IMPORTANT NOTES:

1. THIS FRONT SHEET IS AN ESSENTIAL PART OF THE EA – COMPLETE THE TEMPLATE AND SUBMIT IT AS A SINGLE DOCUMENT.
2. IN RARE CASES, WHEN COMPLETING THE ASSESSMENT IT MAY BECOME APPARENT THAT THE RECOMMENDATIONS WOULD LEAD TO UNLAWFUL DISCRIMINATION E.G. A PROPOSAL TO PAY MEN MORE THAN WOMEN. IF SO, STOP, RECONSIDER YOUR PROPOSAL AND SEEK ADVICE.

THE HEAD OF SERVICE OR DIRECTOR WHO IS RESPONSIBLE FOR MEMBER LEVEL REPORTS MUST BE SATISFIED WITH THE FINALISED EQUALITY ANALYSIS AND FOR MAJOR PROPOSALS, IT IS SENSIBLE TO ENSURE YOUR LEAD MEMBER HAS BEEN CONSULTED.
<table>
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<tr>
<th><strong>Guidance on compliance with the PSED for officers and decision makers</strong></th>
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<th><strong>What to do if your proposal is scheduled for Cabinet/Committee?</strong></th>
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</table>
1. What is the Proposal?

The aim of the proposed new model is to develop a universal Information, Advice and Advocacy Service which will enable all of the Borough’s residents to access organised services which provide them with recommendations and guidance on meeting their needs. The Council is will look to procure a Borough-wide Information, Advice and Advocacy (IA&A) Services in order to address the rising service demand, facilitate user journey, as well as communication between the provider and the Council. The following paragraphs define and describe each of the service areas.

Information Services include general information provided in written publications or websites, assessments to determine eligibility, providing goods or interventions directly to meet a person’s need, or education and training services. Information Services communicate knowledge and facts regarding care and support (Care Act, 2014).

Advice Services can be understood as ‘organised services helping to identify choices and/or providing residents with recommendations and guidance on meeting their needs’ (in line with the Care Act, 2014). Advice may be delivered by a range of providers including national, local, private and the Voluntary and Community Sector (VCS), as is currently the case within Waltham Forest.

Advocacy Services support vulnerable residents to access and understand the relevant information and services, express their needs and wishes, secure their rights, represent their interests and obtain the care and support they need (in line with the Care Act, 2014).

IA&A are areas of strategic importance of both statutory and non-statutory services. In the new model it is proposed the Council would consolidate all of its IA&A services into a 3 tier model as illustrated below.
1. What is the Proposal?

The first point of contact (tier 1a), follows the Council’s digital-by-default aims to signpost and support residents to self-serve. Tier 1b will provide general advice, before advice is split into 4 ‘pillars’ (Housing; Money & Debt; Health & Wellbeing; Business, Employment & Skills) with one provider expected to deliver the more specialist tier 2 advice in each pillar.

It is proposed that tier 1 follow the Council’s digital-by-default aims to signpost and support residents to self-serve. This policy has been subject to a separate equalities assessment. For residents without a computer or the internet, a triage service will be available at Libraries across the borough where individuals can be helped to access the online tools. This will mitigate negative discrimination.

If more specific advice is needed, the resident will be signposted directly to a tier 2 or 3 organisation where appropriate. This will enable the right advice is provided to all accessing the service.

The model will ensure that Information, Advice and Advocacy are available in a variety of formats and mediums to enable residents to access the service in a way that is efficient, effective and relevant. This will mitigate negative discrimination.

Regardless of the format and medium that advice and advocacy is given in, it will be provided in a manner that is appropriate and sensitive to the individual service user and their needs.

The case for change

A review of the Council’s IA&A Services concluded there is a significant duplication and fragmentation in the commissioning of economic wellbeing services, including:

a) separate commissioning of similar services from the same provider;
b) separate commissioning of similar services from multiple providers; and
c) local commissioning of services which may duplicate national provision (e.g. Money and Debt advice).

Provision and delivery of services was also found to be fragmented with multiple access points and limited guidance around which service is best placed to meet an individual’s needs. There is a risk that residents go to the closest or easiest channel, rather than the ‘right’ place.

In considering the scope of services the project team have also taken into account compliance with the Care Act. The Care Act requires the Council to coordinate an information and advice service. The information and advice service must cover the needs of all its population, not just those who are in receipt of care or support which is arranged or funded by the local authority. Similarly, the Act requires the Council to arrange independent advocacy for people who either have substantial difficulty in being involved in assessments and support planning or when there is no one available to act on the person’s behalf. The proposed model will ensure that the Council meets this requirement of the Care Act and therefore enabling the Borough’s residents to easily access relevant IA&A, therefore improving their wellbeing.

The demand analysis conducted to support this proposal identified that almost all current advice services are being delivered through face to face and telephone. In contrast, a far smaller amount is being delivered via online channels. This approach is not efficient and does not meet the needs of the borough’s residents who must be able to access advice through a variety of mediums depending on the nature of the advice and the requirements of the service user.
2. What are the recommendations?

Cabinet is recommended to:

- Approve the proposed procurement programme for the provision of the Information, Advice and Advocacy Services contract to commence on 01/10/2015.
- Delegate Authority to the Chief Executive in consultation with the Director Neighbourhoods and Commissioning and the Portfolio Lead Member to award the contract to the successful supplier.
- Cabinet is also asked to note that Public Consultation is ongoing and should the proposed operating model at Appendix 1 be impacted by the results of that Consultation then further Cabinet Approval would be sought before continuing with the Procurement process.
- If there is no impact then consideration of final tender documents following Consultation to be delegated to the Director Neighbourhoods and Commissioning.

3. Who is affected by the Proposal? Identify the main groups most likely to be affected by the recommendations, directly and indirectly.
The proposal is likely to affect all residents of Waltham Forest, however not everyone will on the same level and possibly some may not be affected at all, however for the purpose of this assessment, all residents will be considered. The Borough is home to a total of 265,800 people (ONS, 2013). This is 3,200 residents more than last year and a gain of 7,600 people compared to the 2011 Census. With the changes in Care Act, the Council is required to coordinate provision of the information and advice services across the Borough and must cover the needs of all its population, not just those who are in receipt of care or support which is arranged or funded by the local authority.

Similarly, the Act requires the Council to arrange independent advocacy for people who either have substantial difficulty in being involved in assessments and support planning or when there is no one available to act on the person’s behalf. Therefore it is anticipated that the proposal will positively benefit all of the Borough’s population by ensuring that:

a) the right advice is available to all;

b) the demand can be managed through a ‘digital by default’ approach – users will be signposted to the correct service required;

c) central commissioning and contract management is facilitated, creating a single point of contact for service users/providers in the Council;

d) the Council aligns the outcomes of the Service to the Borough-wide strategy and facilitate monitoring of demand and performance of each service;

e) the Council accounts on spend, outcomes, KPIs and impact on residents;

f) customer journey is improved through clearly signposted referral channels;

g) future demand can be predicted and accustomed service provided to any changes.

Public Consultation is ongoing and includes engagement with current providers, existing service users and the wider borough residents. Therefore a wide range of stakeholders will be consulted as a result. Any material changes to the model will require further Cabinet approval before the specification is finalised and this will be reflected in a further equalities assessment.

**Key borough statistics:** The 2011 census shows that Waltham Forest has a population of 258,249. Broken down by broad age group, some 26.1% of the population (67,303) were aged 0-19, 35.8% (92,392) 20-39, 28.2% (72,988) 40-64 and 10% (25,566) were aged 65+. Compared to London and England and Wales Waltham Forest has a younger age profile with 8.1% of its population aged 0-4 and 26.1% 0-19 compared to 7.2% and 24.5% across London and 6.2% and 24% across England and Wales respectively. Those aged 20-39 (35.8%) constitute the same percentage of the population in Waltham Forest as across London as a whole (also 35.8%) compared to only 26.9% across England and Wales. Smaller proportions of the borough population are found in the 40-64 and 65+ age groups which constitute 28.2% and 10% compared to 32.7% and 16.4% across England and Wales. (Source: 2011 Census, Office for National Statistics).

**Children in Care:** As at December 2012, we had 289 children in our care. 56% were male and 44% female. Most are in the 12-16 age bracket (35%) followed by 6-11 age group (24%). Ethnic breakdown - White: 42%; Black or Black British: 28%; Mixed race: 19%; Asian or Asian British: 6%; Other: 4%. **NB: These statistics provide general data for this protected characteristic. You need to ensure you have sufficient data about those affected by the proposals – see below under “additional equalities data”.** Ward based data is available here: http://www.walthamforest.gov.uk/Pages/Services/statistics-economic-information-and-analysis.aspx?l1=100004&l2=200088
The 2013 Round of Demographic Projections by Greater London Authority (trend-based, central scenario) suggest that Waltham Forest's population will reach 300,000 by 2022 and over 340,000 by 2041, equivalent to a total growth of 32% from 2012.

