offered local collection as an option**
- **Prices to be set regularly based on Market price of last purchase**
- **Payments to be made online as part of the process**

4. Who are the main audience, users or customers who will be affected by the policy?

All residents

5. What outcomes do you want to achieve from the policy?

Ability to continue to provide Customers with Recycling Equipment

6. Are other service areas or partner agencies involved in delivery? If so, please give details below.

Contact & Support

Dynamics and TaskSmart Support Teams

Online Payments Engine

7. Are you aware of any relevant information, data, surveys or consultations¹ which help us to assess the likely or actual impact of the policy upon customers or staff? *If so, provide details and include a link to the document or source where available.*

None

8. The 'general duty' states that we must have "due regard" to the need to:

- (a) eliminate unlawful discrimination, harassment and victimisation
- (b) advance equality of opportunity between people who share a 'protected characteristic'² and those who do not³
- (c) foster good relations between people who share a 'protected characteristic' and those who do not⁴

Not all policies help us to meet the 'general duty', but most do.

The policy helps us to 'eliminate unlawful discrimination, harassment and victimisation' in the following way(s):

- **It is not held that that this policy/ service will specifically help us to meet this aim.**

The policy helps us to 'advance equality of opportunity...' in the following way(s):

- **Service Options will continue to be available for all residents whether they have access to the internet or not**
- **Residents without Internet Access could be offered the option to pay online via Customer Service Team and then collect from an Outlet to avoid Delivery Charges or else could pay for a Home Delivery.**

The policy helps us to 'foster good relations...' in the following way(s):

- **It is not held that that this policy/ service will specifically help us to meet this aim.**

9. The Council has an important role in improving residents' health under the Health and Social Care Act 2012. This relates to both its 'core functions' (such as housing, leisure, green spaces and environmental health) and to its 'enabling roles' (such as economic development, planning and engaging with communities)⁵. The Council recognises that its Public Sector Equality Duty and its role in improving health are interrelated and mutually supportive. This is especially true across the 'protected characteristics' of age and disability.

"Health inequalities are the unjust and avoidable differences in people's health across the population. They come from the unequal distribution of income, wealth and power and influence the wider determinants of health such as work, education, social support and housing. Currently, in England people living in the least deprived areas will live around 20 years longer in good health than those in the most deprived areas. Reducing health inequalities means giving everyone the same opportunities to lead a healthy life, no matter where they live or who they are."

Where applicable, explain how this policy helps us to improve health/reduce health inequalities for residents:

- **Black Wheeled Bins would continue to be available free of charge**

10. This section helps us to identify any disproportionate equality impacts. Please indicate in the table below whether the policy is likely to particularly benefit or disadvantage any of the 'protected characteristics'.

Remember to include reference to any relevant consultation, data or information.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
3. Age	Older people (60+)	X	Home Delivery remains available for residents with an Assisted Collection	X	Delivery Charge Introduced for Home Delivery
	Younger people (17-25) and children (0-16)		None identified		None identified

Disability	Physical	X	Home Delivery remains available for residents with an Assisted Collection	X	Delivery Charge Introduced for Home Delivery
	Sensory		None identified		None identified
	Learning		None identified		None identified
	Mental health issues		None identified		None identified
	Other – <i>specify</i>				
Ethnicity ⁶	White		None identified		None identified
	Black		None identified		None identified
	Chinese		None identified		None identified
	Mixed Ethnic Origin		None identified		None identified
	Gypsies/ Travellers		None identified		None identified
	Other – <i>specify</i>				
Language	English not first language		None identified	X	Printed and online information is provided in English which could impact negatively upon this group.
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks	X	Home Delivery remains available for residents with an Assisted Collection	X	Delivery Charge Introduced for Home Delivery
Religion or Belief	People with a religious belief (or none)		None identified		None identified
Sex	Men		None identified		None identified
	Women		None identified		None identified
Gender Reassignment ⁷	Transgender/ Transsexual		None identified		None identified
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian		None identified		None identified
Marriage and Civil Partnership	People who are married or in a civil partnership		None identified		None identified

11. If you have identified any negative impacts (above), how can they be minimised or removed?

Older people (60+)	X	Home Delivery remains available for residents with an Assisted Collection	X	Delivery Charge Introduced for Home Delivery
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Currently Residents with an Assisted Collection receive a free delivery. It is proposed to allow Residents with an Assisted Collection the choice of whether to collect for free or pay for Home Delivery

Residents without Internet Access could be offered the option to pay online via Customer Service Team and then collect from an Outlet to avoid Delivery Charges or else could pay for a Home Delivery.

