

EQUALITY ANALYSIS (EA) TEMPLATE

Decision

Customer Service Standard Review

Date

May 2017

What is the Public Sector Equality Duty (PSED)? [Double click here for more information / Hide](#)

What is an Equality Analysis (EA)? [Double click here for more information / Hide](#)

How to demonstrate compliance [Double click here for more information / Hide](#)

Deciding what needs to be assessed [Double click here for more information / Hide](#)

Role of the assessor [Double click here for more information / Hide](#)

How to carry out an Equality Analysis (EA) [Double click here for more information / Hide](#)

The Proposal *Click and hover over the questions to find more details on what is required*

Assessor name: Amy Carter, Projects & Improvements Manager

Contact details: Amy.Carter@cityoflondon.gov.uk / 0207 332 1653

1. What is the Proposal?

The proposal is to review the Customer Service Standards within the Housing & Neighbourhoods department. The review encompasses the behavioural aspects of customer service as well as tangible standards which we will measure against.

The review is in its early stage. This EA applies to the service review as a whole. We may carry out further EAs where it is identified that individual aspects of the service review may have a wider-reaching implication than is currently anticipated.

2. What are the recommendations?

The review outcomes are expected to be:

- A revised set of customer service standards which have been researched and consulted upon.
- A suite of training for staff to help them deliver the required level of customer service and support.
- A launch of the new service standards, with associated print material.

The review outcomes will apply equally to all our customers, the purpose of this EA is to ensure we have mapped out any potential impacts on the equality aims.

3. Who is affected by the Proposal? *Identify the main groups most likely to be directly or indirectly affected by the recommendations.*

Those affected by the review will be all who engage with the Housing & Neighbourhoods department, including residents, service users and those making applications to us. They will be referred to as customers throughout this EA, unless a specific example affects a certain group.

Age [Double click here to add impact / Hide](#)

[Check box if NOT applicable](#)

[Double click here to show borough wide statistics / hide statistics](#)

Age

Additional Equalities Data (Service level or Corporate) *Include data analysis of the impact of the proposals*

We do not currently have full Equalities Data regarding our residents; in our 'data refresh' project in 2017/18 this will be updated.

What is the proposal's impact on the equalities aims? *Look for **direct impact** but also evidence of **disproportionate impact** i.e. where a decision affects a protected group more than the general population, including **indirect impact***

What actions can be taken to avoid or mitigate any negative impact or to better advance equality and foster good relations?

Age

The service review applies to our customers, the group impacted by this review will therefore usually be older than 18, as those under 18 may only rent a property with support. However, we recognise that the households we provide services to frequently contain children under 18.

The intention of the staff training/behavioural aspect of the review is to encourage our staff to treat all those they encounter as individuals and to tailor the service they offer as appropriate.

The outcomes of the review are expected to foster good relations.

Disability [Double click here to add impact / Hide](#)

[Check box if NOT applicable](#)

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Disability

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The service review applies to our customers, and we recognise that this will include those who have disabilities.

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Pregnancy and Maternity [Double click here to add impact / Hide](#)

[Check box if NOT applicable](#)

Key borough statistics:

Under the theme of population, the [ONS website](#) has a large number of data collections grouped under:

- [Conception and Fertility Rates](#)
- [Live Births and Still Births](#)
- [Maternities](#)

NB: These statistics provide general data for these protected characteristics. You need to ensure you have sufficient data about those affected by the proposals – see below under “additional equalities data”.

[Double click here to show borough wide statistics / hide statistics](#)

Pregnancy and Maternity

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The service review applies to our customers, and we recognise that this will include those who are pregnant or parents.

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Race [Double click here to add impact / Hide](#)

[Check box if NOT applicable](#)

Key Borough Statistics:

Our resident population is predominantly white. The largest minority ethnic groups of children and young people in the area are Asian/Bangladeshi and Mixed – Asian and White. The City has a relatively small Black population, less than London and England and Wales. Children and young people from minority ethnic groups account for 41.71% of all children living in the area, compared with 21.11% nationally. White British residents comprise 57.5% of the total population, followed by White – Other at 19%.

The second largest ethnic group in the resident population is Asian, which totals 12.7% - this group is fairly evenly divided between Asian/Indian at 2.9%; Asian/Bangladeshi at 3.1%; Asian/Chinese at 3.6% and Asian/Other at 2.9%. The City of London has the highest percentage of Chinese people of any local authority in London and the second highest percentage in England and Wales. The City of London has a relatively small Black population comprising 2.6% of residents. This is considerably lower than the Greater London wide percentage of 13.3% and also smaller than the percentage for England and Wales of 3.3%.

[See ONS Census information](#) or [Greater London Authority projections](#)

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Race

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The service review applies to our customers, and we recognise that this will include those of all races.

What actions can be taken to avoid or mitigate any negative impact or to better advance equality and foster good relations?

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Race

The intention of the staff training/behavioural aspect of the review is to encourage our staff to treat all those they encounter as individuals and to tailor the service they offer as appropriate.

Religion or Belief [Double click here to add impact / Hide](#)

Check box if NOT applicable

Key borough statistics – sources include:

The ONS website has a number of data collections on [religion and belief](#), grouped under the theme of religion and identity.

[Religion in England and Wales provides a summary of the Census 2011 by ward level](#)

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What is the proposal’s impact on the equalities aims? *Look for **direct impact** but also evidence of **disproportionate impact** i.e. where a decision affects a protected group more than the general population, including **indirect impact***

The service review applies to our customers, and we recognise that this will include those of any religion or belief, or none.

The intention of the staff training/behavioural aspect of the review is to encourage our staff to treat all those they encounter as individuals and to tailor the service they offer as appropriate.