GLA produced 2013 Round of Demographic Projections (Trend based, central scenario) suggest that the borough’s population continues to rise over the next three decades and will reach 343,100 by 2041.

The projections suggest a distinct aging pattern with largest increase projected for the older age groups. The number of residents aged 65 and over is likely to double by 2041.

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

It is difficult at this stage to define in detail the potential impact of these proposals on this group, particularly as a significant amount of detailed design work will take place during the next procurement phase of the project, and a detailed mobilisation phase has also been built-in to assess the impact on individuals arising from this proposal.

This is being supported by ongoing Public Consultation to ensure that affected parties are engaged with and that their input is taken into account.

It is possible, however, at this stage to say that, in principle, this proposal will have an overall positive impact on this group.

The specific impacts are set out below:

- Improved customer journey through clearly signposted referral channels.
- Option to include additional services into the new service delivery model and flex service provision according to new legalisation/resident demand for services.
- Improved contract management through central commissioning to ensure residents are receiving a high quality service that meets their needs and delivers high quality
Key borough statistics: Look for update from latest APS / also see Borough profile update. Recent data from the 2011/2012 Annual Population survey suggests there are 31,000 disabled people of working age (16-64) living in Waltham Forest of which around 16,000 are female and 15,000 male. This represents around 1 in 5 (20%) of the working age population, a higher rate than found across London (16.9%) though lower than that found in England (20.5%). 2012 data finds that across the borough some 10,350 residents claim disability living allowance with rates tending to be higher in the southern and middle wards of the borough though this data should only be treated as a rough indicator of the prevalence of disability. As at January 2012, some 1,299 children and young people had a statement of Special Educational Needs in Waltham Forest.


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

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

The 2011 Census asked people to rate their health as ‘very good’, ‘good’, ‘fair’, ‘bad’ or ‘very bad’. The data shows that a total of 13,500 residents of Waltham Forest considered their health to be bad or very bad. This is equivalent to 5 per cent of the population, down from 9 per cent who said in the 2001 Census that they did not have a good health.

In addition, the 2011 Census asked people if they had a health problem or disability that has lasted or was expected to last for at least 12 months and which limited the person’s day-to-day activities, either a little or a lot. As many as 37,600 residents said in the Census that their day-to-day activities are limited because of their health. This is made up of 7 per cent of population who said their day-to-day activities were limited a lot (17,900 people) and 8 per cent whose activities were limited a little (19,700). In total, this is 15 per cent of residents compared to 18% nationally.

Health tends to deteriorate further with age with more than half of residents aged 65 and over (57%) having a limiting long-term health problem or disability.

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

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In order to mitigate the potential negative impact the service will undertake a detailed mobilisation and design phase in advance of go-live which will involve consulting and engaging with current service users who may be affected.

During the tender process providers will be assessed to ensure that
Disability  

affected parties are engaged with and that their input is taken into account.

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- Improved contract management through central commissioning to ensure residents are receiving a high quality service that meets their needs and delivers high quality outcomes.
- Information presented in a way that is easily accessible for residents.

they meet the Council's standards in regards to equalities, and this will become part of an ongoing contract management process to ensure these standards are maintained and improved.

Pregnancy and Maternity  

Key borough statistics: According to the 2011 census, 8.1% (20,839) of the Waltham Forest population is aged 0-4 compared to 7.2% across London and 6.2% across England and Wales. For those aged 0-1 these percentages are respectively 3.3% (Waltham Forest), 3% (London) and 2.5% (England & Wales). The Total Fertility rate for Waltham Forest in 2011 is 2.69 (3rd highest across London) compared to a London and England figure of 1.99. The teenage pregnancy rate in Waltham Forest (2010) is 45.7 per 1,000 of the female population aged 15-17 compared with 37.1 across London and 35.5 across England and Wales. Source: 2011 Census, Conception statistics and Birth Summary Tables, Office for National Statistics. NB: The total fertility rate measures the projected number of births born to a woman over her lifetime. These statistics provide general data for this protected characteristic. You need to ensure you have sufficient data about those affected by the proposals – see below under “additional equalities data.”

Waltham Forest Council EQUALITY ANALYSIS (EA) TEMPLATE
Pregnancy and Maternity

population aged 15-17 compared with 41 across London and 38 across England. The information has been summarised from SHLAA from GLA (2010), Office for National Statistics and NHS (NCHOD).

