



### You will need to produce an Equality Impact Assessment (EqIA) if:

- You are developing a new policy, strategy, or service
- You are making changes that will affect front-line services
- You are reducing budgets, which may affect front-line services
- You are changing the way services are funded and this may impact the quality of the service and who can access it
- You are making a decision that could have a different impact on different groups of people
- You are making staff redundant or changing their roles

Guidance notes on how to complete an EqIA and sign off process are available on the Hub under Equality and Diversity.

You must read the [guidance notes](#) and ensure you have followed all stages of the EqIA approval process (outlined in appendix 1).

Section 2 of the template requires you to undertake an assessment of the impact of your proposals on groups with protected characteristics.

Equalities and borough profile data, as well as other sources of statistical information can be found on the Harrow hub, within the section entitled: [Equality Impact Assessment](#) - sources of statistical information.

## Equality Impact Assessment (EqIA)

|  |   |   |
|--|---|---|
| <b>Type of Decision:</b>                             | <input type="radio"/> Cabinet <input type="radio"/> Portfolio holder <input checked="" type="radio"/> Other (state) |   |
| <b>Title of Proposal</b>                             | Domestic Abuse Support Service: Strategic Coordination and Direct Support to Domestic Abuse Victims/Survivors       | <b>Date EqIA created: 02/08/23</b>  |
| <b>Name and job title of completing/lead Officer</b> | Anthony Ilesanmi – Assistant Policy Officer / Hodan Elmi – Policy Officer   |   |
| <b>Directorate/ Service responsible</b>              | Strategy & Partnerships   |   |
| <b>Organisational approval</b>                       |   |   |
| <b>EqIA approved by the EDI Team:</b>                | <b>Name: Jennifer Rock</b><br><br>EDI Assistant Policy Officer  | <b>Signature</b><br><input checked="" type="checkbox"/><br>Tick this box to indicate that you have approved this EqIA<br><br><b>Date of approval:17/10/2023</b> |

## 1. Summary of proposal, impact on groups with protected characteristics and mitigating actions

(to be completed after you have completed sections 2 - 5)

### a) What is your proposal?

The new service will form part of a whole system response to domestic abuse, including identification, referral and triage and provide an accessible, equitable service to survivors of domestic abuse. Harrow conducted a Market Engagement exercise with service providers and has listened to the recommendations of the market. Harrow is seeking to procure a Domestic Abuse service that is based on outcomes rather than prescriptive number of post. We invite bidders to design a service that will meet the needs of Harrow Service users, in line with the Safelives recommended standards.

London Brough of Harrow invites applications to tender for a contract to provide a domestic abuse service for the London Borough of Harrow. An initial period of three years, to run from 1st April 2024 – 31st March 2027 (3 years) Budget envelope is for the 3 year period for both Lots totals £1,328,635.

The Care Act 2014 sets out the duty of a local authority to ‘meet the needs of a person who needs care and support.’ In meeting its duties under the Act, London Brough of Harrow is required to:

- Ensure that people’s well-being and the outcomes which matter to them are at the heart of every decision that is made
- Prevent or delay the need for statutory care/support services and reduce the risk of increased demand

In addition, the Housing (1996) and (2002) Acts specify that local authorities have a duty to provide housing advice to anyone who is homeless or threatened with homelessness – including those who are living in a refuge.

The Homelessness Reduction Act 2017 places new legal duties on English local authorities to provide advice and assistance to any eligible person who is homeless or at risk of homelessness, irrespective of their priority need status. The legislation imposes greater responsibilities on councils to prevent homelessness and provide advice and assistance through a tailored plan to assist an applicant to retain or secure accommodation.

The Domestic Abuse Bill 2021 has also placed additional duties on councils as a priority need status is expanded to include survivors fleeing domestic abuse.<sup>1</sup> The GLA will also be obliged to provide support within safe accommodation across London. Local authorities in London will work in partnership with the GLA to help inform the delivery of support in their borough.

