

Culture, Communities and Business Services EIAs

Savings Programme reference(s)	Service Area
CCBS01	Property Services
CCBS02	Countryside and Outdoor Service
CCBS03	Regulatory Services
CCBS04	Library and Archives Service
CCBS05	Transformation and Business Services
CCBS06	CCBS Efficiencies
CCBS07	Emergency Planning and Resilience
CCBS08	Health and Safety

SP23 EIA – Property Services efficiencies – Staff and service users

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Rebecca Thompson	CCBS	Strategic Manager	rebecca.thompson@hants.gov.uk	0370 779 2072	22.06.21	V2
2	EIA authoriser	Steve Clow	CCBS	Assistant Director	steve.clow@hants.gov.uk	0370 779 8845	30.06.21	V2
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	Eia.ccbs@hants.gov.uk	0370 779 8946	23.06.21	V2

Section one – information about the service and service change

Service affected	Property Services
Please provide a short description of the service / policy/project/project phase	For T19, Property Services undertook a major transformation project, Property Futures, to integrate Property with the separate FM and Workstyles Services to form one new integrated service. For T21 Property Services continued the transformation started with Property Futures to implement a number of further efficiency programmes including the procurement and implementation of a new digital platform for the management of the HCC estate (Concerto asset management system) and the implementation of a new staff information hub on SharePoint.
Please explain the new/changed service/policy/project	Under the SP23 programme, Property Services is proposing to continue its programme of change to drive efficiencies through new ways of working by continuing a move to being an effective digitally-enabled service through implementation of new and improved digital platforms. In particular this will include Phase 2 of the AMS (Concerto) implementation, exploiting available digital tools such as O365, Power Apps and Power

	<p>BI to capture, analyse and report asset intelligence. Moving to digital ways of working to drive efficiencies and improve outcomes and customer satisfaction across the breadth of property services.</p> <p>Changes in future ways of working post Covid, where a hybrid home and office working model is anticipated for staff who were previously office based, coupled with HCC becoming a more digital organisation are also expected to impact on specific service areas that support the wider organisation including soft FM, print and post with the opportunity to move to more digital ways of working e.g. electronic mail. Local service reviews are required to anticipate and respond to these changes, with the opportunity to achieve further savings in these areas while continuing to support the wider organisation's core requirements.</p>
--	--

Engagement and consultation

The County Council's *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?

(Delete as appropriate)

		No, but is planned to be undertaken
--	--	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

It is not anticipated that changes proposed by Property Services will require public consultation as these are not public facing services. However it will be necessary to fully understand the impact of any proposals on the wider organisation, schools and our shared service partners (Police and Fire) to ensure that their core requirements continue to be met.

Where proposals may impact on staff an appropriate consultation will be undertaken with HR support.

Section two: Assessment

Table 1a Impact Assessment - Staff

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age			x			Staff
Disability		x				Staff
Gender reassignment		x				Staff
Pregnancy and maternity		x				Staff
Race		x				Staff
Religion or belief		x				Staff

Sex		X				Staff
Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff
Poverty		X				Staff
Rurality		X				Staff

Table 1b Impact Assessment – Customers (primarily considered as corporate services, schools, Police and Fire but could also include building occupants and users)

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age		X				'Customers'
Disability		X				'Customers'
Gender reassignment		X				'Customers'
Pregnancy and maternity		X				'Customers'

Race		x				'Customers'
Religion or belief		x				'Customers'
Sex		x				'Customers'
Sexual orientation		x				'Customers'
Marriage & civil partnership		x				'Customers'
Poverty		x				'Customers'
Rurality		x				'Customers'

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	

Eastleigh		Havant		Winchester	
-----------	--	--------	--	------------	--

Section three: Equality Statement

Table 3 Consideration of and explanation for neutral or low negative impacts

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	The average age of staff in Property Services is 52 and approximately one third of staff are age 56 and over. The move towards more digital ways of working will require staff to have or learn new skills. Data from the UK Consumer Digital Index indicates that age is a key factor in the level of digital skills, with older people typically having lower levels of digital skills and using digital technology less. Increasingly digital ways of working may therefore have a more significant impact on older staff who may require more training and support. This will be explored further as more detailed proposals are developed and mitigation measures will be considered which could include targeted training and support.
Disability (staff)	Approximately 5% of Property Services' staff identify as having a disability. Increasing digital ways of working, particularly where these provide more flexibility in working arrangements, may offer increased opportunity for staff with disabilities to engage more fully with areas of work which have previously not been so accessible to all. However, there may also be some more negative impacts from more use of digital technologies. This will be explored further as more detailed proposals are developed and mitigation measures will be considered at that time.
Sex	60% of Property Services staff are men compared to 40% women overall and therefore any staff impacts arising from the SP23 programme may impact more on men than women. However, within the soft FM, print and post teams, the gender balance is balanced (49% women to 51% men) and therefore changes in these areas are less likely to have a disproportionate impact on either sex. Impacts will be further considered once more detailed proposals have been developed.

Poverty	<p>Increasingly digital ways of working may offer increased flexibility in where people work which could reduce the need for travel in some roles, providing a cost benefit to those staff. However this is less likely to be the case for roles within the soft FM and print teams which are primarily location and site based roles. Within these teams 96% of staff are at Grade E or below, with 72% at Grade C or below.</p> <p>The overall impact for poverty has been assessed as neutral. Impacts will be reviewed once more detail has been developed on the proposals for the SP23 programme.</p>
Rurality (staff)	<p>For staff who have flexibility in the work location, increasingly digital ways of working will offer increased opportunity for those who live in rural areas and may have previously found it difficult to take up roles that required regular travel to Winchester or another specific work location. Equally poor broadband connectivity in rural areas can create challenges for more digital ways of working. Therefore the overall impact has been assessed as neutral.</p>
All other characteristics – sexual orientation, Race, gender reassignment, pregnancy and maternity, religion or belief (staff)	<p>As the changes proposed are primarily process and system efficiencies it is not considered that these will impact disproportionately on the other protected characteristics.</p>
All other characteristics - sexual orientation, Race, gender reassignment, pregnancy and maternity, religion or belief (customers)	<p>It is not envisaged that the proposed changes will impact on protected characteristics for our corporate clients or building users and therefore this has been identified as neutral. However, it is possible that a move towards more digital ways of working could have similar impacts on our customers' staff as identified for our own staff – both positive and negative. This will be further assessed during consultation with our customers.</p>

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
--------------------------	--	--	---

N/A			
-----	--	--	--

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

For customers - Digital ways of working may also offer the same positive benefits for our customers' staff. However, as we cannot influence their ways of working directly, the impact for customers has been identified as neutral.

Further work is required to full scope of the changes proposed for the SP23 programme. This will then allow the impacts on staff and customers to be further assessed and quantified and the EIA to be reviewed and updated. In particular it should be possible at this stage to more fully consider the demographics of any impacted groups so that the impacts on protected characteristics can be considered more specifically.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Jo Montague	CCBS	Strategic Manager – Customer & Commercial	jo.montague@hants.gov.uk	07928 128539	23.06.21	V3
2	EIA authoriser	Jo Heath	CCBS	Assistant Director - Natural Environment and Recreation	jo.heath@hants.gov.uk	07545 735629	01.07.21	V3
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 8946	28.06.21	V3

Section one – information about the service and service change

Service affected	Countryside Service
Please provide a short description of the service / policy/project/project phase	The Countryside Service manages 8 visitor attractions (5 Country Parks, 2 Farm Attractions, 1 National Nature Reserve) 80 countryside sites, 3000 miles of rights of way and statutory responsibility for maintaining the definitive map for Hampshire, a rural development programme and series of capital works projects to improve and develop assets and service delivery. The service has over 3m counted visits each year of which 2m are to the visitor attractions. The primary users and customers are Hampshire residents, with visitor attractions attracting most visitors from within a 30-minute drive time.

<p>Please explain the new/changed service/policy/project</p>	<p>The service will be exploring options for a different operating model for the Countryside Service including greater integrated working with other services, or an alternative operating model with the aim to remove cash limit of discretionary activity in the longer term. As part of the SP23 programme the anticipated change is expected to focus on efficiencies and integrated working and is not expected to significantly change or alter the service delivered to the public. If a different operating model is recommended this change will come after 2023.</p>
---	---

Engagement and consultation

The County Council's *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?