Physical	X	Home Delivery remains available for residents with an Assisted Collection	X	Delivery Charge Introduced for Home Delivery
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Currently Residents with an Assisted Collection receive a free delivery. It is proposed to allow Residents with an Assisted Collection the choice of whether to collect for free or pay for Home Delivery

English not first language		None identified	X	Printed and online information is provided in English which could impact negatively upon this group.
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Website information can be translated via online translation websites/tools. Customers which first language is not English can request that letters or leaflets are provided in a preferred language. Officers have access to a range of translation tools including text translation, instant telephone translation and face-to-face translation services.

Women who are pregnant or have given birth in last 26 weeks	X	Home Delivery remains available for residents with an Assisted Collection	X	Delivery Charge Introduced for Home Delivery
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Currently Residents with an Assisted Collection receive a free delivery. It is proposed to allow Residents with an Assisted Collection the choice of whether to collect for free or pay for Home Delivery

12. Could the policy discriminate⁸ against any 'protected characteristic', either directly or indirectly⁹? (Yes/No) **No**

Summary and findings of Initial Equality Impact Assessment

13. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
A. No negative impacts have been identified <input type="checkbox"/>	Sign off screening and finish.
B. Negative impacts have been identified but have been minimised or removed X	Sign off screening and finish.
C. Negative impacts could not be minimised or removed <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

D. There is insufficient evidence to make a judgement <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
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14. Name and job title of person completing this form:

John Kellett
Business Improvement Manager

15. Date of completion:

10th January 2023

16. Date for update or review of this screening¹⁰:

9th January 2026

If you have selected A or B (above), you have completed the assessment and can remove this paragraph and everything that appears below. In this case please:(a) send a copy to the relevant Assistant Director and the Equality and Safeguarding Officer; (b) arrange for it to be published on the Council's website [here](#) (under the relevant service area heading); and (c) update the Corporate Spreadsheet by clicking [here](#) and selecting and updating the first document. If you have selected C or D (above), you must complete Section Two

2. Equality Impact Assessment Form - An Analysis of the Effects on Equality

1. Section 1: Initial Equality Impact Assessment

Name of policy* to be assessed: **Council Tax Penalties**

1. What is the main purpose of the policy?

- To introduced penalty charges for households falsely claiming Council Tax Single Person Discount. It aims to deter residents from claiming the discount where they are not eligible.
- To introduce a perpetual annual Single Person Discount review, requiring residents in receipt of the discount to re-confirm their status annually.

2. What main areas or activities does it cover?

The Council's administration of Council Tax accounts.

3. Are there changes to an existing policy being considered in this assessment? If so, what are they?

n/a

4. Who are the main audience, users or customers who will be affected by the policy?

This affects all households liable for Council Tax.

5. What outcomes do you want to achieve from the policy?

The changes aim to deter households from claiming Council Tax discounts that they aren't or are no longer eligible for. The expected outcomes include:

- A reduction in the overall number of single person discount claimants
- A fairer approach to Council Tax, ensuring that those claiming discounts incorrectly are identified and where appropriate issued with penalty fines
- Increase in the amount of collectable Council Tax, supporting the funding of local services.

6. Are other service areas or partner agencies involved in delivery? If so, please give details below.

Precepting authorities (Essex County Council, Fire and Police) have an interest in the Council maximising Council Tax Collection.

7. Are you aware of any relevant information, data, surveys or consultations¹ which help us to assess the likely or actual impact of the policy upon customers or staff? *If so, provide details and include a link to the document or source where available.*

n/a

8. The 'general duty' states that we must have "due regard" to the need to:

(a) eliminate unlawful discrimination, harassment and victimisation

(b) advance equality of opportunity between people who share a 'protected characteristic'² and those who do not³

(c) foster good relations between people who share a 'protected characteristic' and those who do not⁴

Not all policies help us to meet the 'general duty', but most do.

The policy helps us to 'eliminate unlawful discrimination, harassment and victimisation' in the following way(s):

n/a

The policy helps us to 'advance equality of opportunity...' in the following way(s):

n/a

The policy helps us to 'foster good relations...' in the following way(s):

n/a

9. The Council has an important role in improving residents' health under the Health and Social Care Act 2012. This relates to both its 'core functions' (such as housing, leisure, green spaces and environmental health) and to its 'enabling roles' (such as economic development, planning and engaging with communities)⁵. The Council recognises that its Public Sector Equality Duty and its role in improving health are interrelated and mutually supportive. This is especially true across the 'protected characteristics' of age and disability.

