

Equality & Health Impact Assessment (EqHIA)

Document control

Title of activity:	<i>Customer Service Strategy</i>
Lead officer:	<i>Paul Fisher Director of Customer Services</i>
Approved by:	<i>Kathy Freeman Strategic Director, Resources</i>
Version Number	<i>June 2024</i>
V1.0	<i>2.4</i>
Scheduled date for next review:	<i>If applicable. Please provide a reason if it does not need to be reviewed.</i>

Did you seek advice from the Corporate Policy & Diversity team? Please note that the Corporate Policy & Diversity and Public Health teams require at least 5 working days to provide advice on EqHIAs.	Yes
Did you seek advice from the Public Health team?	Yes
Does the EqHIA contain any confidential or exempt information that would prevent you publishing it on the Council's website ? See Publishing Checklist.	No

Please note that EqHIAs are **public** documents and unless they contain confidential or sensitive commercial information must be made available on the Council's [EqHIA webpage](#).

Please submit the completed form via e-mail to EqHIA@havering.gov.uk thank you.

1. Equality & Health Impact Assessment Checklist

Please complete the following checklist to determine whether or not you will need to complete an EqHIA and ensure you keep this section for your audit trail. If you have any questions, please contact EqHIA@havering.gov.uk for advice from either the Corporate Diversity or Public Health teams. Please refer to the Guidance in Appendix 1 on how to complete this form.

About your activity

1	Title of activity	<i>Customer Service Experience Strategy</i>		
2	Type of activity	<i>Strategy</i>		
3	Scope of activity	<p><i>This new Customer Service Strategy sets out how the Council intends to improve the quality of its service delivery to customers and raise satisfaction levels.</i></p> <p><i>It builds on our digital strategy, encouraging more customers to self-serve and use digital channels, whilst also supporting those who need additional help. The strategy also proposes a new set of customer standards residents can expect from us when interacting with council staff.</i></p>		
4a	Are you changing, introducing a new, or removing a service, policy, strategy or function?	Yes	<p>If the answer to <u>either</u> of these questions is 'YES', please continue to question 5.</p> <p>If the answer to <u>all</u> of the questions (4a, 4b & 4c) is 'NO', please go to question 6.</p>	
4b	Does this activity have the potential to impact (either positively or negatively) upon people from different backgrounds.	Yes		
4c	Does the activity have the potential to impact (either positively or negatively) upon any factors which determine people's health and wellbeing?	Yes / No		
5	If you answered YES:	Please complete the EqHIA in Section 2 of this document. Please see Appendix 1 for Guidance.		
6	If you answered NO:	<p><i>Please provide an explanation on why your activity does not require an EqHIA. This is essential, in case the activity is challenged under the Equality Act 2010.</i></p> <p><i>Please keep this checklist for your audit trail.</i></p>		

Completed by:	<i>Paul Fisher</i>
Date:	<i>03/06/2024</i>

2. The EqHIA – How will the strategy, policy, plan, procedure and/or service impact on people?

Background/context:
<p>Havering has an increasing diverse population. Historically and still one of the oldest populations in London, it now has the second largest growing youngest population in the UK and the highest in London, with an increase of 19.7% in those aged 0 – 14 years. We have also seen a 26.5% growth in 25 – 39 years. This mix of customers and communities creates both challenges and opportunities for all those needing or wanting to engage with us.</p> <p>87% of households living in Havering are considered “internet savvy” and therefore we want to ensure we provide a digital by choice model for customers needing to contact us at a time that is convenient to them.</p> <p>We want to provide our customers, with the best possible experience 24 hours a day, seven days a week which an efficient digital / online offer will provide.</p> <p>However for those customers that are not familiar with the internet and those without family and friends to assist we will continue to support these customers be it by an efficient telephone service or in person at one of our local libraries and the Town Hall reception area.</p> <p style="text-align: right;"><i>*Expand box as required</i></p>

Who will be affected by the activity?
<p>Anybody wishing to contact the Council will be affected by the strategy, this includes our residents, stakeholders, partners and volunteers.</p> <p>The strategy also sets out the customer service standards residents can expect from us when interacting with council staff via a range of different channels: by letter/email, phone and online as well as face-to-face for those who need it. Embedding the new standards across the organisation is central to our ‘One Council’ approach to customer services.</p> <p style="text-align: right;"><i>*Expand box as required</i></p>

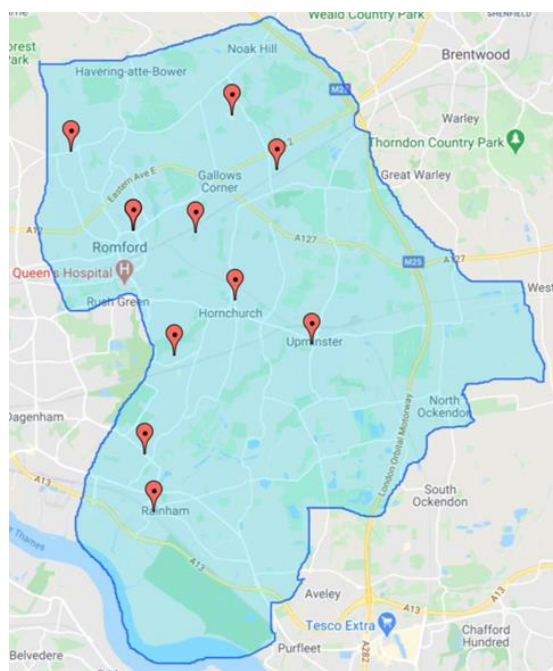
Protected Characteristic - Age: Consider the full range of age groups		
Please tick (✓) the relevant box:		Overall impact: <p>The number of people that live in Havering has increased over the last decade from 237,232 in 2011 to 262,052 in 2021. This is a 10.5% increase compared to a 7.7% increase across London and a 6.6% increase across England.</p> <p>The number of children aged under 18 has seen an increase of 15.2% (from 50,827 to 58,550), greatly outpacing the 4.8% and 3.9% increases in London and England, respectively. Havering now has a higher proportion of children aged 0-17 (22.3%) than 80% of local authorities in England. This increase is slightly lower than the latest ONS projections (2018). The ONS predicts that the 0-17 population will grow to 61,350 by 2031. Furthermore, Havering still has one of the highest proportions of older people aged 65+ in London (second after Bromley). The combined impact of having both a large older population and now a large (and growing) young population is that Havering now has the lowest proportion of working-age adults in London.</p> <p>Despite the changing in demographics and the increasing diverse population in Havering, the strategy will have a positive effect on all age ranges that have various expectations of the Council, as we support those customers that can and want to liaise with us online and those that can't.</p> <p>The Mosaic customer segmentation tool owned and licenced by Experian UK. Using the latest consumer data and advanced analytical techniques, Mosaic divides the UK population into 15 "Groups" and 66 more detailed "Types". Mosaic groups consumers together based on their likely demographics, lifestyle, behaviours and preferences to create a powerful consumer classification system.</p> <p>The Mosaic data relating to Internet "savviness" has been used to support this EQHIA. It gives an indication of the groups of residents (based on household level data) who are likely to be most affected by the Customer Experience Strategy.</p> <p>As can be seen in the tables below, the majority of households in each Mosaic Group are classified as "Fairly" or "Very Internet Savvy", with over 85% of households in Havering considered fairly or very internet savvy.</p> <p>This supports our strategy of a digital by choice approach for those high proportion of customers familiar with digital and therefore being able to contact us by this efficient and convenient channel.</p> <p>The lowest proportions of internet savviness are in Groups L "Vintage Value" and E "Senior Security", who tend to be older in age. Whilst this does suggest that internet savviness decreases with age, the percentage of residents in these mosaic groups who are internet savvy is still nearly 80%.</p> <p>This data supports our commitment within the strategy to ensure we support those customers without access to online or family and friends to assist, so no one is negatively affected by this strategy and everyone affected positively through an improved experience across all channels.</p>
Positive	✓	
Neutral		
Negative		

Despite the comments surrounding increasing internet savviness digital exclusion has been identified as an issue for this group. Internet usage is increasing among older people (and has increased substantially over the last 5-6 years), and it should not be assumed that older people would not use the digital route, as many do use online systems – particularly with assistance. However, many are still non-users. Even if elderly people use the internet, usage may be less frequent and elderly users may be less digitally-skilled.

The alternative access to online services is either by telephone (where customers have access to their own phones) or face to face where customers can seek advice and receive online assistance or routed to public telephones on site.

In terms of access to face to face advice and support, previously we used to have a Public Advice & Service Centre that was located in Romford that customers could visit as a walk in centre. This was of course convenient for those with access to Romford, be it walking, driving or public transport but restrictive to others.

By rolling out a face to face service to one of ten local libraries and the current two Community Hubs in the borough (Harold Hill & Rainham) then this provides a localised face to face offering rather than in the past having to travel to Romford. The location of the libraries can be found in the map below:

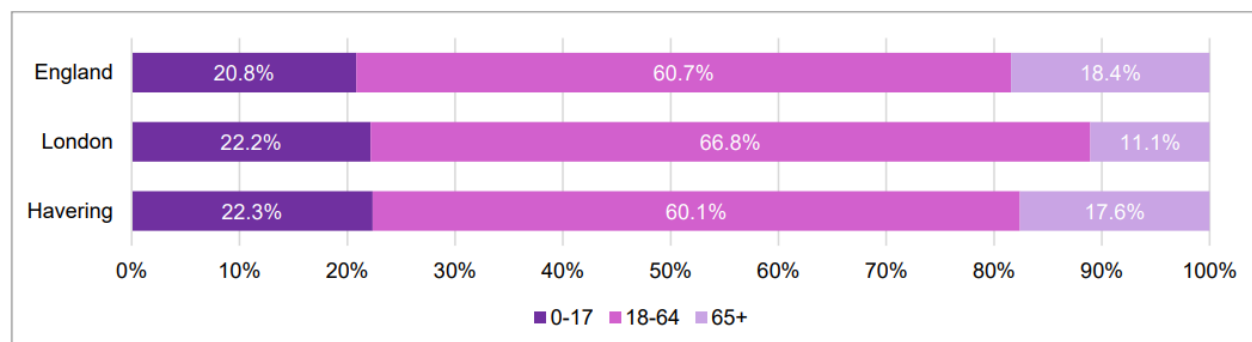


We are also reviewing the provision of our face to face services at the Town Hall and this will be part of implementation of the new strategy.

**Expand box as required*

Evidence:

Figure 3: Comparing Havering aged 0-17, 18-64 & 65+ populations to London and England



Source: Office for National Statistics (ONS), Census 2021

Mosaic UK 7 Group	Name of Mosaic Group	Number of households in Havering assigned to each Mosaic Group	% households which are "Not" or "Not Very Internet Savvy"	% households which are "Fairly" or "Very Internet Savvy"	Rough estimate of household numbers - "Not" or "Not Very Internet Savvy"	Rough estimate of household numbers - "Fairly" or "Very Internet Savvy"	Average age of household
A	City Prosperity	382	9%	91%	34	348	44
B	Prestige Positions	9104	11%	89%	1001	8103	53
C	Country Living	437	14%	86%	61	376	56
D	Rural Reality	88	13%	87%	11	77	50
E	Senior Security	16101	21%	79%	3381	12720	74
F	Suburban Stability	11882	12%	88%	1426	10456	50
G	Domestic Success	15470	7%	93%	1083	14387	43
H	Aspiring Homemakers	15500	5%	95%	775	14725	37
I	Family Basics	7075	10%	90%	708	6368	38
J	Transient Renters	1277	10%	90%	128	1149	36
K	Municipal Tenants	3991	15%	85%	599	3392	47
L	Vintage Value	4444	21%	79%	933	3511	71
M	Modest Traditions	2108	16%	84%	337	1771	53
N	Urban Cohesion	9841	15%	85%	1476	8365	48
O	Rental Hubs	9796	7%	93%	686	9110	37
TOTALS		107496			12640	94856	

Mosaic UK 7 Group	Name of Mosaic Group	Number of households in Havering assigned to each Mosaic Group	% residents who are "Not" or "Not Very Internet Savvy"	% residents who are "Fairly" or "Very Internet Savvy"	Average age of household
J	Transient Renters	1277	10%	90%	36
H	Aspiring Homemakers	15500	5%	95%	37
O	Rental Hubs	9796	7%	93%	37
I	Family Basics	7075	10%	90%	38
G	Domestic Success	15470	7%	93%	43
A	City Prosperity	382	9%	91%	44
K	Municipal Tenants	3991	15%	85%	47
N	Urban Cohesion	9841	15%	85%	48

D	Rural Reality	88	13%	87%	50
F	Suburban Stability	11882	12%	88%	50
B	Prestige Positions	9104	11%	89%	53
M	Modest Traditions	2108	16%	84%	53
C	Country Living	437	14%	86%	56
L	Vintage Value	4444	21%	79%	71
E	Senior Security	16101	21%	79%	74

Source - Mosaic

**Expand box as required*

Sources used:

Census 2021

Mosaic Augmentation Tool

**Expand box as required*

Protected Characteristic - Disability: Consider the full range of disabilities; including physical, mental, sensory, progressive conditions and learning difficulties. Also consider neurodivergent conditions e.g. dyslexia and autism.

Please tick (✓) the relevant box:

Positive

✓

Neutral

Negative

Overall impact:

In Havering an estimated 38,449 residents reported having a disability in 2021. This is an age-standardised proportion (ASP) of 15.3%, which is slightly lower than London (15.6%) and lower than England (17.7%). In Havering, an ASP of 6.6% reported that their day-to-day activities were limited a lot and 8.7% reported their day-to-day activities were limited a little, due to a disability (see figure 4 below).

29,742 households in Havering had at least one person with a disability. Of these households, 6,181 had two or more members with a disability.

Having a disability doesn't necessarily mean a customer cannot access online, however the strategy sets out to ensure an improved access to Services is available to all be it online, via the telephone or face to face with interventions in place where needed to support the channel for those in need. For example, text relay service.

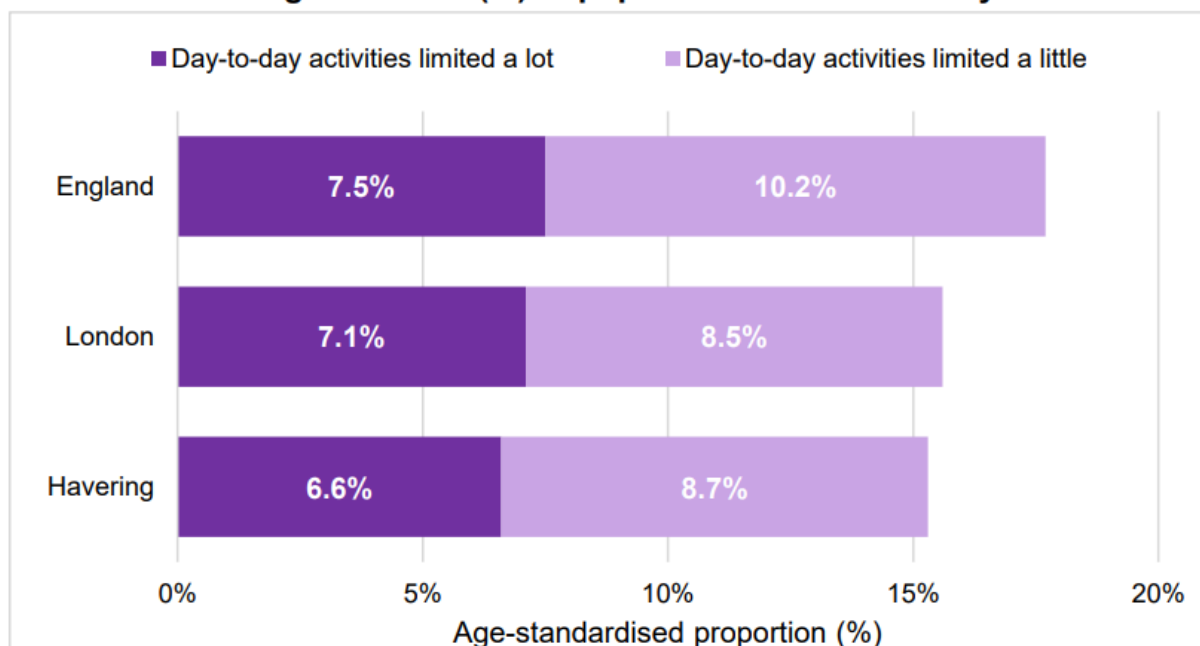
Those with a visual impairment, partially sighted and those who are blind. People with a disability may have a number of issues that mean they can potentially be disadvantaged. For example, there are those who have a learning difficulty who may have low literacy or may not be able to read a letter. Disabled people have lower literacy levels than the UK average - accessible information is needed to ensure these groups can make informed decisions.

Digital exclusion: Disabled people are significantly less likely than non-disabled people to have internet access (65% compared to 88%), and disproportionately low internet access affects disabled people across all age groups.

All our online systems need to be designed and developed with accessibility in mind, including the planned refresh of our website.

Evidence:

Figure 4: ASP (%) of population with a disability



Source: Office for National Statistics (ONS), Census 2021; Produced by: Havering PHI

*Expand box as required

Sources used:

Census 2021

<https://www.haveringdata.net/wp-content/uploads/2023/02/Census-2021-Topic-Summary-Health-Disability-and-Unpaid-Care.pdf>

*Expand box as required

Protected Characteristic – Sex / gender: Consider both men and women

Please tick (✓) the relevant box:

Positive

Neutral

Negative

Overall impact:

Havering has 135,668 females (52%) and 126,384 males (48%) in the borough. 93.67% of Havering residents identify as the same gender as when they were born.

The strategy sets out to improve the customer experience for all and a person's sex / gender will not affect how a customer contacts the council, so it's not considered likely that there will be a disproportionate impact of these proposals on this protected characteristic group.

*Expand box as required

Evidence:

All persons

Havering (2021)

262,052



Females

Havering (2021)

135,668



Males

Havering (2021)

126,384



Population by sex for Havering (2021)



Gender Identity	Number	Percentage
Gender identity the same as sex registered at birth	196,462	93.67%
Gender identity different from sex registered at birth but no specific identity given	528	0.25%
Trans woman	228	0.11%
Trans man	212	0.10%
Non-binary	60	0.03%
All other gender identities	39	0.02%
Not answered	12,201	5.82%
Total	209,730	100.00%

Source: Office for National Statistics (ONS), Census 2021; Produced by: Havering PHI

**Expand box as required*

Sources used:

<https://www.haveringdata.net/wp-content/uploads/2023/03/Topic-Summary-Sexual-orientation-and-gender-identity.pdf>

www.Haveringdata.net

Census 2021

**Expand box as required*

Protected Characteristic – Ethnicity / race / nationalities: Consider the impact on different minority ethnic groups and nationalities

Please tick (✓) the relevant box:

Positive



Neutral

Negative

Overall impact:

Havering is becoming more diverse. In 2021, White British remains the most common ethnic group in Havering, with 66.5% (174,232) of the population, down from 83.3% (197,615) in 2011. The next most common ethnic group is Asian, accounting for 10.7% (28,150) of the population, up from 4.9% (11,545) in 2011.

In 2021, 87.8% (230,091) of usual Havering residents identified with at least one UK national identity (English, Welsh, Scottish, Northern Irish, British and Cornish). This is a decrease from 93.6% (222,066) in 2011. The figure for London in 2021 is 73.1% and England 90.3%. People who identified with at least one UK and one non-UK identity accounted for 1.8% (4,843) of the Havering population in 2021; this is an increase from 0.7% (1,680) in 2011. Those selecting a non-UK identity only accounted for 10.3% (27,118) of the

Havering population in 2021, which is an increase from 5.7% (13,486) in 2011. Among those who described a non-UK national identity, the most common response was those describing “Romanian” as their national identity 2.0% (5,346) up from 0.2% (434) in 2011. The most common responses in 2011 were Irish 0.9% (2,037) and Lithuanian 0.5% (1,147).

90.1% of residents aged 3 and over describe their main language as English, next main languages Romanian 2.3% and Lithuanian 0.9%. 4.8% of households have no members where their main language is English.

The digital divide is most pronounced in older (55+ years), minority ethnic adults. The barrier to digital inclusion are clustered in minority ethnic groups. Especially new communities such as asylum seekers, refugees including Ukrainian communities, and those who English is not their first language. Underlying reasons for the digital divide are varied. Scarcity of computer literacy was the primary barrier cited by Black and minority ethnic groups living in deprived communities within the UK.

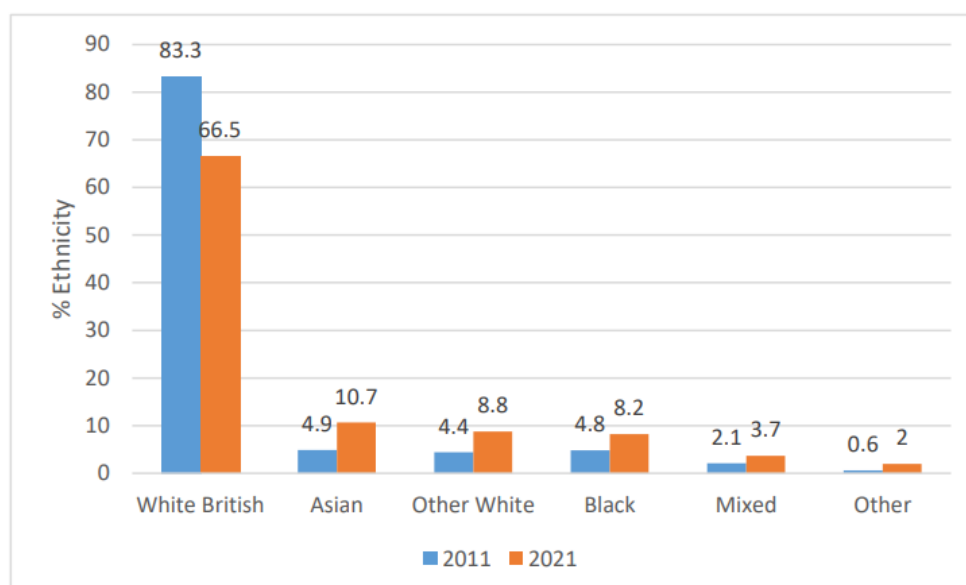
There are also economic and financial barriers to digital inclusion that disproportionately affect some minority ethnic groups. The clustering of low digital access, low digital literacy, and financial hardship among minority ethnic people causes a triple disadvantage for digital inclusion.

Although there are a number of residents who identify as non-UK, it is not considered likely that introducing this strategy will have a disproportionate impact on this protected characteristic group, as the strategy seeks to ensure there is an improved customer experience and equal access to services for all, including an accessible website.

**Expand box as required*

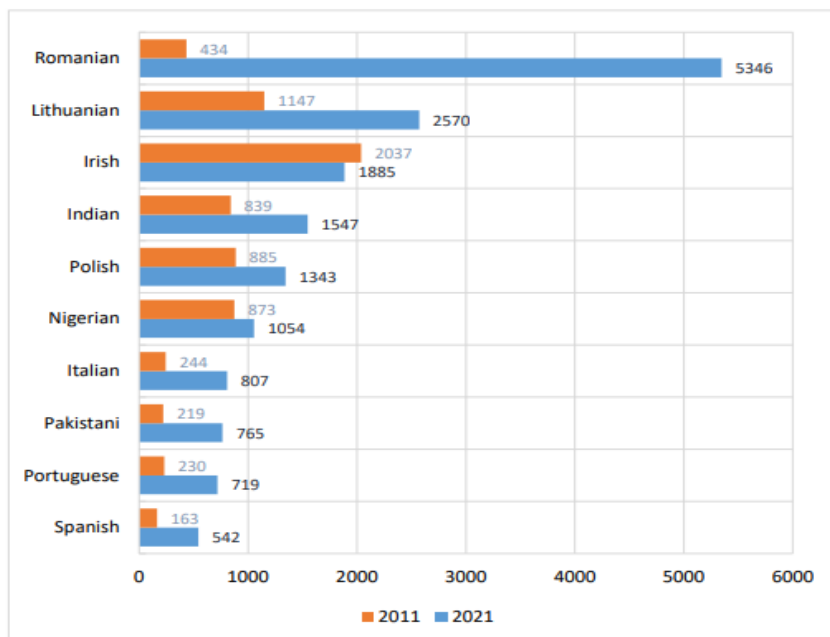
Evidence:

Figure 1 – Havering population in 2011 and 2021 by main ethnic group



Source: Office for National Statistics (ONS), Census 2011 & 2021; Produced by: Havering PHI

Figure 6 – Top 10 national identity excluding British



**Expand box as required*

Sources used:

Census 2021

**Expand box as required*

Protected Characteristic – Religion / faith: Consider people from different religions or beliefs, including those with no religion or belief

Please tick (✓) the relevant box:

Positive

Neutral

Negative

Overall impact:

The religion question is voluntary in the Census, but 94.5% of usual residents answered the question in 2021. The most commonly reported religion in Havering is Christian, with 52.2% of the total population in 2021 describing themselves as Christian. This is a reduction from 65.6% in 2011. No religion was the second most common response, with 30.6% identifying in this category, up from 22.6% in 2011. Other religions accounted for 11.7% of the total Havering population, which is an increase from 5.1% in 2011.

The strategy sets out to improve the customer experience for all, so it is not considered likely that there will be a disproportionate impact of these proposals on this protected characteristic group.

**Expand box as required*

Evidence:

**Expand box as required*

Sources used:

Census 2021

**Expand box as required*

Protected Characteristic - Sexual orientation: Consider people who are heterosexual, lesbian, gay or bisexual

Please tick (✓) the relevant box:		Overall impact: The Census question on sexual orientation was a voluntary question asked of those aged 16 years and over. The number of people responding was very high with 93% (195,099) of Havering residents answering the question. In total, 91.07% (191,007) of Havering residents identified as straight or heterosexual. In total, 1.95% (4,092) Havering residents identified as one of the LGB+ orientations ("Gay or Lesbian", "Bisexual" or "Other sexual orientation"). In total, 6.98% (14,631) Havering residents did not answer the question. The strategy sets out to improve the customer experience for all, so it is not considered likely that there will be a disproportionate impact of these proposals on this protect characteristic group.
Positive		
Neutral	✓	
Negative		

**Expand box as required*

Evidence:

Figure 1: Detailed breakdown of sexual orientation in Havering for residents aged 16 and over

Sexual Orientation	Number	Percentage
Straight or Heterosexual	191,007	91.07%
Gay or Lesbian	1,993	0.95%
Bisexual	1,540	0.73%
Pansexual	436	0.21%
Asexual	56	0.03%
Queer	21	0.01%
All other sexual orientations	46	0.02%
Not answered	14,631	6.98%
Total	209,730	100.00%

Source: Office for National Statistics (ONS), Census 2021; Produced by: Havering PHI

**Expand box as required*

Sources used:

Census 2021

<https://www.haveringdata.net/wp-content/uploads/2023/03/Topic-Summary-Sexual-orientation-and-gender-identity.pdf>

**Expand box as required*

Protected Characteristic - Gender reassignment: Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth

Please tick (✓) the relevant box:		Overall impact: The Census question on gender identity was also a voluntary question, asked of those aged 16 years and over. It was added to provide the first official data on the size of the transgender population in England and Wales. The question asked was "Is the gender you identify with the
Positive		
Neutral	✓	

Negative	<p>same as your sex registered at birth?" The number of people responding was very high with 94.2% (197,529) Havering residents answering the question. In total, 93.67% (196,462) Havering residents answered "Yes" and 0.51% (1,067) answered "No". 5.82% (12,201) Havering residents did not answer the question.</p> <p>The strategy set out to improve the customer experience for all, so it is not considered likely that there will be a disproportionate impact of these proposals on this protected characteristic group.</p> <p style="text-align: right;"><i>*Expand box as required</i></p>
-----------------	--

Evidence:

Figure 3: Detailed breakdown of gender identity in Havering for residents aged 16 and over

Gender Identity	Number	Percentage
Gender identity the same as sex registered at birth	196,462	93.67%
Gender identity different from sex registered at birth but no specific identity given	528	0.25%
Trans woman	228	0.11%
Trans man	212	0.10%
Non-binary	60	0.03%
All other gender identities	39	0.02%
Not answered	12,201	5.82%
Total	209,730	100.00%

Source: Office for National Statistics (ONS), Census 2021; Produced by: Havering PHI

**Expand box as required*

Sources used:

Census 2021

<https://www.haveringdata.net/wp-content/uploads/2023/03/Topic-Summary-Sexual-orientation-and-gender-identity.pdf>

**Expand box as required*

Protected Characteristic – Marriage / civil partnership: Consider people in a marriage or civil partnership

Please tick (✓) the relevant box:		Overall impact: The strategy sets out to improve the customer experience for all, so it is not considered likely that there will be a disproportionate impact of these proposals on this protected characteristic group. <p style="text-align: right;"><i>*Expand box as required</i></p>
Positive		
Neutral	✓	
Negative		

Evidence:

**Expand box as required*

Sources used:

**Expand box as required*

Protected Characteristic - Pregnancy, maternity and paternity: Consider those who are pregnant and those who are taking maternity or paternity leave

Please tick (✓) the relevant box:		Overall impact: The strategy sets out to improve the customer experience for all, so it is not considered likely that there will be a disproportionate impact of these proposals on this protected characteristic group. <i>*Expand box as required</i>
Positive		
Neutral	✓	
Negative		
Evidence: <i>*Expand box as required</i>		
Sources used: <i>Expand box as required</i>		

Socio-economic status: Consider those who are from low income or financially excluded backgrounds

Please tick (✓) the relevant box:		Overall impact: 59.5% of residents in Havering have a job, an increase from 58.9% in 2011. 3.6% of residents are unemployed, which is the fourth lowest rate in London but an improvement from the rate of 5.0% in 2011. 21.0% of residents are retired - the highest rate in London, which is in line with or high older person population. Being on a low income or financially excluded doesn't necessarily mean customers / households will be disadvantaged by this strategy, but this could mean that they do not have access to a computer, internet or a phone. If customers cannot access services online, or via the phone, the strategy has made sure that we mitigate this by providing alternative channels like face-to-face. <i>*Expand box as required</i>
Positive	✓	
Neutral		
Negative		

Evidence:

Table 1 Reasons for economic inactivity, Havering, London and England, 2021

Reason for economic inactivity	England and Wales	London	Havering
Economically inactive: Long-term sick or disabled	4.2%	3.6%	3.1%
Economically Inactive: Looking after home or family	4.8%	6.0%	5.1%
Economically inactive: Other	3.1%	4.1%	3.0%
Economically inactive: Retired	21.6%	12.9%	21.0%
Economically inactive: Student	5.6%	7.2%	4.6%

Source: Office for National Statistics (ONS), Census 2021; Produced by: Havering Insight Team

**Expand box as required*

Sources used:

Census 2021

<https://www.haveringdata.net/wp-content/uploads/2023/02/Topic-Summary-Economic-Activity-and-Travel-to-work-Final-Version.pdf>

Health & Wellbeing Impact: Please use the Health and Wellbeing Impact Tool on the next page to help you answer this question.

Consider both short and long-term impacts of the activity on a person's physical and mental health, particularly for disadvantaged, vulnerable or at-risk groups. Can health and wellbeing be positively promoted through this activity?

Please tick (✓) all the relevant boxes that apply:

Positive

✓

Neutral

Negative

Overall impact:

In Havering an estimated 219,777 residents had 'good' or 'very good' health in 2021. This is an age standardised proportion (ASP) of 83.0%, which is higher than London (81.9%) and England (81.7%). However, in Havering, an ASP of 48.2% residents had 'very good' health compared to 49% in London.

22.78% of those residents who completed the ONS annual population survey in 2020/21 self-reported their wellbeing as high anxiety.

Improved access to Council Services will have a positive effect on the characteristics identified in the screening tool listed overleaf.

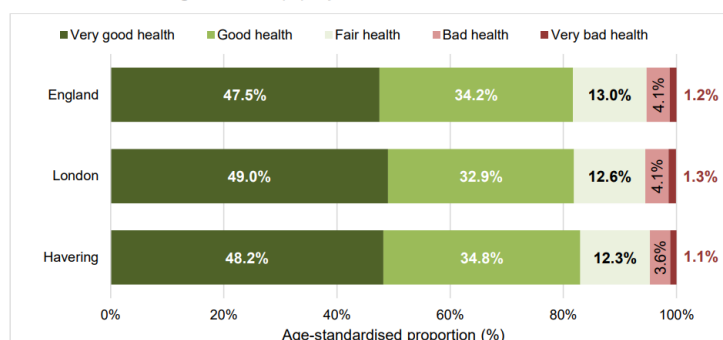
**Expand box as required*

Do you consider that a more in-depth HIA is required as a result of this brief assessment? Please tick (✓) the relevant box

Yes ☐ No ☒

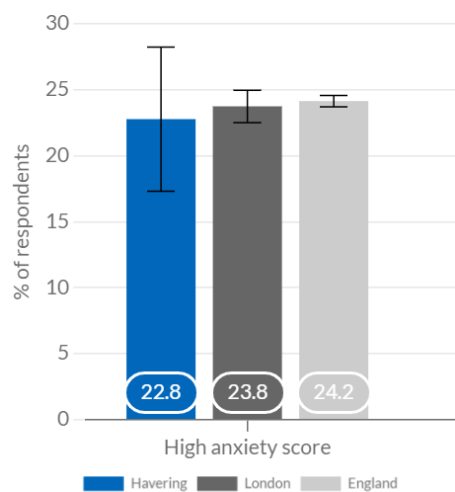
Evidence:

Figure 1: ASP (%) reported health of the population



Source: Office for National Statistics (ONS), Census 2021; Produced by: Havering PHI

Self-reported wellbeing (2020/21)



**Expand box as required*

Sources used:

<https://www.haveringdata.net/wp-content/uploads/2023/02/Census-2021-Topic-Summary-Health-Disability-and-Unpaid-Care.pdf>

**Expand box as required*

3. Health & Wellbeing Screening Tool

Will the activity / service / policy / procedure affect any of the following characteristics? Please tick/check the boxes below




The following are a range of considerations that might help you to complete the assessment.

Lifestyle YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Personal circumstances YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Access to services/facilities/amenities YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
<input type="checkbox"/> Diet <input type="checkbox"/> Exercise and physical activity <input type="checkbox"/> Smoking <input type="checkbox"/> Exposure to passive smoking <input type="checkbox"/> Alcohol intake <input type="checkbox"/> Dependency on prescription drugs <input type="checkbox"/> Illicit drug and substance use <input type="checkbox"/> Risky Sexual behaviour <input type="checkbox"/> Other health-related behaviours, such as tooth-brushing, bathing, and wound care	<input type="checkbox"/> Structure and cohesion of family unit <input type="checkbox"/> Parenting <input type="checkbox"/> Childhood development <input type="checkbox"/> Life skills <input type="checkbox"/> Personal safety <input type="checkbox"/> Employment status <input type="checkbox"/> Working conditions <input type="checkbox"/> Level of income, including benefits <input type="checkbox"/> Level of disposable income <input type="checkbox"/> Housing tenure <input type="checkbox"/> Housing conditions <input type="checkbox"/> Educational attainment <input type="checkbox"/> Skills levels including literacy and numeracy	<input type="checkbox"/> to Employment opportunities <input type="checkbox"/> to Workplaces <input type="checkbox"/> to Housing <input type="checkbox"/> to Shops (to supply basic needs) <input type="checkbox"/> to Community facilities <input type="checkbox"/> to Public transport <input type="checkbox"/> to Education <input type="checkbox"/> to Training and skills development <input type="checkbox"/> to Healthcare <input type="checkbox"/> to Social services <input type="checkbox"/> to Childcare <input type="checkbox"/> to Respite care <input type="checkbox"/> to Leisure and recreation services and facilities
Social Factors YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	Economic Factors YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	Environmental Factors YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
<input type="checkbox"/> Social contact <input type="checkbox"/> Social support <input type="checkbox"/> Neighbourliness <input type="checkbox"/> Participation in the community <input type="checkbox"/> Membership of community groups <input type="checkbox"/> Reputation of community/area <input type="checkbox"/> Participation in public affairs <input type="checkbox"/> Level of crime and disorder <input type="checkbox"/> Fear of crime and disorder <input type="checkbox"/> Level of antisocial behaviour <input type="checkbox"/> Fear of antisocial behaviour <input type="checkbox"/> Discrimination <input type="checkbox"/> Fear of discrimination <input type="checkbox"/> Public safety measures <input type="checkbox"/> Road safety measures	<input type="checkbox"/> Creation of wealth <input type="checkbox"/> Distribution of wealth <input type="checkbox"/> Retention of wealth in local area/economy <input type="checkbox"/> Distribution of income <input type="checkbox"/> Business activity <input type="checkbox"/> Job creation <input type="checkbox"/> Availability of employment opportunities <input type="checkbox"/> Quality of employment opportunities <input type="checkbox"/> Availability of education opportunities <input type="checkbox"/> Quality of education opportunities <input type="checkbox"/> Availability of training and skills development opportunities <input type="checkbox"/> Quality of training and skills development opportunities <input type="checkbox"/> Technological development <input type="checkbox"/> Amount of traffic congestion	<input type="checkbox"/> Air quality <input type="checkbox"/> Water quality <input type="checkbox"/> Soil quality/Level of contamination/Odour <input type="checkbox"/> Noise levels <input type="checkbox"/> Vibration <input type="checkbox"/> Hazards <input type="checkbox"/> Land use <input type="checkbox"/> Natural habitats <input type="checkbox"/> Biodiversity <input type="checkbox"/> Landscape, including green and open spaces <input type="checkbox"/> Townscape, including civic areas and public realm <input type="checkbox"/> Use/consumption of natural resources <input type="checkbox"/> Energy use: CO2/other greenhouse gas emissions <input type="checkbox"/> Solid waste management <input type="checkbox"/> Public transport infrastructure

4. Outcome of the Assessment

The EqHIA assessment is intended to be used as an improvement tool to make sure the activity maximises the positive impacts and eliminates or minimises the negative impacts. The possible outcomes of the assessment are listed below and what the next steps to take are:

Please tick (✓) what the overall outcome of your assessment was:

✓	<p>1. The initial screening exercise showed a strong indication that there will be no impacts on people and need to carry out an EqHIA.</p> <p>2. The EqHIA identified <u>no significant concerns</u> OR the identified <u>negative concerns</u> have already been <u>addressed</u></p>		Proceed with implementation of your activity
	<p>3. The EqHIA identified some <u>negative impact</u> which still needs <u>to be addressed</u></p>		COMPLETE SECTION 5: Complete action plan with measures to mitigate the and finalise the EqHIA
	<p>4. The EqHIA identified some <u>major concerns</u> and showed that it is <u>impossible to diminish negative impacts</u> from the activity to an acceptable or even lawful level</p>		Stop and remove the activity or revise the activity thoroughly . Complete an EqHIA on the revised proposal.

5. Action Plan

The real value of completing an EqHIA comes from identifying the actions that can be taken to eliminate/minimise **negative** impacts and enhance/optimize positive impacts. In this section you should list the specific actions that set out how you will mitigate or reduce any **negative** equality and/or health & wellbeing impacts, identified in this assessment. Please ensure that your action plan is: more than just a list of proposals and good intentions; if required, will amend the scope and direction of the change; sets ambitious yet achievable outcomes and timescales; and is clear about resource implications.

Protected characteristic / health & wellbeing impact	Identified Negative or Positive impact	Recommended actions to mitigate Negative impact* or further promote Positive impact	Outcomes and monitoring**	Timescale	Lead officer
All Protected Characteristics but in particular: Age, Race, Disability and Socio-Economics	Positive	<p>The new Customer Service Strategy set out to improve customer satisfaction levels and journey for all residents contacting the Council, though the following will help mitigate impacts:</p> <ul style="list-style-type: none"> A single digital pathway is unlikely to meet the diverse needs of all who will use it. So redesigning this service so that people can move between high tech to 	Provided by customer feedback, survey results, monitoring performance measurements	Ongoing throughout the duration of the strategy	Paul Fisher

		<p>no-tech pathways for a single service.</p> <ul style="list-style-type: none"> To consider how people on the low-tech or no-tech pathways can access tech outside of the home e.g. libraries, local voluntary organisations etc. to enable them to use the service if needed. 			
Health & Well Being	Positive	Through an improved customer journey providing ease of access to Council Services, this should enhance Health and Well Being, where indicated.	Provided by customer feedback, survey results monitoring performance measurements	Ongoing throughout the duration of the strategy	Paul Fisher

Add further rows as necessary

* You should include details of any future consultations and any actions to be undertaken to mitigate negative impacts.

** Monitoring: You should state how the impact (positive or negative) will be monitored; what outcome measures will be used; the known (or likely) data source for outcome measurements; how regularly it will be monitored; and who will be monitoring it (if this is different from the lead officer).

6. Review

In this section you should identify how frequently the EqHIA will be reviewed; the date for next review; and who will be reviewing it.

Review:

Carried out yearly

Scheduled date of review: June 2025

Lead Officer conducting the review: Paul Fisher

**Expand box as required*

Please submit the completed form via e-mail to EqHIA@havering.gov.uk thank you.