(Delete as appropriate)

	<p>No</p>	
--	-----------	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

Public consultation is not currently planned as there is no anticipated change to service delivery. If staff are impacted as part of developing greater integration of services, or alternative ways of delivering services, a staff consultation process will be needed and is included in the SP23 workbook milestones. A subsequent EIA will also be carried out at that point if needed.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age		X				Staff
Disability		X				Staff
Gender reassignment		X				Staff
Pregnancy and maternity		X				Staff
Race		X				Staff
Religion or belief		X				Staff
Sex		X				Staff
Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff
Poverty		X				Staff

Rurality		X				Staff
-----------------	--	---	--	--	--	-------

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	The current age profile of the Countryside Service is: Under 20 = 11% 20-29 = 25% 30-39 = 13% 40-49 = 21% 60-69 = 10% Over 70 = 1%

	It is not currently anticipated that changes will have an impact on any protected characteristics. However, until the options for greater integrated working or different operating models are established, it is difficult to know the extent of any impact, if any, on protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Disability	3.4% of Countryside staff have declared a disability. It is not currently anticipated that changes will have an impact on any protected characteristics. However, until the options for greater integrated working or different operating models are established, it is difficult to know the extent of any impact, if any, on protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Gender reassignment	No current data held for staff on gender re-assignment. It is not currently anticipated that changes will have an impact on any protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Pregnancy and maternity	There are several members of the Countryside Service staff that are currently pregnant or on maternity leave. It is not currently anticipated that changes will have an impact on any protected characteristics. However, until the options for greater integrated working or different operating models are established, it is difficult to know the extent of any impact, if any, on protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Race	The current ethnic profile for staff in the Countryside Service is: White = 93% Black = 1% Not obtained = 6% It is not currently anticipated that changes will have an impact on any protected characteristics. However, until the options for greater integrated working or different operating models are established, it is difficult to know the extent of any impact, if any, on protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.

Religion or belief	No current data held for staff on religion or belief. It is not currently anticipated that changes will have an impact on any protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Sex	The current gender profile for staff in the Countryside Service is: Women = 68% Men = 32% This is an uneven gender profile but the difference is lower than the average across Hampshire County Council (HCC) (76% women / 24% men). It is not currently anticipated that changes will have an impact on any protected characteristics. However, until the options for greater integrated working or different operating models are established, it is difficult to know the extent of any impact, if any, on protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Sexual orientation	No current data held for staff on sexual orientation. It is not currently anticipated that changes will have an impact on any protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Marriage & civil partnership	No current data held for staff on marriage and civil partnership. It is not currently anticipated that changes will have an impact on any protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Poverty	No current data held for staff on poverty. It is not currently anticipated that changes will have an impact on any protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Rurality	No current data held for staff on rurality. It is not currently anticipated that changes will have an impact on any protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

A separate EIA considering the impacts on the public for this proposal has been completed.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

This activity is focused on the way in which services are delivered, to improve ways of working and opportunities to integrate and change the way we deliver services. This may result in changes for staff in terms of how and where they work. It is not anticipated that this will impact on any specific protected characteristics, however, as part of developing the opportunities for changing how we deliver services impact on protected characteristics will be taken into account and a full EIA will be completed to assess any impact on staff.

SP23 Equality Impact Assessment - Countryside Service operating model – service users

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Jo Montague	CCBS	Strategic Manager – Customer & Commercial	jo.montague@hants.gov.uk	07928 128539	25.05.21	V2
2	EIA authoriser	Jo Heath	CCBS	Assistant Director - Natural Environment and Recreation	jo.heath@hants.gov.uk	07545 735629	01.07.21	V2
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 8946	18.06.21	V2

Section one – information about the service and service change

Service affected	Countryside Service
Please provide a short description of the service / policy/project/project phase	The Countryside Service manages 8 visitor attractions (5 Country Parks, 2 Farm Attractions, 1 National Nature Reserve) 80 countryside sites, 3000 miles of rights of way and statutory responsibility for maintaining the definitive map for Hampshire, a rural development programme and series of capital works projects to improve and develop assets and service delivery. The service has over 3m counted visits each year of which 2m are to the visitor attractions. The primary users and customers are

	Hampshire residents, with visitor attractions attracting most visitors from within a 30-minute drive time.
Please explain the new/changed service/policy/project	The service will be exploring options for a different operating model for the Countryside Service including greater integrated working with other services, or an alternative operating model with the aim to remove cash limit of discretionary activity in the longer term. As part of the SP23 programme the anticipated change is expected to focus on efficiencies and integrated working and is not expected to significantly change or alter the service delivered to the public. If a different operating model is recommended this change will come after 2023.

Engagement and consultation	
<p>The County Council's <i>Serving Hampshire Balancing the Budget</i> consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.</p>	
Has any pre-consultation engagement been carried out?	
(Delete as appropriate)	
	No
Describe the consultation or engagement you have performed or are intending to perform.	
<p>Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.</p>	
<p>Potential options for different operating model and/or integrated working arrangements are not expected to alter the 'end' service delivered to the public and therefore no public consultation will be required.</p>	

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age		X				Public
Disability		X				Public
Gender reassignment		X				Public
Pregnancy and maternity		X				Public
Race		X				Public
Religion or belief		X				Public
Sex		X				Public
Sexual orientation		X				Public
Marriage & civil partnership		X				Public

Poverty		X				Public
Rurality		X				Public

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement

Table 3 Consideration of and explanation for neutral or low negative impacts

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
All protected characteristics	Potential options for different operating model and/or integrated working arrangements are not expected to alter the 'end' service delivered to the public and therefore the likely impact to the public and groups with protected characteristics has been identified as neutral.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

The nature of this proposal focuses on internal operational changes and this EIA considers impacts on the public. A separate EIA considering the impacts on staff for this proposal has been completed.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

This activity is focused on the way in which services are delivered, to improve ways of working and opportunities to integrate and change the way we deliver services so it is anticipated this will have negligible impact on the public or service users. However, a subsequent EIA will be completed once the proposals have been identified.

SP23 Equality Impact Assessment – Countryside Service commercial strategies – staff

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Jo Montague	CCBS	Strategic Manager – Customer & Commercial	jo.montague@hants.gov.uk	07928 128539	23.06.21	2
2	EIA authoriser	Jo Heath	CCBS	Assistant Director - Natural Environment and Recreation	jo.heath@hants.gov.uk	07545 735629	01.07.21	2
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 8946	28.06.21	2

Section one – information about the service and service change

Service affected	Countryside Service
Please provide a short description of the service / policy/project/project phase	The Countryside Service manages 8 visitor attractions (5 Country Parks, 2 Farm Attractions, 1 National Nature Reserve) 80 countryside sites, 3000 miles of rights of way and statutory responsibility for maintaining the definitive map for Hampshire, a rural development programme and series of capital works projects to improve and develop assets and service delivery. The service has over 3m counted visits each year of which 2m are to the visitor attractions. The primary users and customers are

	Hampshire residents, with visitor attractions attracting most visitors from within a 30-minute drive time.
Please explain the new/changed service/policy/project	Across all Country Parks work will continue to develop the offer, identify assets and resources to grow earned income, particularly focusing on promoting off-peak usage, extending parking capacity to maximise peak season and develop new commercial activity as well as strengthen catering financial position. This will also include establishing a future model for Titchfield Haven National Nature Reserve (THNNR) to remove/reduce cash limit, which has different opportunities and considerations to the Country Parks.

Engagement and consultation	
The County Council's <i>Serving Hampshire Balancing the Budget</i> consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.	
Has any pre-consultation engagement been carried out? (Delete as appropriate)	
	No
Describe the consultation or engagement you have performed or are intending to perform.	
Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.	
The future options for THNNR have yet to be established. Once the options analysis work has been completed, staff consultation may be required. A subsequent EIA will also be carried out if any changes to service delivery are proposed. The development of opportunities to increase income at the Country Parks is not anticipated to significantly impact on staff. However, consideration will be taken of protected characteristics if any changes are proposed, and a full EIA will be completed to assess any impact on staff.	