"Health inequalities are the unjust and avoidable differences in people's health across the population. They come from the unequal distribution of income, wealth and power and influence the wider determinants of health such as work, education, social support and housing. Currently, in England people living in the least deprived areas will live around 20 years longer in good health than those in the most deprived areas. Reducing health inequalities means giving everyone the same opportunities to lead a healthy life, no matter where they live or who they are."

Where applicable, explain how this policy helps us to improve health/reduce health inequalities for residents:

n/a

10. This section helps us to identify any disproportionate equality impacts. Please indicate in the table below whether the policy is likely to particularly benefit or disadvantage any of the 'protected characteristics'.

Remember to include reference to any relevant consultation, data or information.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
3. Age	Older people (60+)	Fair collection of Council Tax	Preventing people from claiming discounts for Council Tax where they are not eligible will improve funding available for local services.	x	
	Younger people (17-25) and children (0-16)	As above	As above	x	
Disability	Physical	As above	As above	x	
	Sensory	As above	As above	x	
	Learning	As above	As above	x	
	Mental health issues	As above	As above	x	
	Other – <i>specify</i>	As above	As above	x	
Ethnicity ⁶	White	As above	As above	x	
	Black	As above	As above	x	
	Chinese	As above	As above	x	
	Mixed Ethnic Origin	As above	As above	x	
	Gypsies/ Travellers	As above	As above	x	
	Other – <i>specify</i>	As above	As above	x	
Language	English not first language	As above	As above	x	
Pregnancy and Maternity	Women who are pregnant or have	As above	As above	x	

	given birth in last 26 weeks				
Religion or Belief	People with a religious belief (or none)	As above	As above	x	
Sex	Men	As above	As above	x	
	Women	As above	As above	x	
Gender Reassignment ⁷	Transgender/ Transsexual	As above	As above	x	
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian	As above	As above	x	
Marriage and Civil Partnership	People who are married or in a civil partnership	As above	As above	x	

11. If you have identified any negative impacts (above), how can they be minimised or removed?

None

12. Could the policy discriminate⁸ against any 'protected characteristic', either directly or indirectly⁹? No

Summary and findings of Initial Equality Impact Assessment

13. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
A. No negative impacts have been identified <input checked="" type="checkbox"/>	Sign off screening and finish.
B. Negative impacts have been identified but have been minimised or removed <input type="checkbox"/>	Sign off screening and finish.
C. Negative impacts could not be minimised or removed <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
D. There is insufficient evidence to make a judgement <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

14. Name and job title of person completing this form:

Sam Preston – Group Manager

15. Date of completion:

13/01/2023

16. Date for update or review of this screening¹⁰:

13/01/2026

If you have selected A or B (above), you have completed the assessment and can remove this paragraph and everything that appears below. In this case please: (a) send a copy to the relevant Assistant Director and the Equality and Safeguarding Officer; (b) arrange for it to be published on the Council's website [here](#) (under the relevant service area heading); and (c) update the Corporate Spreadsheet by clicking [here](#) and selecting and updating the first document. If you have selected C or D (above), you must complete Section Two (below).

2. Equality Impact Assessment Form - An Analysis of the Effects on Equality

1. Section 1: Initial Equality Impact Assessment

This EQIA considers the impact of the review and introduction of new senior management arrangements, aimed at resetting and aligning the organisation to reflect resource pressure changes and working arrangements to support residents effectively.

1. What is the main purpose of the review? **Organisation Design**

Under the new arrangements, the Senior Management Team will operate as a Senior Board to provide leadership to the organisation.

The number of posts has been reduced by 2, providing £200k in savings.

The new Strategic Director roles within the senior team will be different to the Assistant Director roles. The focus will no longer be on leading a set of defined services but to be responsible for the Council's strategic priorities and outcomes and provide strategic leadership over key drivers including resources, organisational culture, environmental sustainability and reducing inequalities.

The arrangements will involve Group Managers becoming service delivery heads with full autonomy to operate services whilst being accountable to the senior leadership team.

2. What main areas or activities does it cover?

- Strategic leadership of the council

3. Are there changes to an existing policy being considered in this assessment? If so, what are they?

The new senior management arrangements will necessitate a change to the Scheme of Delegation as roles and accountabilities of the Senior Board and GMT within the wider leadership team are redefined.

4. Who are the main audience, users or customers who will be affected by the review?

Cabinet, councillors, managers and staff.

5. What outcomes do you want to achieve from the review?

A total of £200k has been achieved from the changes in the senior management arrangements.

The creation of the Senior Leadership Board will mean the Board will focus on delivering the strategic priorities and outcomes and provide strategic leadership over key drivers including resources, organisational culture, environmental sustainability and reducing inequalities.

7. Are you aware of any relevant information, data, surveys or consultations¹ which help us to assess the likely or actual impact of the policy upon customers or staff? *If so, provide details and include a link to the document or source where available.*

This is an internal review of the council's management arrangements. It has been informed by the Red Quadrant review which identified the principles that should underpin the leadership structure as follows:

- Fluidity and flexibility without hierarchy
- Distributed and inclusive leadership
- Outward looking focus
- Agreement on common purpose, outcomes and priorities
- Clearer accountability, more autonomy, cross organisational working
- Drive a progressive, inclusive and diverse culture
- Remain open to dynamic change
- Enable leaders to lead with discretion

8. The 'general duty' states that we must have "due regard" to the need to:

- (a) eliminate unlawful discrimination, harassment and victimisation
- (b) advance equality of opportunity between people who share a 'protected characteristic'² and those who do not³
- (c) foster good relations between people who share a 'protected characteristic' and those who do not⁴

The 3 principal duties of the Equality Act will be at the forefront of the Senior Management Board in terms of advancing equal opportunity for staff and residents, fostering good relations and eliminating discrimination, harassment and victimisation.

9. The Council has an important role in improving residents' health under the Health and Social Care Act 2012. This relates to both its 'core functions' (such as housing, leisure, green spaces and environmental health) and to its 'enabling roles' (such as economic development, planning and engaging with communities)⁵. The Council recognises that its Public Sector Equality Duty and its role in improving health are interrelated and mutually supportive. This is especially true across the 'protected characteristics' of age and disability.

"Health inequalities are the unjust and avoidable differences in people's health across the population. They come from the unequal distribution of income, wealth and power and influence the wider determinants of health such as work, education, social support and housing. Currently, in England people living in the least deprived areas will live around 20 years longer in good health than those in the most deprived areas. Reducing health inequalities means giving everyone the same opportunities to lead a healthy life, no matter where they live or who they are."

Where applicable, explain how this policy helps us to improve health/reduce health inequalities for residents:

The focus of the Board is to provide strategic leadership over key drivers including resources, organisational culture, environmental sustainability and **reducing inequalities**.

10. This section helps us to identify any disproportionate equality impacts. Please indicate in the table below whether the policy is likely to particularly benefit or disadvantage any of the 'protected characteristics'.

Remember to include reference to any relevant consultation, data or information.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
3. Age	Older people (60+)	Yes	Reducing inequalities within our communities and workforce will be one of the key objectives for the new Board. A new strategic lead for Equality, Diversity and Inclusion has been put in place.	None	There are no disproportionate equality impacts of the implementation of the new senior management arrangements with regard to older people.
	Younger people (17-25) and children (0-16)	Yes	Reducing inequalities within our communities and workforce will be one of the key objectives for the new Board. A new strategic lead for Equality, Diversity and Inclusion has been put in place.	None	There are no disproportionate equality impacts of the implementation of the new senior management arrangements with regard to younger people. The profile of the senior management team is older than 17-25 years but this might be expected in terms of knowledge, experience and skills needed for senior roles. The key will be ensuring that the senior management team ensure there is engagement with younger residents and the workforce to understand their challenges and needs.
Disability	Physical	Yes	As above	None	There are no disproportionate equality impacts of the implementation of the new senior management arrangements with regard to disabled people.
	Sensory				
	Learning				
	Mental health issues				
	Other – <i>specify</i>				