The Draft Victims Bill was published in May 2022. The purpose of this Bill is to improve the end-to-end support for victims of crime so that they get the support needed to cope and recover from the impact of crime and feel able to engage and remain engaged in the criminal justice system.<sup>2</sup> Together the

<sup>1</sup> <https://www.gov.uk/government/collections/domestic-abuse-bill>

<sup>2</sup> <https://www.gov.uk/government/publications/draft-victims-bill>

measures will amplify victims' voices in the criminal justice process, strengthen transparency and accountability of criminal justice agencies and improve support for victims. We await further guidance as this bill progresses through Parliament.

**b) Summarise the impact of your proposal on groups with protected characteristics**

The service specification for the new domestic abuse service aims to support groups from all protected characteristics and ensure a positive impact where possible. It does this by providing a range of support packages to ensure a personalised service for survivors.

**c) Summarise any potential negative impact(s) identified and mitigating actions**

The number of recorded domestic abuse offences in Harrow has fluctuated in the last 3 years. In 2018 the number of recorded domestic abuse offences was 1,791 in April 2018 this rose to 2,254 in April 2022 and went down in April 2023 to 1,978. Police crime data for 2019/2022 shows that the number of incidents across the borough has remained stable at an average of 3,000 per annum. However, there was a sharp increase in incidences of domestic abuse following the introduction of COVID-19 measures. There has been an upward trend in the level of incidents flagged as domestic since November 2020.

**According to Metropolitan Police data:**

- Most survivors of domestic abuse in the borough were female (74%). Men made up 24%.<sup>3</sup>
- Domestic abuse impacts all age groups, with 53% of survivors aged 25-44 and 24% of survivors aged 55-64 recorded as survivors of abuse. A further 4% were aged 65 plus. <sup>4</sup>
- The Police crime data for 2021 on the ethnic profile of survivors shows that Harrow's white population were impacted most by domestic abuse. The second largest group affected were Asian, followed by Black African and Caribbean.<sup>5</sup> (Police ethnicity data breakdown is limited and does not break down the Asian community profile any further)
- The main forms of domestic abuse experienced by survivors include Assault without Injury, Actual Bodily harm, and other Injury, Stalking and Harassment<sup>6</sup>
- Domestic abuse incidents have continued to increase. In April 2018 figures stood at 2,960 compared to June 2023 where they stood at 3,186.<sup>7</sup> However there have been some fluctuations.
- In March 2022 incidences stood at 2226 compared to 2183 in March 2023 rolling year. The number of flagged Domestic abuse offences in Harrow decreased by 2%.

<sup>3</sup> Domestic Abuse and Sexual Offences, Metropolitan Police Data June 2023

<sup>4</sup> Domestic Abuse and Sexual Offences, Metropolitan Police Data June 2023

<sup>5</sup> Domestic Abuse and Sexual Offences, Metropolitan Police Data June 2023

<sup>6</sup> Domestic Abuse and Sexual Offences, Metropolitan Police Data June 2023

<sup>7</sup> Domestic Abuse and Sexual Offences, Metropolitan Police Data June 2023

- Compared to April 2021 and April 2022 rolling year, the number of flagged domestic offences in Harrow increased by 374. There were 2,195 offences for 12 months up to 2021 and 1,821 in 2019. This translates to a 1.48 rate increase.<sup>8</sup>
- In the 12 months until August 2023, the highest levels of flagged domestic crime occurred in Marlborough and Greenhill. The highest increases from August 2022 were in Headstone (+42) and Pinner (+45). In the 12 months until August 2023, the lowest levels of flagged domestic crime occurred in Belmont and West Harrow. The highest reductions from August 2022 are Edgware (-49) and West Harrow (-28).<sup>9</sup>