Section two: Assessment**Table 1 Impact Assessment**

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age		X				Staff
Disability		X				Staff
Gender reassignment		X				Staff
Pregnancy and maternity		X				Staff
Race		X				Staff
Religion or belief		X				Staff
Sex		X				Staff
Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff
Poverty		X				Staff

Rurality		X				Staff
-----------------	--	---	--	--	--	-------

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire		Fareham	Yes	New Forest	Yes
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire	Yes	Hart		Test Valley	
Eastleigh	Yes	Havant	Yes	Winchester	

Section three: Equality Statement

Table 3 Consideration of and explanation for neutral or low negative impacts

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	The current age profile of the staff within the County Parks team: Under 20 = 12% 20-29 = 22% 30-39 = 14% 40-49 = 13% 50-59 = 24%

	<p>60-69 = 13%</p> <p>Over 70 = 2%</p> <p>It is not currently anticipated that changes will have an impact on any protected characteristics. However, until the options are established, it is difficult to know the extent of any impact, if any, on protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.</p>
Disability	<p>4.3% of Country Parks staff have declared a disability. It is not currently anticipated that changes will have an impact on any protected characteristics. However, until the options are established, it is difficult to know the extent of any impact, if any, on protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.</p>
Gender reassignment	<p>No current data held for staff on gender re-assignment. It is not currently anticipated that changes will have an impact on any protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.</p>
Pregnancy and maternity	<p>There are several members of the Country Parks team that are pregnant or on maternity leave. It is not currently anticipated that changes will have an impact on any protected characteristics. However, until the options are established, it is difficult to know the extent of any impact, if any, on protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.</p>
Race	<p>The current ethnic profile for staff in the Country Parks is:</p> <p>White = 94%</p> <p>Black = 1%</p> <p>Not obtained = 5%</p> <p>It is not currently anticipated that changes will have an impact on any protected characteristics. However, until the options are established, it is difficult to know the extent of any impact, if any, on protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.</p>

Religion or belief	No current data held for staff on religion or belief. It is not currently anticipated that changes will have an impact on any protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Sex	The current gender profile for staff in the Country Parks is: Women = 77% Men = 23% This is in line with the gender profile for HCC (76% women / 24% men). It is not currently anticipated that changes will have an impact on any protected characteristics. However, until the options for greater integrated working or different operating models are established, it is difficult to know the extent of any impact, if any, on protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Sexual orientation	No current data held for staff on sexual orientation. It is not currently anticipated that changes will have an impact on any protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Marriage & civil partnership	No current data held for staff on marriage and civil partnership. It is not currently anticipated that changes will have an impact on any protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Poverty	No current data held for staff on poverty. It is not currently anticipated that changes will have an impact on any protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.
Rurality	No current data held for staff on rurality. It is not currently anticipated that changes will have an impact on any protected characteristics. Once the scope has been defined a subsequent EIA will be completed to assess any impact on staff and ensure staff with protected characteristics are not unfairly disadvantaged.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

N/A

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

Until the development and growth opportunities are further defined it is unknown what the likely impact will be upon the workforce. A further, more detailed EIA will be undertaken at a later date once the scope and proposals have been developed.

SP23 Equality Impact Assessment - Countryside Service commercial strategies – service users

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Jo Montague	CCBS	Strategic Manager – Customer & Commercial	jo.montague@hants.gov.uk	07928 128539	28.06.21	2
2	EIA authoriser	Jo Heath	CCBS	Assistant Director - Natural Environment and Recreation	jo.heath@hants.gov.uk	07545 735629	01.07.21	2
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 8946	28.03.21	2

Section one – information about the service and service change

Service affected	Countryside Service
Please provide a short description of the service / policy/project/project phase	The Countryside Service manages 8 visitor attractions (5 Country Parks, 2 Farm Attractions, 1 National Nature Reserve) 80 countryside sites, 3000 miles of rights of way and statutory responsibility for maintaining the definitive map for Hampshire, a rural development programme and series of capital works projects to improve and develop assets and service delivery. The service has over 3m counted visits each year of which 2m are to the visitor attractions. The primary users and customers are Hampshire residents, with visitor attractions attracting most visitors from within a 30-minute drive time.

<p>Please explain the new/changed service/policy/project</p>	<p>Across all Country Parks work will continue to develop the offer, identify assets and resources to grow earned income, particularly focusing on promoting off-peak usage, extending parking capacity to maximise peak season and develop new commercial activity as well as strengthen catering financial position. This will also include establishing a future model for Titchfield Haven National Nature Reserve (THNNR) to remove/reduce cash limit, which has different opportunities and considerations to the Country Parks.</p>
---	--

Engagement and consultation

The County Council's *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?

(Delete as appropriate)

		<p>No, but is planned to be undertaken</p>
--	--	---

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

The focus of income generation at the Country Parks is on extending the offer to the public and therefore formal consultation is not anticipated but local consultation may take place for developing new offers, if appropriate. Once the future options for THNNR have been established, public consultation may be required. Subsequent EIAs will also be carried out if any changes to service delivery are proposed.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age		X				Public
Disability		X				Public
Gender reassignment		X				Public
Pregnancy and maternity		X				Public
Race		X				Public
Religion or belief		X				Public
Sex		X				Public
Sexual orientation		X				Public
Marriage & civil partnership		X				Public
Poverty		X				Public
Rurality		X				Public

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire		Fareham	Yes	New Forest	Yes
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire	Yes	Hart		Test Valley	
Eastleigh	Yes	Havant	Yes	Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
All currently assessed as neutral	As the options and development opportunities for the Country Parks and THNNR are not defined it is not currently known if this will impact on any protected characteristics, though it is anticipated impacts would not disproportionately impact on any protected characteristic group. However, once the scope has been defined a subsequent EIA will be completed as a more detailed assessment. As part of developing the opportunities for change, impact on protected characteristics for the public will be considered and assessed. As the ambition is to improve the customer offer it is likely any impact will be positive rather than negative.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

--

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

<p>Until the development and growth opportunities are further defined it is unknown what the likely impact will be upon the public. A further, more detailed EIA will be undertaken at a later date once the scope and proposals have been developed.</p>

SP23 Equality Impact Assessment - Hampshire Outdoor centres – Staff

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	David Drew	CCBS	Business Development Manager	David.drew2@hants.gov.uk	07565 201290	05.08.21	3
2	EIA authoriser	Jo Heath	CCBS	Assistant Director - Natural Environment and Recreation	jo.heath@hants.gov.uk	07545 735629	05.08.21	3
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 8946	05.08.21	3

Section one – information about the service and service change

Service affected	Hampshire Outdoor Centres
Please provide a short description of the service / policy/project/project phase	Hampshire Outdoor Centres (HOC) is a non-statutory service comprising four residential outdoor education centres; three in Hampshire and one in South Wales. The service mission is to improve the lives of customers and deliver a safe, highly valued, cost effective and quality focused service through the provision of accessible outdoor education and recreational facilities. The centres provide opportunities for all customers to connect with the natural environment, create memorable experiences, learn new skills, and grow through personal development.

	<p>The service employees 65 permanent staff and at high season (summer) employees around 20 seasonal staff.</p>
<p>Please explain the new/changed service/policy/project</p>	<p>Across all Hampshire Outdoor Centres (HOC), the service will focus on developing earned income through customer growth and retention. The growth objectives focus on three key themes:</p> <ul style="list-style-type: none"> • The development of the core educational offer which provides high quality outdoor learning for schools and other residential groups, supported by an increase in engagement with new customers in the marketplace. • Positioning Calshot Activities Centre as a core destination for visitors to the South Coast and developing into a place that people want to visit, explore, enjoy activities, eat and stay. • Creating new products which broaden ‘public’ access to the facilities at weekends and during the school holidays. <p>To support this programme across all Hampshire Outdoor Centres the service will explore new and more flexible ways of improving the productivity of our workforce to support the delivery of our growth programme.</p> <p>HOC will examine the impacts of introducing flexible contracting arrangements, changing product structures, releasing efficiencies in our budget establishment to enable financial growth. As part of the SP23 programme the anticipated staffing changes will seek to remove vacant posts and reduce casual budgets, using annualised contracts to match seasonal demands with workforce availability and is expected to focus on efficiencies.</p> <p>This SP23 programme is seeking to change the service delivered to the public, however it is not expected to adversely impact on staffing. Staff are currently used to working a proportionate and high number of weekends and operate on a flexible working system. Exploring alternative contract types is only likely to formalise the current working arrangements. Examining flexible and shorter contracting arrangements may open up new employment opportunities.</p>
<p>Engagement and consultation</p>	

The County Council's *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?
(Delete as appropriate)

	No	
--	-----------	--

Describe the consultation or engagement you have performed or are intending to perform.
Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

There is no public consultation currently planned as there is no anticipated change to service delivery.

Some proposed product changes may increase the ratio of instructors to participants, staff will be heavily involved in the design, implementation, and review of these new products to ensure they are equipped to deliver these sessions in a new way.

