

Appendix 6 - Equality Impact Assessment (EqIA) Resilience Procurement



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	Procurement for provision of Third Party Support for Revenues and Benefits Services, incorporating Council Tax, Business Rates, Housing Benefit, Council Tax Support and Housing Benefit Overpayments.	Date EqIA created: 30th January 2024
Name and job title of completing/lead Officer	Neil Gann – Revenues Service Manager	
Directorate/ Service responsible	Collections & Benefits	
Organisational approval		
EqIA approved by Directorate Equalities Champion	Name: Jennifer Rock (Acting) Policy Officer EDI team	Signature <input checked="" type="checkbox"/> Tick this box to indicate that you have approved this EqIA Date of approval: 22.2.24

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? To retender third party support services for the services indicated in the title above.

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

There is no impact currently anticipated as regards the proposal. The services in scope are already subject to a service agreement procured in 2018 and the intention is to retender the services as the current arrangements are due to expire and there is no further provision for extension,

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

There is no adverse impact currently anticipated as the service requirements will be specified and will replicate existing arrangements.

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 has been an increase of 19.4% in people aged 65 years and over, an increase of 7.8% in people aged 15 to 64 years, and an increase of 7.5% in children aged under 15 years.</p> <table border="1"> <thead> <tr> <th colspan="2">Age Groups (C 2021)</th> </tr> </thead> <tbody> <tr> <td><u>0-17 years</u></td> <td>58,366</td> </tr> <tr> <td><u>18-64 years</u></td> <td>162,658</td> </tr> <tr> <td><u>65+ years</u></td> <td>40,177</td> </tr> </tbody> </table> <p>Between the last two censuses, the average (median) age of Harrow increased by two years, from 36 to 38 years of age. This area had a higher average (median) age than London as a whole in 2021 (35 years) but a lower average (median) age than England (40 years). The median age is the age of the person in the middle of the group, meaning that one half of the group is younger than that person and the other half is older.</p> <p>The number of people aged 35 to 49 years rose by just under 8,000 (an increase of 15.9%), while the number of residents between 20 and 24 years fell by just under 950 (5.8% decrease).</p>	Age Groups (C 2021)		<u>0-17 years</u>	58,366	<u>18-64 years</u>	162,658	<u>65+ years</u>	40,177	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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	<p><u>Impact</u></p> <p>There is no age data held for Council Tax or Business Rates purposes although all Council Tax Payers must, by law, be aged 18 or over. Age data may be held for “attainers” (i.e. persons that will be aged 18 within the next 12 months) where it will affect the liability for Council Tax due to the presence of a discount for example.</p> <p>Benefit entitlement is determined having regard to household composition with applicable amounts and personal allowances being determined by central government or approved by L B Harrow full Council in the Localised Council Tax Reduction Scheme. The Council Tax Support scheme for pension credit age claimants, is subject to central government prescribed requirements, meaning that Local Authorities must adhere to the regulations for that cohort, with only the requirements for working age claimants being subject to Local Authority determination.</p> <p>As the above are all pre-determined for the purposes of the procurement and Council Tax Support has already been subject to an EqlA in its own right for which a Service Provider must comply with the scheme requirements, there is no currently anticipated adverse impact arising from the proposed retender of third party support.</p>				
<p>Disability</p>	<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> <p>In 2021, 7.3% of Harrow residents were identified as being disabled and limited a little. This makes for 13.2% of Harrow residents being disabled, a decrease from 17.5% in 2011.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	<p>Census 2021 was undertaken during the coronavirus (COVID-19) pandemic. This may have influenced how people perceived their health status and activity limitations, and therefore may have affected how people chose to respond.</p> <p><u>Impact</u></p> <p>Council Tax and Benefit claims may have regard to disability. However, such data is not held unless an application has been received either for that purpose, or for another purpose which makes reference to a disability in it. (e.g. Council Tax Support / Housing Benefits or Disabled Person’s Reduction).</p> <p>Subject to meeting statutory qualifying criteria, if a domestic property is occupied solely by a resident or residents that are severely mentally impaired or full time students, a full exemption from payment can be awarded. There are currently 451 households where that exemption applies.</p> <p>Additionally, where a domestic household has other adult residents, in some circumstances, a discount may be awarded to the Council Tax Payer if some (but not all) of the residents are either severely mentally impaired or “disregarded” for another statutorily prescribed reason.</p> <p>The calculation of Housing Benefit is prescribed by statute with different applicable amounts and personal allowances based upon the circumstances of the claimant and their household. The calculation of Council Tax Support for which the scheme is approved by the Council, is also subject to different applicable amounts and personal allowances, similar to those applied for Housing Benefit.</p> <p>As the above are all predetermined requirements, there is no currently anticipated adverse impact arising from the proposed retender of third party support.</p>				
<p>Gender reassignment</p>	<p>- 90.12% of Harrow residents described themselves as having the same gender identity as sex registered at birth (188,901 respondents)</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>

	<ul style="list-style-type: none"> - 0.53% of Harrow residents described themselves as having a gender identity which differs to the sex registered at birth, but gave no specific identity (1,108 respondents) - 0.15% of Harrow residents described themselves as a Trans woman (318 respondents) - 0.16 of Harrow residents described themselves as a trans man (342 respondents) - 0.03% of Harrow residents described themselves as non binary (57 respondents) - 0.03% of Harrow residents described themselves as 'All other gender identities' (59 respondents) -8.98% of Harrow residents did not respond (18,832 respondents) <p>Impact Gender reassignment data is not held for Council Tax, Business Rates or Benefits purposes, as it is not applicable to any of the services in scope. However, it is not currently anticipated that there would be any adverse impact that may arise from the proposed procurement.</p>				
<p>Marriage and Civil Partnership</p>	<p>The increase in the percentage of people aged 16 years and over who had never been married or in a civil partnership was greater across England (3.3 percentage points) than in Harrow (1.0 percentage points).</p> <p>In Harrow, the percentage of adults who had never been married or in a civil partnership increased from 32.3% in 2011 to 33.2% in 2021. During the same period, the percentage across England increased from 34.6% to 37.9%.</p> <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%.</p> <p>These figures include same-sex marriages and opposite-sex civil partnerships in 2021, neither of which were legally recognised in England and Wales in 2011.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	<p>Same-sex marriages have been legally recognised in England and Wales since 2014 and opposite-sex civil partnerships have been recognised since 2019.</p> <p>The percentage of adults who had never married or registered a civil partnership in Harrow increased by 1.0 percentage points</p> <p>Impact Liability for Council Tax and Business Rates is defined by statute and is a shared responsibility in the case of married couples, couples living together as husband and wife, civil partners and couples living together as civil partners as well as those having a joint legal interest in a property. There is no similar requirement for Business Rates although joint occupiers and owners may be held jointly and severally liable for payment.</p> <p>In the case of Benefits, applicable amounts and personal allowances are based upon the circumstances of the claimant and their household and are prescribed by the Government or set by the Council within the localised Council Tax Reduction Scheme.</p> <p>As the above information is prescribed by statute, there is no currently anticipated adverse interest that may arise from the proposed procurement.</p>				
<p>Pregnancy and Maternity</p>	<p>ONS births figures show Harrow as having 3,312 live births in 2021. 14 live births per 1000 population is higher than the England & Wales average of 10.8. The borough has a higher-than-average infant mortality rate in London, at a rate of 3.9 deaths per 1000 live births, which is an indicator of poverty and inequality in the borough.</p> <p>Impact Pregnancy and maternity data is not held for Council Tax, Business Rates or Benefits purposes, as these are not applicable to any of the services in scope. However, it is not currently anticipated that there would be any adverse impact arising from the proposed procurement.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Race/
Ethnicity**

In 2021, 7.2% of Harrow residents identified their ethnic group within the "Other" category ("Arab" or "Any other ethnic group"), up from 2.9% in 2011.

The 4.3 percentage-point change was the largest increase among high-level ethnic groups in this area.

Across London, the percentage of people from the "Other ethnic groups" ("Arab" or "Any other ethnic group") increased from 3.4% to 6.3%, while across England the percentage increased from 1.0% to 2.2%.

In 2021, 45.2% of people in Harrow identified their ethnic group within the "Asian, Asian British or Asian Welsh" category (compared with 42.6% in 2011), while 36.5% identified their ethnic group within the "White" category (compared with 42.2% the previous decade). The percentage of people who identified their ethnic group within the "Black, Black British, Black Welsh, Caribbean or African" category decreased from 8.2% in 2011 to 7.3% in 2021.

There are many factors that may be contributing to the changing ethnic composition of England and Wales, such as differing patterns of ageing, fertility, mortality, and migration. Changes may also be caused by differences in the way individuals chose to self-identify between censuses.

The race/ethnicity statistics from the 2021 Census for Harrow for those who responded to the question was as follows:

Asian, Asian British or Asian Welsh	118,152 (45.2%)
Black, Black British, Black Welsh, Caribbean or African	19,151 (7.3%)
Mixed or multiple ethnic groups	9,833 (3.8%)
White	95,233 (36.5%)
Other ethnic groups	18,836 (7.2%)



	<p>Impact</p> <p>Race / ethnicity data is not held for Council Tax, Business Rates or Benefits purposes, as these are not applicable to any of the services in scope. However, it is not currently anticipated that there would be any adverse impact arising from the proposed procurement.</p> <p>The contract will require regular awareness training on equality and diversity to ensure that where appropriate, staff are skilled to ensure any customers within this protected characteristic are not disadvantaged and are given the necessary support and assistance.</p>																						
<p>Religion or belief</p>	<table border="1" data-bbox="443 619 920 1002"> <tr> <td>Christian</td> <td>88,602 (33.9%)</td> </tr> <tr> <td>Buddhist</td> <td>2,812 (1.1%)</td> </tr> <tr> <td>Hindu</td> <td>67,392 (25.8%)</td> </tr> <tr> <td>Jewish</td> <td>7,304 (2.8%)</td> </tr> <tr> <td>Muslim</td> <td>41,503 (15.9%)</td> </tr> <tr> <td>Sikh</td> <td>2,743 (1.1%)</td> </tr> <tr> <td>Other religion</td> <td>7,695 (2.9%)</td> </tr> <tr> <td>No religion</td> <td>27,748 (10.6%)</td> </tr> <tr> <td>Not answered</td> <td>15,404 (5.9%)</td> </tr> </table> <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.</p>	Christian	88,602 (33.9%)	Buddhist	2,812 (1.1%)	Hindu	67,392 (25.8%)	Jewish	7,304 (2.8%)	Muslim	41,503 (15.9%)	Sikh	2,743 (1.1%)	Other religion	7,695 (2.9%)	No religion	27,748 (10.6%)	Not answered	15,404 (5.9%)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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	<p>Across London, the percentage of residents who described themselves as Muslim increased from 12.6% to 15.0%, while across England the percentage increased from 5.0% to 6.7%.</p> <p>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>There are many factors that can cause changes to the religious profile of an area, such as a changing age structure or residents relocating for work or education. Changes may also be caused by differences in the way individuals chose to self-identify between censuses. Religious affiliation is the religion with which someone connects or identifies, rather than their beliefs or religious practice.</p> <p>In 2021, 15.9% of usual residents in Harrow described themselves as Muslim</p> <p>Impact Religion or belief data is not held for Council Tax, Business Rates or Benefits purposes, as these are not applicable to any of the services in scope. However, it is not currently anticipated that there would be any adverse impact arising from the proposed procurement.</p>				
Gender	<p>According to the 2021 Census 50.7% of Harrow's population was female and 49.3% were male.</p> <p>Impact The title of a resident debtor may be held in relation to the name of the Council Tax or Business Rates Payer or Benefit claimant or members of their household, where appropriate for the calculation of liability or assessment of Benefit entitlement. In such instances, that data would be available to the Service Provider. However, as liability for Council Tax and Business Rates is defined by statute and is a shared one in the case of married couples, couples living together as husband and wife, civil partners and couples living together as civil partners as well as those having a joint legal interest in a property, there is therefore no</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	currently anticipated adverse impact that could arise from the proposed procurement.																				
Sexual Orientation	The 2021 Census shows that 4.27 % of Londoners identify as LGBTQIA+, the highest of any UK region ¹ . 1.65% of Harrow residents identify as LGBTQIA+, this is approx. 4k people ² .																				
	This is reflected in more detail in the table below.																				
	<table border="1"> <tr> <td>Straight or Heterosexual</td> <td>182,702 (87.2%)</td> </tr> <tr> <td>Gay or Lesbian</td> <td>1,361 (0.6%)</td> </tr> <tr> <td>Bisexual</td> <td>1,873 (0.9%)</td> </tr> <tr> <td>Pansexual</td> <td>787 (0.4%)</td> </tr> <tr> <td>Asexual</td> <td>59 (0.0%)</td> </tr> <tr> <td>Queer</td> <td>22 (0.0%)</td> </tr> <tr> <td>All other sexual orientations</td> <td>137 (0.1%)</td> </tr> <tr> <td>Not answered</td> <td>22,680 (10.8%)</td> </tr> </table>	Straight or Heterosexual	182,702 (87.2%)	Gay or Lesbian	1,361 (0.6%)	Bisexual	1,873 (0.9%)	Pansexual	787 (0.4%)	Asexual	59 (0.0%)	Queer	22 (0.0%)	All other sexual orientations	137 (0.1%)	Not answered	22,680 (10.8%)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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¹ Source: 2021 Census

² Source: 2021 Census

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

The contract terms will require the Service Provider to deliver the service in accordance with all applicable equality law (whether in relation to race, sex, gender reassignment, age, disability, sexual orientation, religion or belief, pregnancy, maternity or otherwise), our equality and diversity policy and any other requirements and instructions which we may reasonably impose and that we are required to comply with under applicable equality law.

The Service Provider will also be required to take all necessary steps, and inform us of the steps taken, to prevent unlawful discrimination designated as such by any court or tribunal, or the Equality and Human Rights Commission or (any successor organisation) and to comply with the provisions of the Human Rights Act 1998.

The Service Provider must also undertake, or refrain from undertaking, such acts as we may request so as to enable us to comply with obligations under the Human Rights Act 1998.

The Service Provider must comply with the Equality Act 2010, having regard to our own procedures for monitoring representation among its own employees and must submit an annual report demonstrating its compliance with the above and including such additional information as we may reasonably require for the purpose of assessing their compliance with it.

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