#### **A Snapshot of the Referrals to the Current Domestic Abuse Service**

- The number of referrals to the IDVA service has seen an upward trend since 2017/2018, increasing from 354 to 649 in 2020-2021 and to 919 in March 2023
- Over half of all referrals to the service were from the MASH and other departments within Children’s Services, followed by the Police.
- Most survivors referred to the service are female, with 4.7% of male survivors accessing the service.
- 7.8% of survivors were disabled.
- Services users with children made up 67% of the service.
- The service also provides support for those with no recourse to public funds who qualify for Destitution Domestic Violence (DDV) concession. However, the numbers are minimal at less than 1%.<sup>10</sup>
- The ethnic make-up of service users was evenly spread across white and non-white backgrounds, with 33% of service users of Asian origin, (Indian Subcontinent) 34.16%% White and 11.7%% African and Caribbean and Dual Heritage and 6% from other ethnic backgrounds.
- The volume of referrals: MARAC in 2022-23 saw a slight increase by 8% of cases referred to MARAC from the previous year in 2022/2023. 2021-2022 (369 cases) and 2022/2023 (399 cases). With a repeat rate increased by 9% in 2022-23 (19%) compared to that of 2021-22 (10%).
- Majority of victims were female (93%) with male victims (7%). There was a (1%) increase in male victims in 2022-2023.
- In 2021/22 MARAC received 5 LGBTQ+ cases. In 2022/2023 MARAC received 6 LGBTQ+ cases.

With the statistics provided the potential negative impact to the service, may be due to the service being overwhelmed with an increase in service use. The council must ensure appropriate measures to ensure the service can continue running in case of this event.

<sup>8</sup> Domestic Abuse and Sexual Offences, Metropolitan Police Data June 2023

<sup>9</sup> Domestic Abuse and Sexual Offences, Metropolitan Police Data June 2023

<sup>10</sup> Destitution Domestic Violence (DDV) concession is aimed at protecting victims of domestic abuse, by allowing them to notify the UK Border Agency.

| 2. Assessing impact   |  |   |                          |                          |                          |
|---|--|---|--------------------------|--------------------------|--------------------------|
| You are required to undertake a detailed analysis of the impact of your proposals on groups with protected characteristics. You should refer to <a href="#">borough profile data</a> , <a href="#">equalities data</a> , service user information, consultation responses and any other relevant data/evidence to help you assess and explain what impact (if any) your proposal(s) will have on <b>each</b> group. Where there are gaps in data, you should state this in the boxes below and what action (if any), you will take to address this in the future. |  | What does the evidence tell you about the impact your proposal may have on groups with protected characteristics? Click the relevant box to indicate whether your proposal will have a positive impact, negative (minor, major), or no impact |                          |                          |                          |
| Protected characteristic  | For <b>each</b> protected characteristic, explain in detail what the evidence is suggesting and the impact of your proposal (if any). Click the appropriate box on the right to indicate the outcome of your analysis.   | Positive impact   | Negative impact          |                          | No impact                |
|   |  |   | Minor                    | Major                    |                          |
| Age   | <p>Harrow is an outer London borough, situated to the North West of the capital. It has borders with the London Boroughs of Barnet, Brent, Ealing, and Hillingdon. The borough covers 20 square miles, and its population currently stands at 261,200, making it the 12th largest borough in Greater London in terms of size and 20th in terms of population.<sup>1112</sup> Its female to male population is evenly split (132428 females and 128771.6males). The Median age of residents in Harrow is 38. and it has an ageing population, with 55% aged 38-85.<sup>1314</sup> The number and proportion of older people in Harrow continue to increase. 15.% are now aged 65 and over compared with 15.9 percent (39,988) in 2019 and 14.8% aged 65 plus. It is expected that the number of residents aged 65 plus will increase by 38% and those aged 85 plus could increase by 60% by 2030.</p> <p>The current service:</p> <ul style="list-style-type: none"> <li>• Domestic abuse impacts all age groups, with 53% of survivors aged 25-44 and 24% of survivors aged 55-64 recorded as survivors of abuse. A further 4% were aged 65 plus.</li> <li>• Marac statistics states that 31-40 age group continues to be the highest age group year on year for victims. Victims in that age group for 2021/2022 was 36% compared to 2022/2023 at 26%. Perpetrators in that age group was 36% for 2021/2022 and 27% in</li> </ul> | <input checked="" type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

<sup>11</sup> 2021 Census data is being released at stages, Data captured is from ONS mid-year Population Estimates

<sup>12</sup> [https://www.harrow.gov.uk/downloads/file/30498/2021\\_Census\\_First\\_Release.pdf](https://www.harrow.gov.uk/downloads/file/30498/2021_Census_First_Release.pdf)

<sup>13</sup> GLA Population Projections (london.gov.uk)

<sup>14</sup> ONS mid-year Population Estimates 2021

|            |   |   |   |   |   |
|------------|---|---|---|---|---|
|            | <p>2022/2023. Both the victim and perpetrators equally have the same highest age group. For 41-50 age group, 2021/2022 victims (20%) and perpetrators (22%) and in 2022/2023 victims (21%) and perpetrators (23%). This age group remains the same as the second highest. However, for the third largest aged group for 2022/2023, (18%) victims are from the 26-30 age range and (15%) perpetrators. In 2021/2023, There was slight difference in third place for age group. Victims third largest age group was 19-25 (16%) compared to perpetrators (13%). For the perpetrators, the third largest age group in 2021/2023 was 26/30 (11%) and victims (17%).</p> <ul style="list-style-type: none"> <li>• The proposed updated service plans to improve on the service by forming a whole system response to domestic abuse, including identification, referral and triage and provide an accessible, equitable service to survivors of domestic abuse.</li> <li>• The updated service intends to be responsive to the needs of families including children and young people, ensuring they receive the right support to deal with the trauma they have endured. Maintaining the services commitment to helping young people as well as the older victim group.</li> <li>• There is no designated service provision for service users in foster homes or care homes but individuals of these characteristics are supported by the overall service</li> </ul> |   |   |   |   |
| Disability | <p>In 2021, 5.9% of Harrow residents were identified as being disabled and limited a lot. This figure decreased from 8.2% in 2011. These are age-standardised proportions.</p> <ul style="list-style-type: none"> <li>• Based on service user data, 7.8% of survivors were disabled.</li> <li>• There is no change in mental health impacting more on victims compared to perpetrators whilst substance abuse affect more perpetrators than victims. In 2022/2023 victims with mental health remained the same as 2021/2022 (36%) and substance misuse (20%). Perpetrators with mental health (31%) saw a (4%) increase from last year. Substance misuse for perpetrators (46%) also saw a (4%) increase from last year.</li> <li>• Of those that were referred to MARAC, 36% of survivors presented mental health and 35% with substance misuse issues</li> <li>• The new service aims to support survivors to access other services to meet their physical and mental health needs</li> </ul>   | ☒ | ☐ | ☐ | ☐ |

|                                       |   |                                     |                          |                          |                          |
|---------------------------------------|---|-------------------------------------|--------------------------|--------------------------|--------------------------|
|                                       |   |                                     |                          |                          |                          |
| <b>Gender reassignment</b>            | There is limited data held about this protected characteristic for the Harrow population. The England/Wales Census and Scottish Census have not asked if people identify as transgender. Service user data for the current domestic abuse service shows that no victims identified as transgender. Outreach services will offer support to victims regardless of their gender.  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Marriage and Civil Partnership</b> | <p>The percentage of adults who were married or in a civil partnership in Harrow increased from 53.8% to 53.9%, while the percentage of adults who had divorced or dissolved a civil partnership increased from 5.4% to 5.7%.profile of Harrow</p> <ul style="list-style-type: none"> <li>• Majority of perpetrators are ex-partners (30%), spouse (27%) and partners (14%). In 2021/2022, ex-partners (33%), spouse (28%) and, partners (18%).</li> <li>• Current service provision in Harrow remains the same regardless of marital status, It is known that individuals, particularly women, living in couples (married or cohabiting) or who have decided to separate from their partners are more likely to be a victims of domestic abuse. aims to support all residents regardless of their marriage status. Harrow</li> </ul> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Pregnancy and Maternity</b>        | Service data provided by boroughs' Multi Agency Risk Conference (MARAC) In 2022-23, show that 22 victims were pregnant at time of referral  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