Contracting changes will reviewed with HR and if staff are impacted as part of these workstreams, or it is determined a staff consultation is required, these will be undertaken in line with appropriate HR policies and procedures. An updated EIA or subsequent EIA will also be carried out at that point if required.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?

Age		X				Staff
Disability		X				Staff
Gender reassignment		X				Staff
Pregnancy and maternity		X				Staff
Race		X				Staff
Religion or belief		X				Staff
Sex		X				Staff
Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff
Poverty		X				Staff
Rurality		X				Staff

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement

Table 3 Consideration of and explanation for neutral or low negative impacts

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	<p>The current age profile of the HOC workforce (May 2021);</p> <p><20 = 1.9%</p> <p>20-29 = 28.3%</p> <p>30-39 = 28.3%</p> <p>40-49 = 15.1%</p> <p>50-59 = 21.7%</p> <p>60-69 = 3.8%</p> <p>>70 = 0.9%</p> <p>The service has a good representation of staff across all age groups up until 60-69. 56.6% of staff fall within the 20-49 age group, with a further 36.8% in the 40 to 59 ages. SP23 workstreams are likely to have a neutral impact on most age groups but may have a positive impact on retired (65+) as the service looks to increase its use of volunteers.</p>
Disability	<p>1.6% of service staff declared a disability which is lower than the County Council as a whole (3.61 in 19/20) The SP23 projects are not expected to have a detrimental impact on any</p>

	staff in terms of ability to carry out their duties. Individual personnel needs will continue to be monitored by respective line managers and any adaptations put in place as required.
Gender reassignment	There is no data currently available on gender reassignment though there is no evidence that this protected characteristic would be disproportionately affected by the SP23 projects and the impact is therefore assessed as neutral.
Pregnancy and maternity	With 41% of women currently working within HOC it is possible that at the time of SP23 projects there may be staff on maternity leave or currently pregnant. Any staff on maternity leave during any period of change would be given the opportunity to engage in any relevant consultation and be kept briefed throughout the process. This equally applies to those off on paternity and adoption leave. However, there is currently no evidence that this protected characteristic would be disproportionately affected by any SP23 Project proposals and therefore the impact has been assessed as neutral. .
Race	96.8% of service staff have declared their ethnicity as White British and 3.2% of staff have not declared their ethnicity. There is no evidence that this protected characteristic would be disproportionately affected by the HOC SP23 projects.
Religion or belief	There is no data currently available on religion or belief though there is no evidence that this protected characteristic would be disproportionately affected by the SP23 projects and the impact is therefore assessed as neutral
Sex	59% of service staff are male and 41% female which is different to the wider County Council position which has 24% male and 76% female (2019/2020) The SP23 projects are not expected to have a detrimental impact on any staff in terms of their sex and therefore this has been assessed as neutral. There is recognition within HOC that there are less females in leadership roles (grades E to I) and HOC are actively exploring how to address this imbalance. SP23 workstreams with associated new employment opportunities (e.g. Calshot Visitor Services Manager Grade F) may help to reduce this in balance if the best candidate is female. HOC is also actively engaging with other organisations, (the Outward Bound Trust), facing similar challenges and considering how to encourage women into more senior leadership roles within the industry.
Sexual orientation	There is currently no data available on sexual orientation though there is no evidence that this protected characteristic would be disproportionately affected by the SP23 projects and the impact is therefore assessed as neutral.

Marriage & civil partnership	There is currently no data available on marriage and civil partnership though there is no evidence that this protected characteristic would be disproportionately affected by the SP23 projects and the impact is therefore assessed as neutral.
Poverty	The service expects SP23 workstreams to have a neutral impact on this protected characteristic. The service and HR regularly check to ensure the average pay of staff working hours do not fall below the National Living Wage and in rare circumstances where this happens, additional payments are made. Existing HCC pay scales will continue to be followed. It is anticipated that further down the line HOC may need to introduce further instructional resources into the team which will create new employment opportunities. In general, the service expects SP23 workstreams to have a neutral impact on this protected characteristic.
Rurality	It is not anticipated that SP23 workstreams will impact on staff who live in Rural areas. Once the full scope of workstreams have been defined, HOC will assess any impact on staff and either update this EIA or complete a subsequent EIA.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

Once the full scope of each work stream has been defined, HOC will either update this and related EIAs or undertake a subsequent EIA and establish if these alternations are likely to impact (positively or negatively) on any key protected or other characteristic. A separate EIA has been completed for HOC SP23 considering the impact on the public and customers.

In accordance with the Working Time Directive, all instructional staff work an average of 37 hours per week over a 26 week reference period. Time off In Lieu is given for any additional hours which are mutually agreed in advance. TOIL is monitored and managed consistently to ensure there is no significant build up and staff receive adequate time off. Weekend working is regularly monitored to ensure a fair and even distribution amongst the team. Team members can book annual leave and request not to be scheduled for particular shifts which are considered when rotas are devised, usually a month in advance. This practice is common place within the Outdoor Activities Sector.

HOC will explore the opportunity to introduce annualised contracts for some seasonal roles, which will provide them with an opportunity to be paid a consistently year-round (including across periods when they are not working) and the offer the Centres the opportunity to schedule hours which are closer to the needs of the business. In practice an annualised contract is unlikely to increase or decrease the number of hours a member of staff is working. This proposal provides an opportunity to formalise the reality of what happens currently. It is likely that annualised hours will be offered as one contract type in a range of options which could be presented to employees.

A key focus in the growth programme is to increase the number of weekday school groups and opportunities at weekend and during the school holidays. Initially HOC will look to staff these increases from within the current pool of instructors meaning some changes to staff working patterns.

It is anticipated that further down the line HOC may need to introduce further instructional resources into the team which will create new employment opportunities.

Opening the Centres to new and diverse audience is likely to change the customer base. HOC will need to assess these impacts and put in place further training and support with our team to ensure they can meet a diverse range of customer requirements.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

HOC's SP23 programme is focused on expanding access to service, improving the way we work and improving the way services are delivered. The impact of these changes may result in different contract types offered, different hours being available and improvements to how staff work but at this stage, this is more of an expansion of current options and not fundamental changes which impact on any specific protected characteristics, however, as the scope for each work stream is defined, we will, depending on the outcome of explorations update this EIA or complete a subsequent EIA.

SP23 Equality Impact Assessment - Hampshire Outdoor centres – service users

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	David Drew	CCBS	Business Development Manager	David.drew2@hants.gov.uk	07565 201290	28.06.21	3
2	EIA authoriser	Jo Heath	CCBS	Assistant Director - Natural Environment and Recreation	jo.heath@hants.gov.uk	07545 735629	01.07.21	3
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 8946	28.06.21	3

Section one – information about the service and service change

Service affected	Hampshire Outdoor Centres
Please provide a short description of the service / policy/project/project phase	Hampshire Outdoor Centres (HOC) is a non-statutory service comprising four residential outdoor education centres; three in Hampshire and one in South Wales. The service mission is to improve the lives of customers and deliver a safe, highly valued, cost effective and quality focused service through the provision of accessible outdoor education and recreational facilities. The centres provide opportunities for all customers to connect with the natural environment, create memorable experiences, learn new skills, and grow through personal development.

<p>Please explain the new/changed service/policy/project</p>	<p>Across all Hampshire Outdoor Centres (HOC), the service will focus on developing earned income through customer growth and retention, particularly focusing on modernising the facilities, introducing new products at different price points to encourage year-round use of the facilities, increased commercialisation of the service strengthened by a robust tactical marketing plan and capitalising on the introduction digital booking platforms to provide flexible choices about when and how they access our services.</p> <p>HOC growth objectives focus on three key themes:</p> <ul style="list-style-type: none"> • The development of the core educational offer which provides high quality outdoor learning for schools and other residential groups, supported by an increase in engagement with new customers in the marketplace. • Positioning Calshot Activities Centre as a core destination for visitors to the South Coast and developing into a place that people want to visit, explore, enjoy activities, eat and stay. • Creating new products which broaden ‘public’ access to the facilities at weekends and during the school holidays.
---	--

<p>Engagement and consultation</p>		
<p>The County Council’s <i>Serving Hampshire Balancing the Budget</i> consultation (2021-2023) will seek residents’ and stakeholders’ views on strategic options for funding the Authority’s budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed ‘stage two’ consultation before any decisions on service specific changes are made.</p>		
<p>Has any pre-consultation engagement been carried out?</p>		
<p>(Delete as appropriate)</p>		
<p>Yes</p>		
<p></p>		

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

As part of the business development review, feedback was sought from service users, partners, and schools. These views have directly influenced the shape of HOC plans.

In addition, the service has recently undertaken an informal consultation for the Calshot Café and received 759 responses.

These responses will be used to support the outline business case for café improvements.

The focus of income generation within Hampshire Outdoor Centres is on extending the offer to the public and therefore formal consultation is not anticipated but further local consultation may take place for developing new offers, if appropriate.

Section two: Assessment**Table 1 Impact Assessment**

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative – low	Negative – Medium	Negative – High	Affects staff, public or both?
Age	X					Public
Disability	X					Public
Gender reassignment		X				Public
Pregnancy and maternity		X				Public
Race	X					Public

Religion or belief		X				Public
Sex		X				Public
Sexual orientation		X				Public
Marriage & civil partnership	X					Public
Poverty	X					Public
Rurality	X					Public

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Gender reassignment	It is not anticipated that modernising the facilities, introducing new products to grow the customer base and support income generation will disproportionately impact on gender reassignment, and therefore the impact is considered to be neutral.
Pregnancy and maternity	It is not anticipated that modernising the facilities, introducing new products to grow the customer base and support income generation will impact on pregnancy and maternity, and therefore the impact is considered to be neutral.
Religion or belief	It is not anticipated that modernising the facilities, introducing new products to grow the customer base and support income generation will disproportionately impact on religion or belief, and therefore the impact is considered to be neutral.
Sex	It is not anticipated that modernising the facilities, introducing new products to grow the customer base and support income generation will disproportionately impact on sex, and therefore the impact is considered to be neutral.
Sexual orientation	It is not anticipated that modernising the facilities, introducing new products to grow the customer base and support income generation will disproportionately impact on sexual orientation, and therefore the impact is considered to be neutral.
Rurality	It is not anticipated that modernising the facilities, introducing new products to grow the customer base and support income generation will disproportionately impact on rurality, and therefore the impact is considered to be neutral. It is noted, Hampshire Mountain Centre is located in the Brecon Beacon national park and generally attracts School customers who want to visit a remote mountain environment. In the past 12 months effort have been made to engage local schools who may benefit from using the centre.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
Age	<p>HOC will be looking at ways to increase work undertaken with Schools and youth based residential groups, and aligning the programmes to an outcome driven model, which will provide more opportunities for young people to access the service and benefit from activities designed to increase their skill and understanding of the world, build relationships and improve physical and mental wellbeing.</p> <p>Calshot Café recently undertook a survey and collected 759 responses. 36% of respondents were over the age of 55 and this is likely good reflection of the customer base. Calshot are looking to improve access to the on-site café which will incorporate more informal users (walkers/dog walkers) and include better seating and a new ramped entrance. Along with other improvements to layout and menu its expected future improvements will positively impact on older people, to access the café and use the space as a social gathering point.</p> <p>Calshot is looking to undertake a movement planning exercise which will evaluate how customers move around the centre and the impact future plans may have. Specific age groups will be looked at as part of this planning exercise.</p>
Disability	Destination Calshot seeks to install new footpaths around centre and improve the external entrance which will improve the safe routes to physically access the centre.

	<p>Hampshire Mountain Centre is a remote facility situated on the side of the hill. Consideration is being given to include a more accessible parking bay in the centres courtyard. Runways End is considered to be the most accessible facility and Forge lodge is a fully equipped accommodation unit. Consideration is being given to build an accessible pod which would be designed to support people with a range of disabilities.</p> <p>No changes at Tile Barn.</p>
Marriage & civil partnership	<p>Destination Calshot will explore opening the centre facilities to host weddings and civil partnership ceremonies creating new opportunities for residents to connect with the centre.</p> <p>No changes at other centres.</p>
Race	<p>Business options are being explored to increase the number of bed spaces at the Hampshire Mountain Centre allowing the centre to accommodate two class sizes. Through the existing partnership with The Portal Trust, HOC could increase the opportunities for BAME participants from inner city London to access a rural mountain environment. For many it may be the first trip outside of a city environment.</p> <p>At this stage, no other proposals will specifically target BAME communities however as the proposals are broadly based on increasing access to the facilities, its likely opportunities will exist to work with BAME groups.</p>
Poverty	<p>HOC are exploring options to introduce a Superpod at Runways End, which will include a self-catered kitchen, communal dining space and environmental classroom, that, combined with the camping pods, will allow the centre to create a low budget activity package which will open access to groups for which budget for such activity is a significant pressure.</p>

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

Tile Barn Poppy Pods were built in partnership with the Military Covenant Fund and the British Legion to provide accommodation for schools/youth groups during term time weekdays and military families only during the weekends and school holidays. The agreement has now expired and continuing to restrict weekend and school holidays access to military families only may mean HCC is not meeting its public equality duties. The service is currently seeking legal advice on the issue which may result in opening weekend and school holidays access to the poppy pods for wider public use. A further EIA will be completed once the legal position has been established and options for future use have been agreed. A separate EIA that considers the impact of these proposals on staff has been completed.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

Some projects are still in the scoping stage and it is not yet known if this will impact on any protected characteristics, however, once the scope has been defined a subsequent EIA will be completed as part of developing the opportunities for growth. As the ambition is to improve the customer offer it is likely any impact will be positive rather than negative.

SP23 Equality Impact Assessment - Asbestos Management Service operating model review - staff

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Arran Cobley	CCBS	Executive Manager (Asbestos)	arran.cobley@hants.gov.uk	07960 411852	18.6.2021	V2
2	EIA authoriser	Patrick Blogg	CCBS	Deputy Director for CCBS	Patrick.Blogg@hants.gov.uk	03707 796865	05.7.2021	V2
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 8946	18.6.2021	V2

Section one – information about the service and service change

Service affected	Asbestos Management Services
Please provide a short description of the service / policy/project/project phase	<p>The service provides UKAS accredited asbestos testing and inspection services, designs and delivers asbestos management controls to help enable the County Council to meet its statutory obligations in relation to the Control of Asbestos Regulations. The service also includes delivery of drone services.</p> <p>SP23 project - Review of Asbestos Service & implementation of a fit for purpose operating model to ensure full cost recovery of service provision as a minimum. To incorporate assessment of fee models & income streams, efficiencies, non-fee earning work, business plan development.</p>

<p>Please explain the new/changed service/policy/project</p>	<p>The Asbestos Service proposes to review and make changes to the way in which they operate. This will include an appraisal of their current portfolio of services and the staffing structure required to deliver these. The review will consider the best ways to deliver required service savings whilst maintaining sustainable, fit-for-purpose and deliverable services. The review may propose changes to the total number of roles within the Services, and/or amendments to role responsibilities and tasks.</p>
---	---

Engagement and consultation

The County Council's *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?
(Delete as appropriate)

	<p>No</p>	
--	-----------	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

No staff or Trade Union consultation has yet been carried out. Until the Service's ways of working and staffing structures have been reviewed, it is currently unknown what the likely impact will be upon staff. Consultation activities will be carried out as appropriate when further details of any proposed changes are understood.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age		X				Staff
Disability		X				Staff
Gender reassignment		X				Staff
Pregnancy and maternity		X				Staff
Race		X				Staff
Religion or belief		X				Staff
Sex		X				Staff
Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff

Poverty		X				Staff
Rurality		X				Staff

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	Current age profile of the Asbestos Management Services: 20-29 = 13% 30-39 = 34.8% 40-49 = 39.1% 50-59 = 13%

	The age profile in the Asbestos Management Services differs from the Corporate profile in that it has more staff in mid age ranges and less in the upper age range. Until the review of Asbestos Management Services is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be neutral or low. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic.
Disability	No staff have declared a disability. However, care will be taken to ensure changes do not unfairly disadvantage those from this protected characteristic group.
Gender reassignment	No staff have indicated that they are in this protected characteristic group. It is not thought that changes will have a disproportionate impact on this protected characteristic.
Pregnancy and maternity	One member of staff falls in this protected characteristic group. Until the review of Asbestos Management Services is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be neutral or low. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic.
Race	Current ethnicity profile of the Asbestos Management Services: 95.7% white 4.3% not obtained Until the review of Asbestos Management Services is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be neutral or low. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic.
Religion or belief	No current data on religion of belief profile of the Asbestos Management Services team. Until the review of Asbestos Management Services is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be neutral or low. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic.

Sex	<p>Current gender profile of the Asbestos Management Services team: 74% male (compared to 24% male staff within HCC) 26% female (compared to 76% female staff within HCC) There is an uneven gender split currently within the team, with 74% male staff compared to 26% female. Until the review of Asbestos Management Services is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be neutral or low. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because of their gender.</p>
Sexual orientation	<p>No current data on sexual orientation profile of the Asbestos Management Services team. It is not thought that changes will have an impact on this protected characteristic.</p>
Marriage & civil partnership	<p>No current data on marriage and civil partnership profile of the Asbestos Management Services team. It is not thought that changes will have a disproportionate impact on this protected characteristic.</p>
Poverty	<p>No current data on poverty profile of the Asbestos Management Services team. It is not thought that changes will have a disproportionate impact on this protected characteristic.</p>
Rurality	<p>No current data on rurality profile of the Asbestos Management Services team. It is not thought that changes will have a disproportionate impact on this protected characteristic.</p>

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

Although changes in the service's way of working and changes to the staffing structure are not expected to have an impact on any of the protected characteristics, if changes do represent a risk once proposed they are fully identified, more detailed EIAs will be undertaken at a later date, with appropriate consideration and action taken in respect of their findings.

The work delivered by the team is primarily for internal clients and partners, rather than being delivered directly to the public. Full testing and inspection services need to be maintained to ensure ongoing compliance with Regulations. There are not any foreseen impact on other HCC departments or partners (customers) and therefore an EIA has not been completed for the public. If, when the review and outcomes are clearer, any changes may represent a risk to clients and partners, a more detailed EIA will be undertaken, again with appropriate consideration and action taken in respect of their findings.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 Equality Impact Assessment - Hampshire Scientific Service expansion of drug testing services – staff and service users

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Anne Scarrett	CCBS	Head of Scientific Services	anne.scarrett@hants.gov.uk	0370 779 4774	26.03.2021	01
2	EIA authoriser	Patrick Blogg	CCBS	Deputy Director of CCBS	Patrick.blogg@hants.gov.uk	0370 779 6865	29.06.21	01
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 8946	28.06.21	01

Section one – information about the service and service change

Service affected	Hampshire Scientific Service
Please provide a short description of the service / policy/project/project phase	HSS provide a range of scientific analytical services to customers predominantly in the public sector; Coroners, Police, Trading Standards, Schools, Local Authorities and Central Government, supplemented by smaller private sector clients. Forensic testing of drugs seized by Hampshire Constabulary is currently carried out by a team of 2 staff who can process around 30 case submissions a month.

<p>Please explain the new/changed service/policy/project</p>	<p>Create additional drugs testing capacity, increasing number of reporting drug scientists by Mar 2023 to enable 60 cases a month to be processed with the aim of securing additional drugs contract in by March 2023.</p> <p>Positive business impacts in terms of growth of existing service provision/capacity; improved quality of service delivery for partners – Hampshire Constabulary, Thames Valley Police – as a result of reliability/security of provision, increased volume of work delivered, reduced turnaround times etc.; likely to improve and strengthen relationships with partners. It is expected creating additional drug testing capacity will have no adverse impacts on existing service users or HSS staff. It is likely to include the recruitment of 1 additional staff member.</p>
---	---

Engagement and consultation

The County Council’s *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents’ and stakeholders’ views on strategic options for funding the Authority’s budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed ‘stage two’ consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?

(Delete as appropriate)

	No	
--	-----------	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

No consultation or engagement planned as HSS are increasing existing services to generate additional income and there is no likely impact to residents or stakeholders.

Section two: Assessment**Table 1 Impact Assessment for both staff and public**

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age		X				Both
Disability		X				Both
Gender reassignment		X				Both
Pregnancy and maternity		X				Both
Race		X				Both
Religion or belief		X				Both
Sex		X				Both
Sexual orientation		X				Both
Marriage & civil partnership		X				Both
Poverty		X				Both

Rurality		X				Both
-----------------	--	---	--	--	--	------

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement

Table 3 Consideration of and explanation for neutral or low negative impacts

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	The planned growth for expansion of drug testing services are not expected to have an disproportionate impact on age.
Disability	The planned growth for expansion of drug testing services are not expected to have an disproportionate impact on disability.
Gender reassignment	The planned growth for expansion of drug testing services are not expected to have an disproportionate impact on gender reassignment.

Pregnancy and maternity	The planned growth for expansion of drug testing services are not expected to have an disproportionate impact on pregnancy and maternity.
Race	The planned growth for expansion of drug testing services are not expected to have an disproportionate impact on race.
Religion or belief	The planned growth for expansion of drug testing services are not expected to have an disproportionate impact on religion or belief.
Sex	The planned growth for expansion of drug testing services are not expected to have an disproportionate impact on sex.
Sexual orientation	The planned growth for expansion of drug testing services are not expected to have an disproportionate impact on sexual orientation.
Marriage & civil partnership	The planned growth for expansion of drug testing services are not expected to have an disproportionate impact on marriage and civil partnership.
Poverty	The planned growth for expansion of drug testing services are not expected to have an disproportionate impact on poverty.
Rurality	The planned growth for expansion of drug testing services are not expected to have an disproportionate impact on rurality.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

Recruitment for additional staff will be conducted with an inclusion and diversity approach following HCC procedures to ensure it is as inclusive as possible.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

Expansion of existing services to increase the provision of drug testing will not have any adverse impacts on existing service users or HSS staff.

SP23 Equality Impact Assessment – Registration Service income streams – staff

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Sophia Vowels	CCBS	Senior Project Officer	sophia.vowels@hants.gov.uk	03707 798408	10.06.21	3
2	EIA authoriser	Emma Noyce	CCBS	Assistant Director of Cultural and Information Services	Emma.noyce@hants.gov.uk	03707 79 8373	10.06.21	3
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	03707 798946	30.06.21	3

Section one – information about the service and service change

Service affected	Registration Service
Please provide a short description of the service / policy/project/project phase	The Registration Service is responsible for recording key life events for the people of Hampshire in line with the correct legal procedures. Its statutory functions include the registration of births, deaths, marriages and civil partnerships occurring within Hampshire, alongside other statutory obligations such as conducting Citizenship ceremonies, licensing venues where civil marriage and civil partnerships may be solemnised, and being the custodian of registers (birth, death and marriage) dating back to 1837. It also has a part to play in combating fraud and protecting the public, particularly in helping to prevent forced and sham marriages. The Service registers approximately 8,000 births and 10,000 deaths every year and delivers nearly 5,000 ceremonies.

	<p>As well as upholding its statutory obligations, the Registration Service also offers a number of ‘choose to use’ services such as:</p> <ul style="list-style-type: none"> • A range of alternative ceremonies including renewal of vows; welcoming, commitment and private Citizenship ceremonies • The ‘Tell Us Once’ service for all customers attending to register a death • Commemorative certificates
<p>Please explain the new/changed service/policy/project</p>	<p>The Registration Service is required to continue to increase its income and develop new income streams to contribute to the Council’s Savings Programme to 2023 (SP23).</p> <p>Changes to statutory services at a national level are expected to result in additional income for the Service through a) an increase in marriage certificate sales due to the introduction of the marriage schedule system and b) changes to the way EU nationals will be required to give notice of marriage in the future.</p> <p>The implementation of the marriage schedule system, and the resulting switch to an electronic register, means that Churches are no longer able to issue marriage certificates as part of the marriage ceremony. Instead, couples who have solemnised their marriage in a Church/Religious Building must apply to their local Registration service who will issue the requested marriage certificates for an associated fee.</p> <p>Additionally, new or improved service offerings will be introduced and are expected to include:</p> <ul style="list-style-type: none"> • live ceremony streaming • priority virtual Citizenship ceremonies • the expansion of Register Office ceremony availability. <p>Income modelling will be conducted ahead of any implementation to ensure that Hampshire Registration expands the right services and/or introduces new services at a rate that generates income whilst remaining competitive.</p>

<p>The County Council's <i>Serving Hampshire Balancing the Budget</i> consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.</p>	
<p>Has any pre-consultation engagement been carried out? (Delete as appropriate)</p>	
	<p>No, but is planned to be undertaken</p>
<p>Describe the consultation or engagement you have performed or are intending to perform. Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.</p>	
<p>Formal consultation with staff would only be carried out if it were identified that the introduction of a new or improved service would require changes to weekend working arrangements (including contractual changes). This would apply in the case of national changes imposed upon the Service, as well as in the case of local proposals to adapt and grow the service offering. In such circumstances, guidance and support would be secured from HR colleagues to ensure Hampshire policies are observed and Trade Unions would be engaged as part of any formal launch. Comments and suggestions made as part of any consultation process would be evaluated and used to inform decisions taken around future service offerings and the delivery method adopted.</p> <p>Communication with staff has already commenced in respect of the upcoming introduction of the schedule system which is expected to come into effect in May 2021. Proactive engagement will also be held through team meetings, 1:1s and e-noticeboard items to keep staff apprised of any future planned changes to service provision. This will include opportunities for staff to feedback and share their views as well as the provision of relevant training on any new processes or technologies as required.</p>	

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age		X				Staff
Disability		X				Staff
Gender reassignment		X				Staff
Pregnancy and maternity		X				Staff
Race		X				Staff
Religion or belief		X				Staff
Sex		X				Staff
Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff
Poverty		X				Staff
Rurality		X				Staff

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	Neutral – The age profile of the Registration Service is weighted towards the upper end of the scale with 59% of staff aged 50 or over. There is, however, no evidence that this protected characteristic would be disproportionately affected by the introduction of new or improved service offerings, or by any associated changes to weekend working arrangements should these be required. For this reason, the impact has been assessed as neutral.
Disability	Neutral – There are currently two staff members within the Registration Service with a declared disability (1.7%). This compares to 3.9% across the organisation (as of November 2020). There is, however, no evidence that this protected characteristic would be disproportionately affected by the introduction of new or improved service offerings, or by any associated changes to weekend working arrangements should these be required. For this reason, the impact has been assessed as neutral.

Gender reassignment	Neutral – There is no evidence that this protected characteristic would be disproportionately affected by the introduction of new or improved service offerings, or by any associated changes to weekend working arrangements should these be required.
Pregnancy and maternity	Neutral – There is no evidence that this protected characteristic would be disproportionately affected by the introduction of new or improved service offerings, or by any associated changes to weekend working arrangements should these be required. Should a staff consultation be required any staff on maternity leave – or paternity or adoption leave – would be afforded the opportunity to engage in the process and would be contacted individually to ensure they are able to participate and ask any questions.
Race	Neutral – There is no evidence that this protected characteristic would be disproportionately affected by the introduction of new or improved service offerings, or by any associated changes to weekend working arrangements should these be required.
Religion or belief	Neutral – There is no evidence that this protected characteristic would be disproportionately affected by the introduction of new or improved service offerings, or by any associated changes to weekend working arrangements should these be required.
Sex	Neutral – Within the Registration Service, 89% of employees are female and 11% are male. This diverges from HCC as a whole where 76% of employees are female and 24% are male (as of November 2020). There is, however, no evidence that this protected characteristic would be disproportionately affected by the introduction of new or improved service offerings, or by any associated changes to weekend working arrangements should these be required. For this reason, the impact has been assessed as neutral.
Sexual orientation	Neutral – There is no evidence that this protected characteristic would be disproportionately affected by the introduction of new or improved service offerings, or by any associated changes to weekend working arrangements should these be required.
Marriage & civil partnership	Neutral – There is no evidence that this protected characteristic would be disproportionately affected by the introduction of new or improved service offerings, or by any associated changes to weekend working arrangements should these be required.
Poverty	Neutral – The grade profile of staff working for the Hampshire Registration Service is skewed towards the lower grades with 7% at Grade C and 84% at Grade D. There is no evidence, however, that this protected characteristic would be disproportionately affected by the introduction of new or improved

	service offerings, or by any associated changes to weekend working arrangements should these be required. For this reason, the impact has been assessed as neutral.
Rurality	Neutral – There is no evidence that this protected characteristic would be disproportionately affected by the introduction of new or improved service offerings, or by any associated changes to weekend working arrangements should these be required.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

Until the income modelling exercise has been concluded and decisions taken regarding which new services will be introduced and/or which existing services will be expanded upon, it is impossible to definitively state what the likely impact on staff will be. Once this – and the implications of any national changes – become clearer, further, more detailed EIAs may need to be undertaken with appropriate consideration and action taken in respect of any conclusions drawn.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 Equality Impact Assessment – Registration Service income streams – service users

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Sophia Vowels/ Jane Bartlett	CCBS	Senior Project Officer	sophia.vowels@outlook.com	03707 798408	19.04.21	3
2	EIA authoriser	Emma Noyce	CCBS	Assistant Director of Cultural and Information Services	Emma.noyce@hants.gov.uk	03707 79 8373	10.06.21	3
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	03707 798946	30.06.21	3

Section one – information about the service and service change

Service affected	Registration Service
Please provide a short description of the service / policy/project/project phase	The Registration Service is responsible for recording key life events for the people of Hampshire in line with the correct legal procedures. Its statutory functions include the registration of births, deaths, marriages and civil partnerships occurring within Hampshire, alongside other statutory obligations such as conducting Citizenship ceremonies, licensing venues where civil marriage and civil partnerships may be solemnised, and being the custodian of registers (birth, death and marriage) dating back to 1837. It also has a part to play in combating fraud and protecting the public, particularly in helping to prevent forced and sham marriages. The Service registers

	<p>approximately 8,000 births and 10,000 deaths every year and delivers nearly 5,000 ceremonies.</p> <p>As well as upholding its statutory obligations, the Registration Service also offers a number of ‘choose to use’ services such as:</p> <ul style="list-style-type: none"> • A range of alternative ceremonies including renewal of vows; welcoming, commitment and private Citizenship ceremonies • The ‘Tell Us Once’ service for all customers attending to register a death • Commemorative certificates
<p>Please explain the new/changed service/policy/project</p>	<p>The Registration Service is required to continue to increase its income and develop new income streams to contribute to the Council’s Savings Programme to 2023 (SP23).</p> <p>Changes to statutory services at a national level are expected to result in additional income for the Service through a) an increase in marriage certificate sales due to the introduction of the marriage schedule system and b) changes to the way EU nationals will be required to give notice of marriage in the future.</p> <p>The implementation of the marriage schedule system, and the resulting switch to an electronic register, means that Churches are no longer able to issue marriage certificates as part of the marriage ceremony. Instead, couples who have solemnised their marriage in a Church/Religious Building must apply to their local Registration service who will issue the requested marriage certificates for an associated fee.</p> <p>Additionally, new or improved service offerings will be introduced and are expected to include:</p> <ul style="list-style-type: none"> • live ceremony streaming • priority virtual Citizenship ceremonies • the expansion of Register Office ceremony availability.

	Income modelling will be conducted ahead of any implementation to ensure that Hampshire Registration expands the right services and/or introduces new services at a rate that generates income whilst remaining competitive.
--	--

Engagement and consultation

The County Council’s *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents’ and stakeholders’ views on strategic options for funding the Authority’s budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed ‘stage two’ consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?

(Delete as appropriate)

	No	
--	-----------	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

No targeted engagement of service users will be conducted as the Registration Service is intending to expand the service offering rather than reduce or stop services. Whilst income modelling will take place to ensure that the right services (i.e. the most cost effective services for growth) are introduced and/or expanded, this will be undertaken using existing service data and will not require direct consultation with customers.

Annual benchmarking is already well-established across the South East region and findings from this, along with any insights gleaned from the customer feedback system, will be considered alongside the income modelling work to help inform the decision-making process and ensure that the services being delivered are of a high standard and likely to meet customer expectations.