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?

It is difficult at this stage to define in detail the potential impact of these proposals on this group, particularly as a significant amount of detailed design work will take place during the next procurement phase of the project, and a detailed mobilisation phase has also been built-in to assess the impact on individuals arising from this proposal. This is being supported by ongoing Public Consultation to ensure that affected parties are engaged with and that their input is taken into account.

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Race

**Key Borough Statistics:** According to 2011 census data Waltham Forest’s White British population is 92,999, 36% of the total borough population. All other ethnic groups constitute 64% of the population (165,250). Broken down by specified ethnicity: White Other (37,472/14.5%), Pakistani (26,347/10.2%), Black Caribbean (18,841/7.3%), Black African (18,815/7.3%), Indian (9,134/3.5%), Other Black (7,135/2.8%), Any other ethnic group (6,728/2.6%), Bangladeshi (4,632/1.8%) and Chinese (2,579/1%). Note: The more detailed ethnicity breakdown goes into more detail and data for more recent arrivals includes: Polish (6,944/2.7%), Other Eastern Europe (6,020/2.3%) and Baltic states (3,011/1.2%). Data on arrivals from other countries over the last 8 years show that Poland, Pakistan and Lithuania have supplied the greatest number of migrants. (Source: 2011 Census, Office for National Statistics, Department for Work and Pensions)

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

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

Since the 2001 Census the proportion of White British/Irish residents has fallen from 58 per cent to 38 per cent in Waltham Forest, while the share of all other ethnic groups has increased. In comparison, the average proportion of White British/Irish residents in London is 47 per cent and in England and Wales as whole it is 81 per cent.

Most notably, the White Other group that includes arrivals from EU accession countries has more than doubled in the last decade from 6 per cent to 15 per cent. The population with an Asian background also increased from 15 per cent to 21 per cent as did the Black/Black British population from 15 per cent to 17 per cent.

**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

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Race

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

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- Option to include additional services into the new service delivery model and flex service provision according to new legalisation/resident demand for services.
- Improved contract management through central commissioning to ensure residents are receiving a high quality service that meets their needs and delivers high quality outcomes.
- Information presented in a way that is easily accessible for residents.

Religion or Belief

Double click here to add impact / Hide

Key borough statistics: According to the 2011 Census the borough has 48.4% of its population stating their religion to be Christian, Muslim 21.9%, Hindu 2.3%, Jewish 0.5%, Sikh 0.5%, Buddhist 0.8% and other 0.4%. Some 18% of residents claimed no religion whilst 7.3% did not state an answer. The multi-faith nature of Waltham Forest is evidenced by more recent data which shows that Waltham Forest has around 150 Christian Churches, 16 Muslim Mosques, 4 Hindu Temples, 3 Jewish Synagogues, 1 Sikh Gurdwara and 1 Tao Temple. NB: These statistics provide general data for this protected characteristic. You need to ensure you have sufficient data about those affected by the proposals – see below under “additional equalities data”.

Religion or Belief

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

Additional Equalities Data (Service level or Corporate)

Include data analysis of the impact of the proposals

Type response here

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

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Religion or Belief  
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During the tender process providers will be assessed to ensure that they meet the Council’s standards in regards to equalities, and this will become part of an ongoing contract management process to ensure these standards are maintained and improved.

Sex  
Double click here to add impact / Hide

Key borough statistics: The 2011 census put the gender split of Waltham Forest as Male: 128,970 (49.94%) and Female 129,279 (50.06%). (Source: 2011 Census, Office for National Statistics).

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

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

Type response here

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

What actions can be taken to avoid or mitigate any negative impact or to better advance equality and foster good relations?
Sex Click and hover over the questions to find more details on what is required

group more than the general population, including indirect impact

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During the tender process providers will be assessed to ensure that they meet the Council’s standards in regards to equalities, and this will become part of an ongoing contract management process to ensure these standards are maintained and improved.

Sexual Orientation and Gender Reassignment Double click here to add impact / Hide

Key borough statistics: National estimates of LGBT population range from 0.3% to 10% using different measures. A study commissioned by Waltham Forest Council suggested the population to be somewhere between 7,000 to 10,000 people in 2007 (this is 4-6% of the adult population). The study also suggested that there may be at least 35 transgender individuals in the borough (Source: Measuring Sexual Identity – Office for National Statistics, Waltham Forest LGBT Matters). 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

Waltham Forest Council EQUALITY ANALYSIS (EA) TEMPLATE
Sexual Orientation and Gender Reassignment  
Click and hover over the questions to find more details on what is required

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

A report from 2009 titled Waltham Forest LGBT Matters by Sigma Research suggests the LGB community in the borough is somewhere between 7,000 and 10,000 people.