					There is a People priority to ensure the council is more diverse and inclusive and plans will soon be in place to improve diversity across the council.
Ethnicity ⁶	White	Yes	As above	None	<p>The ethnicity of the senior leadership team is not diverse.</p> <p>There is a People priority to ensure the council is more diverse and inclusive and plans will soon be in place to improve diversity across the council.</p>
	Black				
	Chinese				
	Mixed Ethnic Origin				
	Gypsies/ Travellers				
	Other – <i>specify</i>				
Language	English not first language	Yes	As above	None	There are no disproportionate equality impacts of the implementation of the new senior management arrangements with regard to people where english is not the first language.
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks	Yes	As above	None	<p>There are no disproportionate equality impacts of the implementation of the new senior management arrangements with regard to pregnant staff or those on maternity.</p> <p>Well established policies are in place to prevent discrimination.</p>
Religion or Belief	People with a religious belief (or none)	Yes	As above	None	There are no disproportionate equality impacts of the implementation of the new senior management arrangements with regard to religion.
Sex	Men	Yes	<p>The profile of the senior leadership board is 2 males and 4 female leaders.</p> <p>The wider leadership team (GMT) has 6 male and 6 female managers.</p>	None	There are no disproportionate equality impacts of the implementation of the new senior management arrangements with regard to sex..
	Women	Yes	<p>The profile of the senior leadership board is 2 males and 4 female leaders.</p> <p>The wider leadership team (GMT) has 6 male and 6 female managers.</p>	None	There are no disproportionate equality impacts of the implementation of the new senior management arrangements with regard to sex..

Gender Reassignment ⁷	Transgender/ Transsexual	Yes	As above	None	There are no disproportionate equality impacts of the implementation of the new senior management arrangements with regard to gender reassignment. There is a People priority to ensure the council is more diverse and inclusive and plans will soon be in place to improve diversity across the council.
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian	Yes	As above	None	There are no disproportionate equality impacts of the implementation of the new senior management arrangements with regard to sexual orientation.. There is a People priority to ensure the council is more diverse and inclusive and plans will soon be in place to improve diversity across the council.
Marriage and Civil Partnership	People who are married or in a civil partnership	Yes	As above	None	There are no disproportionate equality impacts of the implementation of the new senior management arrangements with regard to marriage and civil partnership.

11. If you have identified any negative impacts (above), how can they be minimised or removed?

The council will need to have due regard to its public duty under the Equality Act 2010 and in particular to eliminate unlawful discrimination, harassment and victimisation and advance equality of opportunity between people who share a 'protected characteristic⁸' and those who do not in the implementation of the budget plans.

Each decision will need to be considered on a case-by-case basis to ensure that detriment is not experienced by staff/candidates with a protected characteristic, is not discriminatory and can be objectively justified.

The impact of the reduction on staffing will need to be monitored closely to ensure staff with protected characteristic are not disadvantaged compared with those who do not have a protected characteristic.

If staffing is significantly reduced in a service that support vulnerable residents or those with a particular characteristic, a full EQIA should be conducted to assess the impact of the decision.

2. Could the policy discriminate⁹ against any 'protected characteristic', either directly or indirectly¹⁰?

No the policy should not discriminate against any protected characteristic.

Summary and findings of Initial Equality Impact Assessment

13. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
A. No negative impacts have been identified <input checked="" type="checkbox"/> X	Sign off screening and finish.
B. Negative impacts have been identified but have been minimised or removed	Sign off screening and finish.
C. Negative impacts could not be minimised or removed <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
D. There is insufficient evidence to make a judgement <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

14. Name and job title of person completing this form:

Jessica Douglas, Strategic People and Performance Manager

15. Date of completion:

13.January 2023

16. Date for update or review of this screening¹¹:

Not applicable – this is a standalone review. If the senior management arrangements are reviewed again a new EQIA will be completed.

Equality Impact Assessment Form - An Analysis of the Effects on Equality

Section 1: Initial Equality Impact Assessment

Name of policy to be assessed:

Contact and Support Service Reduction

- Telephony And Email contact – Contact and Support Team (CST).

NB: 'Policy' is meant broadly to mean policy, strategy, service, function, activity or decision.

1. What is the main purpose of the policy?

- To assess the impact of the following proposed service changes.
 - Reduction of telephony and email service times to four days per week.
 - Introduction of new Customer Contact System.

2. What main areas or activities does it cover?

- Customer contact with the CST

3. Are there changes to an existing policy being considered in this assessment? If so what are they?

- Review of the following EQIA in conjunction with the proposed service changes.
- [Sharepoint Online](#)

4. Who are the main audience, users or customers who will be affected by the policy?

- Residents
- Businesses
- Councillors
- External Partners

- Staff

5. What outcomes do you want to achieve from the policy?

- To ensure the proposed service changes generate no negative impact / minimised impact on the service users in relation to Equality and Diversity.

6. Are other service areas or partner agencies involved in delivery? If so, please give details below:

The CST works closely with external partners such as Essex County Council (ECC) and Colchester borough Homes (CBH) and internal service areas such as Recycling and Rubbish, Planning, Licensing etc. The proposed changes will be discussed with all partners.

7. Are you aware of any relevant information, data, surveys or consultations²¹ which help us to assess the likely or actual impact of the policy upon customers or staff?

Feedback on key services including telephony services are periodically reviewed and has been taken into account in shaping this service.

8. The 'general duty' states that we must have "due regard" to the need to:

- (a) Eliminate unlawful discrimination, harassment and victimisation
- (b) Advance equality of opportunity between people who share a 'protected characteristic'²² and those who do not²³
- (c) Foster good relations between people who share a protected characteristic and those who do not²⁴

Not all policies help us to meet the 'general duty', but most do.

²¹Click on [Customer Insight](#) for more information. The Council's surveys and consultations include 'equality monitoring information' to help us identify any particular concerns or views expressed by any particular group or 'protected characteristic'. It can also help us to assess how representative of our customers the respondent group is. Local data on the 'protected characteristics' is available [on this page](#) of Sharepoint.

²² The Equality Act's 'protected characteristics' include age, disability, gender reassignment, pregnancy and maternity, race, religion or belief and sex and sexual orientation. It also covers marriage and civil partnerships, but not for all aspects of the duty.

²³ This involves having due regard, in particular, to the need to: (a) remove or minimise disadvantages suffered by persons who share a 'protected characteristic' that are connected to that characteristic; (b) take steps to meet the needs of persons who share a relevant 'protected characteristic' that are different from the needs of persons who do not share it, and (c) encourage persons who share a relevant 'protected characteristic' to participate in public life or in any other activity in which participation by such persons is disproportionately low.

²⁴ This involves having due regard, in particular, to the need to (a) tackle prejudice, and (b) promote understanding.

The policy helps us to ‘eliminate unlawful discrimination, harassment and victimisation’ in the following way(s):

- By providing a telephony and email service for four days per week and online services 24/7.

The policy helps us to ‘advance equality of opportunity...’ in the following way(s):

- By providing a telephony and email service for four days per week and online services 24/7.

The policy helps us to ‘foster good relations...’ in the following way(s):

- By providing a telephony and email service for four days per week and online services 24/7.

9. The Council has an important role in improving residents’ health under the Health and Social Care Act 2012. This relates to both its ‘core functions’ (such as housing, leisure, green spaces and environmental health) and to its ‘enabling roles’ (such as economic development, planning and engaging with communities)²⁵. The Council recognises that its Public Sector Equality Duty and its role in improving health are interrelated and mutually supportive. This is especially true across the ‘protected characteristics’ of age and disability.

“Health inequalities are the unjust and avoidable differences in people's health across the population. They come from the unequal distribution of income, wealth and power and influence the wider determinants of health such as work, education, social support and housing. Currently, in England people living in the least deprived areas will live around 20 years longer in good health than those in the most deprived areas. Reducing health inequalities means giving everyone the same opportunities to lead a healthy life, no matter where they live or who they are.”

Where applicable, explain how this policy helps us to improve health/reduce health inequalities for residents:

- By using additional technologies such as text phone, our services can be accessed by a wider audience.
- The new Customer Contact System will allow us to implement other contact channels such as WhatsApp, Chatbot, Social Media etc.

10. This section helps us to identify any disproportionate equality impacts. Please indicate in the table below whether the policy is likely to particularly benefit or disadvantage any of the ‘protected characteristics’.

²⁵ The King’s Fund: [The district council contribution to public health: a time of challenge and opportunity, 2015](#)

The proposed change to reduce service times to four days per week will not have an isolated negative effect on the protected characteristic groups listed below.

The proposed change to introduce a new Customer Contact System will have a positive effect on all service users by introducing new contact channels in addition to the existing telephony and email service.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Age	Older people (60+)	New telephony system	Telephony system is being updated using data from customer interactions; ensure the automation is accurate to our customers' needs.	X	Older people are more likely to have a disability – see comments below.
		Queue management	Working to reduce customer wait times and give alternatives, such as online resolution and a call back service. Future roll out of other contact channels will further improve queue management.		
		High resolution rates	The CST delivers above expectations on resolving a call at first point of contact.		
	Younger people (17-25) and children (0-16)	As above	As above	X	None identified
Disability	Physical	As above	As above	X	This group may be more likely to find automated options more difficult to use.
	Sensory	As above	As above	X	As above

	Learning	As above	As above	X	As above
	Mental health issues	As above	As above	X	As above
	Other – <i>specify</i>				

‘Protected characteristic’ group Ethnicity ²⁶		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
	White	New telephony system Queue management High resolution rates	Telephony system is being updated using data from customer interactions; ensure the automation is accurate to our customers’ needs. Working to reduce customer wait times and give alternatives, such as online resolution and a call back service. Future roll out of other contact channels will further improve queue management. The CST delivers above expectations on resolving a call at first point of contact.	X	None identified
	Black	As above	As above	X	None identified
	Chinese	As above	As above	X	None identified
	Mixed Ethnic Origin	As above	As above	X	None identified
	Gypsies/ Travellers	As above	As above	X	None identified
	Other – <i>please state</i>			X	

²⁶ National Census 2011 categories are: Bangladeshi, Indian, Pakistani, Other Asian (Asian or Asian British), African, Caribbean, Other Black (Black or Black British), White and Black African, White and Asian, White and Black Caribbean (Mixed), British, Irish, Other White (White), Chinese, Other (Other Ethnic Group).

Language	English not first language	As above	As above	X	This group may not be able to access the service without assistance.
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'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks	<p>New telephony system</p> <p>Queue management</p> <p>High resolution rates</p>	<p>Telephony system is being updated using data from customer interactions, ensure the automation is accurate to our customers' needs.</p> <p>Working to reduce customer wait times and give alternatives, such as online resolution and a call back service. Future roll out of other contact channels will further improve queue management.</p> <p>The CST delivers above expectations on resolving a call at first point of contact.</p>	X	None identified
Religion or Belief	People with a religious belief (or none)	As above	As above	X	None identified
Sex	Men	As above	As above	X	None identified
	Women	As above	As above	X	None identified
		As above	As above	X	None identified

Gender Reassignment ²⁷	Transgender/ Transsexual				
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'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian	As above	As above	X	None identified
Marriage and Civil Partnership	People who are married or in a civil partnership	As above	As above	X	None identified

11.If you have identified any negative impacts (above) how can they be minimised or removed?

- **May find automated options confusing**

- Automated options are continuously reviewed with any feedback taken into consideration to ensure they are easily understandable
- **There are times when wait times may be longer than customer expectation.**
 - We offer a call back service
 - We are working to encourage channel shift where possible to minimise wait times

- **May not understand Advisors or automated telephone menus**

²⁷ The 'protected characteristic' of gender reassignment is defined by the Equality Act 2010 as "a person proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex." This is a personal process that may involve medical interventions such as counselling, psychotherapy, hormone therapy or surgery, but does not have to.

- We have a text phone service
- Customers can gain access to language line and other translation services may be offered.
- **Availability of Telephony service will be reduced by one day.**
 - Online services will be available.
 - Emergencies can be reported as per the current out of hours process.

12. Could the policy discriminate²⁸ against any 'protected characteristic', either directly or indirectly²⁹? (Yes/No)

No.

²⁸ The Council has a general duty to 'eliminate unlawful discrimination, harassment and victimisation'. Direct discrimination occurs when a person is treated less favourably than another in a comparable situation because of their 'protected characteristic' whether on grounds of age, disability, pregnancy and maternity, ethnicity; religion or belief; sex (gender), sexual orientation, or marriage and civil partnership. Indirect discrimination occurs when an apparently neutral provision or practice would nevertheless disadvantage people on the grounds of their 'protected characteristic'.

²⁹ If you answer 'yes' to question 11 (above) you will need to complete the following section *and* go on to complete Section 2 in order to conduct a full Equality Impact Assessment.

Summary and findings of Initial Equality Impact Assessment

13. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
No negative impacts have been identified <input type="checkbox"/>	Sign off screening and finish.
Negative impacts have been identified but have been minimised or removed X	Sign off screening and finish.
Negative impacts could not be minimised or removed <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
There is insufficient evidence to make a judgement. <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

14. Name and job title of person completing this form:

- Phil Charles - Contact and Support Manager.

15. Date of completion:

- January 2023

16. Date for update or review of this screening:

- TBD

2. Equality Impact Assessment Form - An Analysis of the Effects on Equality

1. Section 1: Initial Equality Impact Assessment

Name of policy* to be assessed: **Environmental Health Service Reduction**

1. What is the main purpose of the policy?

To reduce the baseline budget across the service by £50k by introducing new ways of working and enabling greater income generation

2. What main areas or activities does it cover?

Private Sector Housing enforcement

Environmental Protection

Food and Safety

3. Are there changes to an existing policy being considered in this assessment? If so, what are they?

This is a new approach to ways of working in these service areas.

4. Who are the main audience, users or customers who will be affected by the policy?

Local residents and businesses

5. What outcomes do you want to achieve from the policy?

To ensure we continue to meet our statutory requirements by working in a different way.

6. Are other service areas or partner agencies involved in delivery? If so, please give details below.

No

7. Are you aware of any relevant information, data, surveys or consultations¹ which help us to assess the likely or actual impact of the policy upon customers or staff? *If so, provide details and include a link to the document or source where available.*

No

8. The 'general duty' states that we must have "due regard" to the need to:

(a) eliminate unlawful discrimination, harassment and victimisation

- (b) advance equality of opportunity between people who share a 'protected characteristic'² and those who do not³
- (c) foster good relations between people who share a 'protected characteristic' and those who do not⁴

Not all policies help us to meet the 'general duty', but most do.

The policy helps us to 'eliminate unlawful discrimination, harassment and victimisation' in the following way(s):

- N/A

The policy helps us to 'advance equality of opportunity...' in the following way(s):

- N/A

The policy helps us to 'foster good relations...' in the following way(s):

- N/A

9. The Council has an important role in improving residents' health under the Health and Social Care Act 2012. This relates to both its 'core functions' (such as housing, leisure, green spaces and environmental health) and to its 'enabling roles' (such as economic development, planning and engaging with communities)⁵. The Council recognises that its Public Sector Equality Duty and its role in improving health are interrelated and mutually supportive. This is especially true across the 'protected characteristics' of age and disability.

"Health inequalities are the unjust and avoidable differences in people's health across the population. They come from the unequal distribution of income, wealth and power and influence the wider determinants of health such as work, education, social support and housing. Currently, in England people living in the least deprived areas will live around 20 years longer in good health than those in the most deprived areas. Reducing health inequalities means giving everyone the same opportunities to lead a healthy life, no matter where they live or who they are."

Where applicable, explain how this policy helps us to improve health/reduce health inequalities for residents:

- N/A

.

10. This section helps us to identify any disproportionate equality impacts. Please indicate in the table below whether the policy is likely to particularly benefit or disadvantage any of the 'protected characteristics'.

Remember to include reference to any relevant consultation, data or information.

'Protected characteristic' group		Positive Impact	Explain how it could particularly benefit the group	Negative Impact	Explain how it could particularly disadvantage the group
3. Age	Older people (60+)	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
	Younger people (17-25) and children (0-16)	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
Disability	Physical	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
	Sensory	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
	Learning	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
	Mental health issues	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
	Other – <i>specify</i>				
Ethnicity ⁶	White	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
	Black	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
	Chinese	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
	Mixed Ethnic Origin	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics

	Gypsies/ Travellers	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
	Other – <i>specify</i>				
Language	English not first language	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
Pregnancy and Maternity	Women who are pregnant or have given birth in last 26 weeks	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
Religion or Belief	People with a religious belief (or none)	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
Sex	Men	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
	Women	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
Gender Reassignment ⁷	Transgender/ Transsexual	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
Sexual Orientation	Bisexual, Heterosexual, Gay or Lesbian	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics
Marriage and Civil Partnership	People who are married or in a civil partnership	X	No benefit to this group	N	There will be a reduction in the level of service which will affect all groups regardless of protected characteristics

11. If you have identified any negative impacts (above), how can they be minimised or removed?

We will continue to investigate and implement different ways of working to minimise the impact to residents and businesses.

12. Could the policy discriminate⁸ against any 'protected characteristic', either directly or indirectly⁹? No

Summary and findings of Initial Equality Impact Assessment

13. Please put a tick in the relevant box to confirm your findings, and what the next step is:

Findings	Action required
A. No negative impacts have been identified <input type="checkbox"/>	Sign off screening and finish.
B. Negative impacts have been identified but have been minimised or removed <input checked="" type="checkbox"/> X	Sign off screening and finish.
C. Negative impacts could not be minimised or removed <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.
D. There is insufficient evidence to make a judgement <input type="checkbox"/>	Sign off screening and complete a full impact assessment – Section 2.

14. Name and job title of person completing this form:
Melanie Rundle, Safety and Protection Manager

15. Date of completion:
11th January 2023

16. Date for update or review of this screening¹⁰: