



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. Section 2 of the template requires you to undertake an assessment of the impact of your proposals on groups with protected characteristics. Borough profile data and other sources of statistical information on each group can be found on the Harrow hub, within the section entitled: Equality Impact Assessment - [Borough profile data](#) and other sources of information to help you complete your EqIA template.

Equality Impact Assessment (EqIA)

Type of Decision:	<input checked="" type="radio"/> Cabinet <input type="radio"/> Portfolio holder <input type="radio"/> Other (state)	
Title of Proposal	Revenue Budget 2019/20 and the Medium Term Financial Strategy 2020/21 to 2021/22	Date EqIA created
Value of savings to be made (if applicable):	2019/20 £5.191m, 2020/21 £2.125m, 2021/22 £2.947m.	9 th January 2019
Name and job title of completing/lead Officer	Dawn Calvert – Chief Finance Officer	
Directorate/ Service responsible	Resources.	
Organisational approval		
EqIA approved by Directorate Equality Task Group (DETG) Chair	Name Jessica Farmer	Signature <input checked="" type="checkbox"/> Tick this box to indicate that you have approved this EqIA Date of approval : 13th February 2019

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

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

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

- **Age:** There are 14 individual EIAs supporting proposals in this budget, 6 have already had decision made on them of which 1 will have impact year on year. Of the 8 EIAs that have not had decision made on them 3 have been highlighted as having potential disadvantages to people who share the protected characteristic related to age. The 3 EIAs highlighted are showing minor negative impact after mitigations. These 3 EIAs relate to changes in services, this is the Reduction in Customer Channels (A) and (B) savings and The Review of Library Service.

Members are recommended to pay particular attention to these EIAs.

- **Disability:** There are 14 individual EIAs supporting proposals in this budget, 6 have already had decision made on them of which 1 will have impact year on year. Of the 8 EIAs that have not had decision made on them 2 have been highlighted as having potential disadvantages to people who share the protected characteristic related to disability. The 2 EIAs highlighted are showing minor negative impact after mitigations. These 2 EIAs relate to changes in services, this is the Reduction in Customer Channels (A) and (B) savings

Members are recommended to pay particular attention to these EIAs.

- **Gender Reassignment:** There are 14 individual EIAs supporting proposals in this budget, 6 have already had decision made on them of which 1 will have impact year on year. Of the 8 EIAs that have not had decision made on them none has been highlighted as having potential disadvantage to people who share the protected characteristic related to gender related.
- **Marriage and Civil Partnership:** There are 14 individual EIAs supporting proposals in this budget of which 6 have already had decision made on them of which 1 will have impact year on year. Of the 8 EIAs that have not had decision made on them none has been highlighted as having potential disadvantage to people who share the protected characteristic related to marriage and civil partnership.
- **Pregnancy and Maternity:** There are 14 individual EIAs supporting proposals in this budget, 6 have already had decision

made on them of which 1 will have impact year on year. Of the 8 EIAs that have not had decision made on them none has been highlighted as having potential disadvantage to people who share the protected characteristic related to pregnancy and maternity.

- **Race:** There are 14 individual EIAs supporting proposals in this budget, 6 have already had decision made on them of which 1 will have impact year on year. Of the 8 EIAs that have not had decision made on them none has been highlighted as having potential disadvantage to people who share the protected characteristic related to race.
- **Religion and Belief:** There are 14 individual EIAs supporting proposals in this budget, 6 have already had decision made on them of which 1 will have impact year on year. Of the 8 EIAs that have not had decision made on them 1 have been highlighted as having potential disadvantages to people who share the protected characteristic related to religion and belief. . The EIA highlighted are showing minor negative impact after mitigations is for the review of library service.

Members are recommended to pay particular attention to this EIA.

- **Sex:** There are 14 individual EIAs supporting proposals in this budget, 6 have already had decision made on them of which 1 will have impact year on year. Of the 8 EIAs that have not had decision made on them 1 have been highlighted as having potential disadvantages to people who share the protected characteristic related to sex. The EIA highlighted are showing minor negative impact after mitigations is for the review of library service.

Members are recommended to pay particular attention to this EIA.

- **Sexual Orientation:** There are 14 individual EIAs supporting proposals in this budget, 6 have already had decision made on them of which 1 will have impact year on year. Of the 8 EIAs that have not had decision made on them none has been highlighted as having potential disadvantage to people who share the protected characteristic related to sexual orientation.

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

Of the 14 individual EIAs supporting this budget proposal, decision has already been made on 6. Of these 1 was identified as

having impact year on year. Of the 8 EIAs that that have not had decision made on them 3 highlighted has having potential minor negative impact, The protected characteristics affected are age, disability, religion and belief and sex. The EIAs are as follows:

- 1) The reduction in customer service channels, the closing of telephony and email channel across planning & Building Control, Public Realm, Education, Allotments, Council tax, Housing Benefits, Business Rates and Council tax support and only accepting on-line application following the release on-line service in 2020.
- 2) **Review of libraries services** - For library customers there is no evidence that any of the protected characteristics will be particular impacted by the proposals. It is anticipated that the opening hours proposals will have a positive impact on children and families by making the libraries more accessible to these age groups by increasing Sunday opening. Library activities that were held after 6pm will be reviewed and moved to an alternative time where necessary. Arrangements can be made to enable evening events on occasion when required. For library staff the proposals to increase Sunday opening may have a minor negative impact on staff with career responsibilities, those with particular religious beliefs, and female staffs.

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 borough profile data , equalities data , 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 each 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 each 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 profile: 20 per cent of Harrow's residents are aged under 16 (48,200). 65.9 per cent (158,400) of Harrow's population fall within the working age bracket (16 to 64) and 14.1 per cent (33,900) of Harrow's residents are 65 years of age and older.</p> <p>The average (median) age in Harrow is approximately 36 years, which ranks Harrow 284th out of 348 local or unitary authorities for age, depicting a younger average than the majority of local authorities?</p> <p>Residents that have access to Broadband: 76,927 (87%) National Average: 88%</p> <p>Residents that own a smartphone: 67,227 (76%) National Average: 72%</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Disability	Harrow profile: 15.4% of Harrow's population classified themselves as disabled, a total of 24,600 people. 7,690 individuals, 3.1% of the total population, receive Disability Living Allowance.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	49.8% of the population are male and 50.2% are female	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and Civil Partnership	No information collected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and Maternity	No Information collected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

<p>Race/ Ethnicity</p>	<p>Harrow is one of the most diverse places in the country. At the time of 2001 Census 49.9 per cent of Harrow residents were classified as White British. 2011 figures reveal that the White British category now includes only 30.9 per cent of Harrow's population, 69.1 per cent of residents are therefore classified as belonging to a minority ethnic group. The most significant minority ethnic group, at 26.4 per cent is Asian/Asian British: Indian, ranking Harrow as second in England and Wales for its Indian population. Another significant group is classified as Asian/Asian British: Other Asian, making up 11.3 per cent of residents and ranking Harrow 1st within this classification; this group is largely comprised of Sri Lankan community. All Asian/Asian British groups have increased since 2001.</p> <p>White Other is another group which has grown considerably, from 4.5% in 2001 to 8.2% in 2011, an increase of 10,370. The 2011 Census showed that within this group there were 3,868 residents who were born in Poland and 4,784 residents born in Romania, the largest Romanian community within England and Wales, based on the proportion of Romanian born residents to the overall population. There are no other data sources which give more up-to-date information on Harrow's population by nationality. However, the Department of Work & Pensions (DWP) releases statistics on National Insurance Registration (NINo) for overseas nationals every year. This data shows that from 2011/12 to 2015/16 there were 18,840 NINos issued to Romanian workers living in Harrow. This data gives an indication of how Harrow's Romanian population may be growing. Similarly 2,390 NINos have been issued to Polish workers from 2011/12 to 2015/16.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Religion or belief</p>	<p>The 2011 Census showed that Harrow had the third highest level of religious diversity of any local authority in England and Wales, after Leicester and Redbridge, compared to Harrow's top ranking in 2001 (GLA's Religious Diversity Indices). Typically diversity indices account for the number of different/distinct religious groups present in the population and the sizes of these distinct religious groups relative to each other. The 2011 Census ranked Harrow 1st for persons of Hindu religion, Jain and Unification Church, 2nd for Zoroastrian and 6th for Jewish. Out of 348 areas in England and Wales Harrow has the 2nd lowest ranking of residents with no religion and 5th lowest for Christians (37.3%). Harrow is ranked 24th for Muslim faith residents, who account for 12.5 per cent of the population. Harrow's Muslim population doubled in size between the last two Censuses, increasing from 14,920 to 29,880 in 2011. It should be noted that the question on religion is a voluntary census question and 6.8 per cent (14,780)</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	residents chose not to answer this question				
Sex	The 2015 Mid-Year Estimates (ONS) showed that of Harrow's total population (247,130), 123,100 (49.8%) are male and 124,000 (50.2%) are female.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	The 2011 census did not have a question on sexual orientation; however 306 persons declared living in a same sex couple. It is estimated that 10% of the UK population are lesbian, gay and bisexual (LGB), which would equate to approximately 24,713 of our residents belonging to the LGB community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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:

Of the 14 lines that make up the savings proposals in the budget 6 decisions have already been made and the EIA's reviewed.

The cumulative budget equalities assessment has taken account of 8 individual assessments which are shown in the table set as appendix 16 to the budget report to this document. For those savings where a full assessment has been undertaken the impact both before and after mitigating actions is known. In these cases if the initial assessment has highlighted a negative impact, the assessments show mitigating actions which officers believe will reduce the impact of the proposal on the protected characteristics. For these assessments, it is the impact after mitigating actions that has been used to identify the cumulative impact. Members are asked to consider whether the combined impact of the various proposals that affect the same protected characteristic groups is likely to cause disadvantage.

3 out of the 8 assessments has highlighting a minor negative impact on one or more of the protected groups, with age, disability, religion and belief and sex being the most impacted upon groups as detailed in appendix 16 attached to the budget report, those saving proposals that are showing a

negative impact on any of the characteristics are highlighted in grey.

Officers have indicated ways that these impacts can be mitigated and these are detailed in the individual assessments also attached to this report. The mitigations that is been proposed include full stakeholders consultation, redeployment of staffs to other suitable roles and redundancy, individual equalities impacts will be kept under review as the projects are initiated and throughout the life time of the projects. Officers will put in place appropriate mitigation where this is possible. Where mitigations are not possible this will be reported through the Council's performance framework.

Impact on Staff

Whilst no cumulative disproportionate impact has been identified from an examination of the EIAs for the individual proposals contained in the budget report, there may be a disproportionate cumulative impact on staff in one or more of the protected characteristic groups when all of the staffing re-organisations envisaged as part of the budget proposals are fully worked up. Each proposal impacting on staff will be the subject of a full EIA and consultation before the proposal can be implemented.

Providing each individual full EIA on the proposals that affect staff does not identify a disproportionate impact.

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 each 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
Closing the One Stop Shop and turning off telephone/email channels	<ul style="list-style-type: none"> • Introduction of an outbound telephone team to proactively contact people ahead of potential issues. • Open workshops to be held in libraries and the Civic Centre to demonstrate how to access Council services. • Introduction of a digital inclusion post to support people transition to self service. • Investigation into the use of artificial intelligence and precision routing IVR options for extreme circumstances. 	Continuous review of contact to monitor impact and possible continue mitigation.	March 2020	Jonathan Milbourn
Potential minor impact caused by the increase in Sunday opening for library staff who have carer	Library staff will only be asked to work one Sunday per month and will be given flexibility as to whether the Sunday is to be worked on the same weekend that they are working a Saturday or not. Some Sunday only staff will be employed to enable this. There may be the	Timetables have been developed for the confirmed revised opening hours and staffing structure that only involve staff working one Sunday per month, and staff have had the option of whether they work	Nov 2018	

responsibilities	opportunity for some staff to reduce their hours so that they do not have to work on Sundays if there is a part-time member of staff who wishes to increase their hours permanently and is able to work on the relevant Sunday instead. Staff will also be able to arrange swops between themselves if they need to be off on a particular Sunday.	their Sunday on the same weekend as they work their Saturday or not. A clear procedure is in place for staff to arrange swaps between themselves if they need to be off on a particular Sunday.		Tim Bryan
Potential minor negative impact for library staff who because of religious reasons may not be willing to work on Sundays	Each situation would be reviewed on a case by case basis, and the Library Service will make appropriate arrangements. Library staff will only be asked to work one Sunday per month and will be given flexibility as to whether the Sunday is to be worked on the same weekend that they are working a Saturday or not. Some Sunday only staff will be employed to enable this. There may be the opportunity for some staff to reduce their hours so that they do not have to work on Sundays if there is a part-time member of staff who wishes to increase their hours permanently and is able to work on the relevant Sunday instead.	Timetables have been developed for the confirmed revised opening hours and staffing structure that only involve staff working one Sunday per month. Whether suitable arrangements have been made for staff who are not willing to work on Sundays for religious reasons.	Nov 2018	Tim Bryan
Potential minor impact for female staff who have young children due to the proposed increase in Sunday working	Library staff will only be asked to work one Sunday per month and will be given flexibility as to whether the Sunday is to be worked on the same weekend that they are working a Saturday or not. Some Sunday only staff will be employed to enable this. There may be the opportunity for some staff to reduce their hours so that they do not have to work on Sundays if there is a part-	Timetables have been developed for the confirmed revised opening hours and staffing structure that only involve staff working one Sunday per month, and staff have had the option of whether they work their Sunday on the same weekend as they work their Saturday or not. A clear procedure	Nov 2018	Tim Bryan

	time member of staff who wishes to increase their hours permanently and is able to work on the relevant Sunday instead. Staff will also be able to arrange swaps between themselves if they need to be off on a particular Sunday.	is in place for staff to arrange swaps between themselves if they need to be off on a particular Sunday.		

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

Open workshops will be held with community groups and the voluntary sector to show and teach people to use online functionality.

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 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 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