More recent data from the 2012 Integrated Household Survey - the biggest pool of UK social data after the Census – found that 1.5 per cent of adults (aged 16 and over) in the UK identified themselves as gay, lesbian or bisexual. London had the highest proportion of adults who said they were gay, lesbian or bisexual (2.5%), which would be equivalent to about 6,500 people in Waltham Forest.

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

It is difficult at this stage to define in detail the potential impact of these proposals on this group, particularly as a significant amount of detailed design work will take place during the next procurement phase of the project, and a detailed mobilisation phase has also been built in to assess the impact on individuals arising from this proposal. This is being supported by ongoing Public Consultation to ensure that affected parties are engaged with and that their input is taken into account.

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

In order to mitigate the potential negative impact the service will undertake a detailed mobilisation and design phase in advance of go-live which will involve consulting and engaging with current service users who may be affected. During the tender process providers will be assessed to ensure that they meet the Council’s standards in regards to equalities, and this will become part of an ongoing contract management process to ensure these standards are maintained and improved.
Key borough statistics:

<table>
<thead>
<tr>
<th>Year</th>
<th>Marriages Registered</th>
<th>Civil Partnerships</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009-2010</td>
<td>670</td>
<td>32</td>
</tr>
<tr>
<td>2010-2011</td>
<td>725</td>
<td>27</td>
</tr>
<tr>
<td>2011-2012</td>
<td>812</td>
<td>25</td>
</tr>
</tbody>
</table>

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”.

Marriage and Civil Partnership

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

Waltham Forest Joint Strategic Needs Assessment (2014/15) identifies 27.8% of Borough households are married or in registered same sex civil partnership.

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?

It is difficult at this stage to define in detail the potential impact of these proposals on this group, particularly as a significant amount of detailed design work will take place during the next procurement phase of the project, and a detailed mobilisation phase has also been built-in to assess the impact on individuals arising from this proposal. This is being supported by ongoing Public Consultation to ensure that affected parties are engaged with and that their input is taken into account.

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- Improved customer journey through clearly signposted referral channels
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- Improved contract management through central commissioning to ensure residents are receiving a high quality service

In order to mitigate the potential negative impact the service will undertake a detailed mobilisation and design phase in advance of go-live which will involve consulting and engaging with current service users who may be affected. During the tender process providers will be assessed to ensure that they meet the Council’s standards in regards to equalities, and this will become part of an ongoing contract management process to ensure these standards are maintained and improved.
Marriage and Civil Partnership  Click and hover over the questions to find more details on what is required

- Service that meets their needs and delivers high quality outcomes.
- Information presented in a way that is easily accessible for residents.

Additional Impacts on Advancing Equality & Fostering Good Relations  Double click here to add impact / Hide  Check box if NOT applicable  ✓
Conclusion

Consider the Guidance below and set out your conclusions from the equalities analysis of the 8 protected characteristics. If there are negative equalities impacts, but you think that the proposals should still proceed in the current or amended form, explain what the objective justification for this is, providing evidence as appropriate. If it is helpful, refer to other documents e.g. the Cabinet report. You may find it helpful to identify one of the 4 outcomes below as being closest to your current proposals. (Use your conclusions as a basis for the “Equalities Implications” in the Cabinet report.)

This analysis has concluded that...
The proposed model for Information, Advice and Advocacy will improve the customer journey by ensuring that relevant and appropriate guidance is available for all of the borough’s residents. This will have a positive impact on equalities groups. It is recognised that any change, loss or reduction of targeted or specific IAA services for those with protected equality characteristics could be negative. Mitigation measures are therefore proposed, especially in relation to the tender exercise as well as providing support to users in any future transition.

Ongoing Public Consultation is being progressed. If any material changes to the model, including any negative impact on equality groups, are identified then further cabinet approval will be sought – including a revised equalities impact assessment.

Outcome of Analysis  Check one that applies

☐ Outcome 1
No major change required when 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 for adverse impacts or missed opportunities to advance equality. In this case, the justification should be included in the assessment and should be in line with the duty to 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 Head of Service: [Space for signature] Name: [Space for name] Date: [Space for date]