|                                      |   |                                     |                          |                          |                          |
|--------------------------------------|---|-------------------------------------|--------------------------|--------------------------|--------------------------|
| <p><b>Race/<br/>Ethnicity</b></p>    | <p>Harrow is a diverse borough, with 45.2% of the population identifying as Asian, which ranks second nationally. It has a growing non-white British population and has the fastest-growing Romanian population in the country. The Hindu-Indian population has traditionally been the largest non-White British community in the borough. However, the Eastern European community accounts for a similar proportion of the population at around 20%. Harrow has a higher proportion of residents whose main language is not English and who cannot speak English, or cannot speak English well, compared to the national and London averages.</p> <p>The Current Service:</p> <ul style="list-style-type: none"> <li>• Police crime data for 2021 on the ethnic profile of survivors, shows that Harrow’s white population were impacted by domestic abuse the most. The second largest group impacted were Asian followed by Black African and Caribbean</li> <li>• The ethnic make-up of service users was evenly spread across white and non-white backgrounds, with 33% of service users of Asian origin,( Indian Subcontinent ) 34.16% White and 11.7%% African and Caribbean and Dual Heratiage and 6% from other ethnic backgrounds.</li> <li>• The largest number of victims are identified as White British (20%) which has seen a (2%) decrease from 2021/2022 (22%). The other largest groups are Asian or Asian British Other (17%) and Asian or Asian British Indian (15%). In 2021/2022 saw White Other background (18%) and Asian or Asian British Other (13%).</li> <li>• The new service aims to continue providing an inclusive service</li> </ul> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <p><b>Religion or<br/>belief</b></p> | <p>In 2021, 15.9% of Harrow residents described themselves as Muslim, up from 12.5% in 2011. The rise of 3.4 percentage points was the largest increase of all broad religious groups in Harrow. Because the census question about religious affiliation is voluntary and has varying response rates, caution is needed when comparing figures between different areas or between censuses. In 2021, 33.9% of people in Harrow described themselves as Christian (down from 37.3%), while 25.8% described themselves as Hindu (up from 25.3% the decade before).</p> <p>The new service aims to provide a specialist domestic abuse service which will provide information, advice and direct support to survivors and to provide a service that gives survivors opportunities to share their feelings in an environment which is safe. Irrespective of religion and belief. As with the current service frontline workers are trained to deal with different cases that are culturally sensitive and a range of translation services are available to service users.</p>   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

|                                  |  |                                     |                          |                          |                          |
|----------------------------------|--|-------------------------------------|--------------------------|--------------------------|--------------------------|
| <p><b>Sex</b></p>                | <p>Harrow's population is 261,200, making it the 12th largest borough in Greater London in terms of size and 20th in terms of population. Its female to male population is evenly split (132428 females and 128771.6males)</p> <ul style="list-style-type: none"> <li>• According to the Metropolitan Police data the majority of survivors of domestic abuse in the borough were female (71%) Men made up 24%.</li> <li>• Marac service user statistics show that Majority of victims are female (93%) with male victims (7%). From last year's figures, there was a (1%) increase in male victims. However, LBGT cases was similar to last year. In 2021/22 we only had 5 cases. In 2022/2023 we had a total of 6 LGBT cases.</li> <li>• The majority of survivors that were referred to the Domestic Abuse service are female, with 4.7% of male survivors accessing the service.</li> <li>• The proposed service plans to continue support with survivors regardless of gender</li> </ul>  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <p><b>Sexual Orientation</b></p> | <p>ONS data shows that the proportion of the UK population aged 16 years and over identifying as heterosexual or straight decreased from 95.3% in 2014 to 94.6% in 2018 and the proportion identifying as lesbian, gay or bisexual (LGB) increased from 1.6% in 2014 to 2.2% in 2018. There is limited information on the LGBT + population of Harrow.</p> <ul style="list-style-type: none"> <li>• The current service also provides support to the LGBT + community and they made up 1% of the overall service users.</li> <li>• The current and new outreach service will continue to provide support to all victims, irrespective of their sexual orientation. The service provider will also ensure that LGBT victims are supported to access specialist services where required and if requested. Free specialist services will continue to be promoted on the Harrow website.</li> <li>• While the Harrow refuge is unable to accommodate male and transgender victims (female to male), the service provider will ensure that victims referred to its service are supported to find suitable/specialist accommodation or supported to remain safe in their own homes.It is important to note that the Transgender community of either forms of transition are supported in this programme</li> </ul> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**2.1 Cumulative impact – considering what else is happening within the Council and Harrow as a whole, could your proposals have a cumulative impact on groups with protected characteristics?**

Yes                      No  

If you clicked the Yes box, which groups with protected characteristics could be affected and what is the potential impact? Include details in the space below.  
As part of the Council’s Equalities and Diversity Strategic Framework, proposals include conducting a thorough review of the way in which the Council provides services to its residents. This will require consulting service users and examining issues of cultural sensitivity, accessibility and any unconscious bias that may affect outcomes for different groups. Going forward, regular input and feedback from service users will continue to be a part of the performance monitoring process for the new service.

This service will positively affect groups with protected characteristics, especially due to the amount of complex needs staff that are able to assist with ethnically sensitive issues and provide this type of bespoke support to people from these groups

As part of the council’s update in corporate objectives, any addition required to the service must fit the objective of putting residents first in any way that this is achieved.

**2.2 Any other impact - considering what else is happening nationally/locally (national/local/regional policies, socio-economic factors etc), could your proposals have an impact on individuals/service users, or other groups?**

Yes                      No  

If you clicked the Yes box, Include details in the space below

**3. Actions to mitigate/remove negative impact**

**Only complete this section if your assessment (in section 2) suggests that your proposals may have a negative impact on groups with protected characteristics. If you have not identified any negative impacts, please complete sections 4 and 5.**

In the table below, please state what these potential negative impact (s) are, mitigating actions and steps taken to ensure that these measures will address and remove any negative impacts identified and by when. Please also state how you will monitor the impact of your proposal once implemented.

| State what the negative impact(s) are for <b>each</b> group, identified in section 2. In addition, you should also consider and state potential risks associated with your proposal. | Measures to mitigate negative impact (provide details, including details of and additional consultation undertaken/to be carried out in the future). If you are unable to identify measures to mitigate impact, please state so and provide a brief explanation. | What action (s) will you take to assess whether these measures have addressed and removed any negative impacts identified in your analysis? Please provide details. If you have previously stated that you are unable to identify measures to mitigate impact please state below. | Deadline date | Lead Officer |
|--|--|---|---------------|--------------|
|  |  |   |               |              |
|  |  |   |               |              |
|  |  |   |               |              |
|  |  |   |               |              |
|  |  |   |               |              |

#### 4. Public Sector Equality Duty

How does your proposal meet the Public Sector Equality Duty (PSED) to:

1. Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
2. Advance equality of opportunity between people from different groups
3. Foster good relations between people from different groups

**Include details in the space below**

1. Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.  
The new domestic service will support domestic abuse victims from all protected groups where possible.
2. Advance equality of opportunity between people from different groups - Victims will be supported to lead healthy, safe and independent lives.  
Performance indicators will include provisions to help victims into employment and volunteering, and help promote equal life chances for all - particularly those groups that are disproportionately impacted
3. Foster good relations between people from different groups- As above

#### 5. Outcome of the Equality Impact Assessment (EqIA) click the box that applies

**Outcome 1**

**No change required: the EqIA has not identified any potential for unlawful conduct or disproportionate impact and all opportunities to advance equality of opportunity are being addressed**

**Outcome 2**

**Adjustments to remove/mitigate negative impacts identified by the assessment, or to better advance equality, as stated in section 3&4**

**Outcome 3**

**This EqIA has identified discrimination and/ or missed opportunities to advance equality and/or foster good relations. However, it is still reasonable to continue with the activity. Outline the reasons for this and the information used to reach this decision in the space below.**

Include details here