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Key borough statistics:

At the time of the [2011 Census the usual resident population of the City of London](#) could be broken up into:

- 4,091 males (55.5%)
- 3,284 females (44.5%)

A number of demographics and projections for demographics can be found on the [Greater London Authority website in the London DataStore](#). The site details statistics for the City of London and other London authorities at a ward level:

- [Population projections](#)

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[Double click here to show borough wide statistics / hide statistics](#)

Sex

Additional Equalities Data (Service level or Corporate) *Include data analysis of the impact of the proposals*

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What is the proposal’s impact on the equalities aims? *Look for **direct impact** but also evidence of **disproportionate impact** i.e. where a decision affects a protected group more than the general population, including **indirect impact***

The service review applies to all our customers, and we recognise that this will include those of any sex.

The intention of the staff training/behavioural aspect of the review is to encourage our staff to treat all those they encounter as individuals and to tailor the service they offer as appropriate.

What actions can be taken to avoid or mitigate any negative impact or to better advance equality and foster good relations?

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Sexual Orientation and Gender Reassignment [Double click here to add impact / Hide](#)**Key borough statistics – suggested sources include:**

- [Sexual Identity in the UK – ONS 2014](#)
- [Measuring Sexual Identity – ONS](#)

NB: These statistics provide general data for these protected characteristics. You need to ensure you have sufficient data about those affected by the proposals – see below under “additional equalities data”.

[Double click here to show borough wide statistics / hide statistics](#)

Sexual Orientation and Gender Reassignment

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We do not currently have full Equalities Data regarding our residents; in our ‘data refresh’ project in 2017/18 this will be updated.

What is the proposal’s impact on the equalities aims? *Look for **direct impact** but also evidence of **disproportionate impact** i.e. where a decision affects a protected*

What actions can be taken to avoid or mitigate any negative impact or to better advance equality and foster good relations?

Sexual Orientation and Gender Reassignment

group more than the general population, including **indirect impact**

The service review applies to all our customers, and we recognise that this will include those of any sexual orientation or those undertaking gender reassignment.

The intention of the staff training/behavioural aspect of the review is to encourage our staff to treat all those they encounter as individuals and to tailor the service they offer as appropriate.

The outcomes of the review are expected to foster good relations.

Marriage and Civil Partnership [Double click here to add impact / Hide](#)

[Check box if NOT applicable](#)

Key borough statistics - sources include:

- [The 2011 Census contain data broken up by local authority on marital and civil partnership status](#)

NB: These statistics provide general data for these protected characteristics. You need to ensure you have sufficient data about those affected by the proposals – see below under “additional equalities data”.

[Double click here to show borough wide statistics / hide statistics](#)

Marriage and Civil Partnership

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What is the proposal’s impact on the equalities aims? *Look for **direct impact** but also evidence of **disproportionate impact** i.e. where a decision affects a protected group more than the general population, including **indirect impact***

The service review applies to all our customers and we recognise that this will include those who are married or in a civil partnership, or not.

The intention of the staff training/behavioural aspect of the review is to encourage our staff to treat all those they encounter as individuals and to tailor the service they offer as appropriate.

What actions can be taken to avoid or mitigate any negative impact or to better advance equality and foster good relations?

The outcomes of the review are expected to foster good relations.

Additional Impacts on Advancing Equality & Fostering Good Relations [Double click here to add impact / Hide](#)

[Check box if NOT applicable](#)

[Double click here to show borough wide statistics / hide statistics](#)

Additional Impacts on Advancing Equality & Fostering Good Relations

Additional Equalities Data (Service level or Corporate)

We do not currently have full Equalities Data regarding our residents; in our ‘data refresh’ project in 2017/18 this will be updated.

Additional Impacts on Advancing Equality & Fostering Good Relations

Are there any additional benefits or risks of the proposals on advancing equality and fostering good relations not considered above?

The additional benefits of this service review will be the provision of a clear statement of our standards which will better enable our customers to know what to expect from us and be more able to let us know if there is a breach of these standards.

What actions can be taken to avoid or mitigate any negative impact on advancing equality or fostering good relations not considered above? Provide details of how effective the mitigation will be and how it will be monitored.

The outcomes of the review are expected to foster good relations.

Conclusion and Reporting Guidance

Set out your conclusions below using the EA of the protected characteristics and submit to your Director for approval.

If you have identified any negative impacts, please attach your action plan to the EA which addresses any negative impacts identified when submitting for approval.

If you have identified any positive impacts for any equality groups, please explain how these are in line with the equality aims.

Review your EA and action plan as necessary through the development and at the end of your proposal/project and beyond.

Retain your EA as it may be requested by Members or as an FOI request. As a minimum, refer to any completed EA in background papers on reports, but also include any appropriate references to the EA in the body of the report or as an appendix.

This analysis has concluded that...

The project is inclusive and supportive and will encourage our staff to treat residents as individuals. We are confident this supports the Equality Aims.

Outcome of analysis - *check the one that applies*

Outcome 1

No change required where the assessment has not identified any potential for discrimination or adverse impact and all opportunities to advance equality have been taken.

Outcome 2

Adjustments to remove barriers identified by the assessment or to better advance equality. Are you satisfied that the proposed adjustments will remove the barriers identified?

Outcome 3

Continue despite having identified some potential adverse impacts or missed opportunities to advance equality. In this case, the justification should be included in the assessment and should in line with the duty have 'due regard'. For the most important relevant policies, compelling reasons will be needed. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact.

Outcome 4

Stop and rethink when an assessment shows actual or potential unlawful discrimination.

Signed off by Director:

Name:

Date:

