

Equality Impact Assessment (EqIA)



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)

Type of Decision:	<input checked="" type="radio"/> Cabinet <input type="radio"/> Portfolio holder <input type="radio"/> Other (state)	
Title of Proposal	New Housing and Asset Management solution	Date EqIA created: 30 January 2019
Name and job title of completing/lead Officer	Julian Freeman – Housing ICT Transformation Lead	
Directorate/ Service responsible	Communities – Housing	
Organisational approval		
EqIA approved by Directorate Equalities Lead	Name Dave Corby	Signature <input checked="" type="checkbox"/> Tick this box to indicate that you have approved this EqIA Date of approval 21/02/2019

1. Summary of proposal, impact on groups with protected characteristics and mitigating actions (to be completed after you have completed sections 2 - 5)

a) What is your proposal?

It is proposed to undertake the procurement and implementation of a new, consolidated Housing and Asset Management system to replace the current system (Northgate OHMS, Civica, PIMS and others). This change will affect 225 Housing staff members and around 6000 residents (4800 council tenants and 1200 leaseholders).

The aims of Housing's ICT Transformation Programme are to:

- Enhance and improve the customer journey experience
- Improve the experience of staff in delivering those services
- Transform our internal business processes to be 'Digital by Default'
- Consolidate our internal business systems
- Improve the management of information and data
- Design out waste and duplication of effort
- Achieve significant financial savings as a return on investment

The new system has not yet been procured. Full training will be provided to staff on the new system.

A range of transactions can already be completed online by customers but we are proposing to continue to encourage 'channel shifting' and to increase digitalisation and self-service. With the new system some of these transactions will be linked directly to our new core system and our customers will be able to track these in 'real time'. We will continue to offer support in the form of digital skills training opportunities, such as digital skills courses delivered in partnership with organisations such as Learn Harrow, and the rollout of Wi-Fi to some of our community centres and all of our sheltered housing schemes for older people.

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

There will not be any adverse impacts on protected groups as a result of changing our primary business tool. The new system will enable housing services to be delivered and managed more efficiently and professionally. The ability to record and use a wider range of information about our customers will help us to better tailor services to meet their needs.

For customers the new system will mean that the housing services that they receive are better tailored to their needs and are more efficient and professional. The intention is for the new system to also support the greater availability of self-service which will be of varying benefit to

different groups of residents, for example due to age or disability. A number of transactions can already be completed online, either on the council website or the online housing portal. We recognise that not of all our tenants use the internet so other options will be continue to be available, such as contacting Access Harrow by telephone. We will continue to offer support in the form of digital skills training opportunities, such as digital skills courses delivered in partnership with organisations such as Learn Harrow, and the rollout of Wi-Fi to some of our community centres and all of our sheltered housing schemes for older people.

For staff there is likely to be a positive impact in that all new systems under consideration will enhance and support the opportunities for mobile and flexible working. The new system will also enable them to carry out their job role more effectively and efficiently.

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

There are no negative impacts envisaged as a result of undertaking this project.

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>There are around 4,800 council tenants and 1,200 leaseholders. Around 500 of our tenants live in sheltered housing for older people. Overall at March 2018 31% of council tenants in Harrow were aged 65 or over, 22% were aged 55-64 years, 23% were aged 45-54 years, 15% were aged 35-44 years and 8% were aged under 35 years.</p> <p>The greater availability of self-service will mean that more housing services will be made available online. For example, the ability to report a repair and monitor progress will reduce the need to telephone the Access Harrow call centre or visit council offices, though those options will remain available. We will continue to offer support in the form of digital skills training opportunities, such as digital skills courses delivered in partnership with organisations such as Learn Harrow, and the rollout of Wi-Fi to some of our community centres and all of our sheltered housing schemes for older people.</p> <p>There are around 225 staff members. Overall at February 2019 5% of Housing staff were aged 65 or over, 35% were aged 55-64 years, 28% were aged 45-54 years, 20% were aged 35-44 years and 12% were aged under 35 years.. The new system will support mobile and flexible working. Full training will be provided on the new system.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<p>There are around 4,800 council tenants and 1,200 leaseholders. While at March 2018 around 18% of our tenants had reported being disabled the data is limited. The 2011 Census indicated that for the whole of Harrow 15% of residents had a limiting long-term illness or disability which limited their day-to-day activities. The greater availability of self-service will mean that more housing services will be made available online. For</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<p>example, the ability to report a repair and monitor progress will reduce the need to telephone the Access Harrow call centre or visit council offices, though these options will remain available. We will continue to offer support in the form of digital skills training opportunities, such as digital skills courses delivered in partnership with organisations such as Learn Harrow, and the rollout of Wi-Fi to some of our community centres and all of our sheltered housing schemes for older people.</p> <p>There are around 225 staff members. At February 2019 4% of Housing staff said they have a disability, 49% said they do not have a disability, 1% preferred not to say and 46% did not record an answer. The new system will support mobile and flexible working. This will be of benefit to staff with disability or mobility issues. Approx. 5 members of Housing staff use accessibility software such as Dragon. Compatibility will be considered during the procurement process. Full training will be provided on the new system.</p>				
Gender reassignment	<p>There are around 4,800 tenants and 1,200 leaseholders. There is limited data about this protected characteristic. No impact is envisaged.</p> <p>There are around 225 staff members. There is limited data about this protected characteristic. No impact is envisaged.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and Civil Partnership	<p>There are around 4,800 tenants and 1,200 leaseholders. There is limited data about this protected characteristic. No impact is envisaged.</p> <p>There are around 225 staff members. There is limited data about this protected characteristic. No impact is envisaged.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and Maternity	<p>There are around 4,800 tenants and 1,200 leaseholders. There is limited data about this protected characteristic. No impact is envisaged.</p> <p>There are around 225 staff members. There is limited data about this protected characteristic. The new system will support mobile and flexible working. This will be of benefit to staff with childcare or mobility issues.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Race/ Ethnicity	<p>There are around 4,800 tenants and 1,200 leaseholders. At March 2018 20% of our council tenants were Asian/Asian British, 17% were Black/Black British, 3% were from Multiple Ethnic Groups, 4% were from Other Ethnic Groups, 41% were White/White British and for 15% this information was unknown. A number of transactions can already be completed online, either on the council website or the online housing portal. Language needs will be taken into account when developing more self-service options. No impact is envisaged.</p> <p>There are around 225 staff members. At February 2019 50% of Housing staff were BAME, 47% were White and 3% had not completed this information. No impact is envisaged.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or belief	<p>There are around 4,800 tenants and 1,200 leaseholders. Religious affiliation is high in Harrow. At March 2018 a high proportion of our tenants were religious, particularly Christian, Muslim or Hindu. . No impact is envisaged</p> <p>There are around 225 staff members. There is limited data about this protected characteristic. No impact is envisaged.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gender	<p>There are around 4,800 tenants and 1,200 leaseholders. At March 2018 36% of Harrow council tenants were male and 64% were female. No impact is envisaged</p> <p>There are around 225 staff members. At February 2019 42% were male and 58% were female. No impact is envisaged.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual Orientation	<p>There are around 4,800 tenants and 1,200 leaseholders. There is limited data about this protected characteristic. No impact is envisaged.</p> <p>There are around 225 staff members. There is limited data about this protected characteristic. No impact is envisaged.</p>	<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

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 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

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

The replacement of the council's primary business tool for delivering housing services will enable housing services to be delivered and managed more efficiently. The ability to record and use a wider range of information about our customers will help us to better tailor services to meet their needs. The greater availability of self-service options for customers will be of benefit, for example due to age or disability, as they will reduce the need to conduct certain transactions by telephone or in person. These elements will have a positive impact on equality of opportunity and access to housing services.

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

The replacement of the council's primary business tool for delivering housing services does not have any adverse impact on any of the groups with protected characteristics