Following implementation, Registration will need to consider promotion of any new services whilst at the same time monitoring uptake and flexing plans accordingly.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age			X			Public
Disability			X			Public
Gender reassignment		X				Public
Pregnancy and maternity		X				Public
Race		X				Public
Religion or belief		X				Public
Sex		X				Public
Sexual orientation		X				Public

Marriage & civil partnership	X X					Public
Poverty			X			Public
Rurality			X			Public

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	<p>Low Negative – There may be a greater emphasis on accessing online/virtual services as part of the new and/or improved services introduced. This could disadvantage members of the public who are unable to access digital content or who feel less confident accessing the Service in this way. This could include older people. According to ONS figures on internet usage in 2019, 99% of adults aged 16 to 44 in the UK were identified as being recent internet users as compared to 83% of adults aged 65-74 and 47% of adults aged 75 years and over. 47% of adults aged 75 years and over had also never used the internet.</p> <p>Until the full extent of plans for any new/improved services are known it is difficult to truly gauge the impact these changes could have on this protected characteristic, however, it is expected that it would be either low negative or neutral. This is due to the fact that some of these services would be ‘choose to use’ and so customers could opt-in or out depending on their own personal preferences around accessing content digitally. Any impact would also be mitigated by ensuring that user experience and accessibility is considered in all cases where changes are being made so that online content is as clear and easy to navigate as possible. Furthermore, any proposed changes would not result in the halting of other contact methods, such as telephone or face-to-face, which customers could still use in lieu of digital methods.</p> <p>It is also worth noting that one proposed new service – live ceremony streaming – would be delivered directly by staff and so customers choosing this service would benefit from the use of this digital facility without having to navigate the technology themselves.</p> <p>In contrast to the statement made above regarding the potential negative impact on this protected characteristic, older people with decreased mobility (or those with young families or caring responsibilities) may in fact experience an improved customer journey due to the increased availability of online/virtual services removing the need to travel to a physical</p>

	<p>office in some circumstances. This could therefore also have a positive impact on this protected characteristic.</p>
<p>Disability</p>	<p>Low Negative – There may be a greater emphasis on access to online/virtual services as part of the new and/or improved services introduced. This could disadvantage members of the public who are unable to access digital content or who feel less confident accessing the Service in this way. This could include people with disabilities. According to ONS figures on internet usage in 2019, 22% of adults who self-asses as having a disability in line with the Equality Act definition had either never used the internet or had not used the internet in more than three months. This dropped to 5% of adults who do not self-asses as having a disability in line with the Equality Act.</p> <p>Until the full extent of plans for any new/improved services are known it is difficult to truly gauge the impact these changes could have on this protected characteristic, however, it is expected that it would be either low negative or neutral. This is due to the fact that some of these services would be ‘choose to use’ and so customers could opt-in or out depending on their own personal preferences around accessing content digitally. Any impact would also be mitigated by ensuring that user experience and accessibility is considered in all cases where changes are being made so that online content is as clear and easy to navigate as possible. Furthermore, any proposed changes would not result in the halting of other contact methods, such as telephone or face-to-face, which customers could still use in lieu of digital methods.</p> <p>It is also worth noting that one proposed new service – live ceremony streaming – would be delivered directly by staff and so customers choosing this service would benefit from the use of this digital facility without having to navigate the technology themselves.</p> <p>In contrast to the statement made above regarding the potential negative impact this could have, some people with disabilities may in fact experience an improved customer journey due to the increased availability of online/virtual services which could even have a positive impact on this protected characteristic.</p>
<p>Gender reassignment</p>	<p>Neutral – There is no evidence that this protected characteristic would be disproportionately affected by proposals to expand the service offering. Any new/improved services would be</p>

	made available to all relevant customers regardless of any protected characteristics they hold.
Pregnancy and maternity	Neutral – There is no evidence that this protected characteristic would be disproportionately affected by proposals to expand the service offering. Any new/improved services would be made available to all relevant customers regardless of any protected characteristics they hold.
Race	<p>Neutral – There may be a greater emphasis on access to online/virtual services as part of the new and/or improved services introduced. This could disadvantage members of the public who feel less confident accessing the Service in this way. This could include people for whom English is their second language as they may find it more challenging to understand/follow online instructions. According to the 2011 Census, 96.8% of people in Hampshire speak English as their ‘main language’, which is higher than the percentage for England as a whole (92.0%).¹</p> <p>Until the full extent of plans for any new/improved services are known it is difficult to truly gauge the impact these changes could have on this protected characteristic, however, it is expected that it would be neutral. Any impact would be mitigated by ensuring that user experience and accessibility is considered in all cases where changes are being made so that online content is as clear and easy to navigate as possible. Any proposed changes would also not result in the halting of other contact methods, such as telephone or face-to-face, which customers could still use in lieu of digital methods.</p> <p>It is also worth noting that whilst some may find it more difficult to access information virtually/online, others may actually experience an improved customer journey by accessing the Service in this way.</p>
Religion or belief	Neutral – There is no evidence that this protected characteristic would be disproportionately affected by proposals to expand the service offering. Any new/improved services would be made available to all relevant customers regardless of any protected characteristics they hold.

¹ Hampshire Facts + Figures (April 2020) / figures taken from the 2011 Census

Sex	Neutral – There is no evidence that this protected characteristic would be disproportionately affected by proposals to expand the service offering. Any new/improved services would be made available to all relevant customers regardless of any protected characteristics they hold.
Sexual orientation	Neutral – There is no evidence that this protected characteristic would be disproportionately affected by proposals to expand the service offering. Any new/improved services would be made available to all relevant customers regardless of any protected characteristics they hold.
Poverty	<p>Low Negative – There may be a greater emphasis on accessing online/virtual services as part of the new and/or improved services introduced. This could disadvantage members of the public who are unable to access digital content or who feel less confident accessing the Service in this way. This could include people from lower socioeconomic groups as some poorer households may not be able to afford equipment and/or regular access to the internet. Hampshire has 40 neighbourhoods (out of 1,005 in total) which are categorised as being in the 20% most deprived areas in England.²</p> <p>Until the full extent of plans for any new/improved services are known it is difficult to truly gauge the impact these changes could have on this group, however, it is expected that it would be either low negative or neutral. This is due to the fact that some of these services would be ‘choose to use’ and so customers could opt-in or out depending on their own personal preferences around accessing content digitally and/or their personal budget. Any impact would also be mitigated by ensuring that user experience and accessibility is considered in all cases where changes are being made so that online content is as clear and easy to navigate as possible. Furthermore, any proposed changes would not result in the halting of other contact methods, such as telephone or face-to-face, which customers could still use in lieu of digital methods.</p> <p>It is also worth noting that one proposed new service – live ceremony streaming – would be delivered directly by staff and so customers choosing this service would benefit from the use</p>

² Indices of Multiple Deprivation, Ministry of Housing, Communities and Local Government 2019.

	<p>of this digital facility without having to navigate the technology themselves. Furthermore, the live streaming of ceremonies will enable ceremonies to be more inclusive and have a broader reach by allowing guests who may not otherwise have been able to attend in person to be part of the event. This could include scenarios where couples opt to hold a smaller ceremony in the Register Office to reduce costs and could therefore actually have a positive impact on this group.</p> <p>The anticipated expansion of Register Office ceremony availability as part of the new business model is also expected to benefit those couples who may not be able to afford to hold their wedding/civil partnership in an Approved Venue as an increase of in-house provision will give couples more flexibility when it comes to selecting a date and time for their ceremony.</p>
Rurality	<p>Low Negative – There may be a greater emphasis on accessing online/virtual services as part of the new and/or improved services introduced. This could disadvantage members of the public who are unable to access digital content or who feel less confident accessing the Service in this way. This could include people who live in rural areas as these areas tend to have a higher incidence of non-internet use, have reduced availability of standard or superfast broadband, and possible poor mobile phone signal.</p> <p>Until the full extent of plans for any new/improved services are known it is difficult to truly gauge the impact these changes could have on this group, however it is expected that it would be either low negative or neutral. This is due to the fact that some of these services would be ‘choose to use’ and so customers could opt-in or out depending on their own personal preferences around accessing content digitally. Any impact would also be mitigated by ensuring that user experience and accessibility is considered in all cases where changes are being made so that online content is as clear and easy to navigate as possible. Furthermore, any proposed changes would not result in the halting of other contact methods, such as telephone or face-to-face, which customers could still use in lieu of digital methods.</p> <p>It is also worth noting that one proposed new service – live ceremony streaming – would be delivered directly by staff and so customers choosing this service would benefit from the use</p>

	<p>of this digital facility without having to navigate the technology themselves. This could therefore actually have a positive impact on this group.</p> <p>In contrast to the statement made above regarding the potential negative impact on this group, those living in rural areas may in fact experience an improved customer journey due to the increased availability of online/virtual services removing the need to travel to a physical office in some circumstances. This could therefore also have a positive impact on this group.</p>
--	--

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
Marriage & civil partnership	<p>Positive – The anticipated expansion of Register Office ceremony availability as part of the new business delivery model will provide extra choice for those not wishing to marry/form a civil partnership in an Approved Venue. In-house ceremonies can provide couples with more flexibility when it comes to deciding how they would like to celebrate the formation of their marriage/civil partnership and can also reduce costs.</p> <p>The live streaming of ceremonies is also intended to enhance the customer’s experience as it will enable ceremonies to be more inclusive and have a broader reach by allowing guests who may not otherwise have been able to attend in person to be part of the event. Therefore</p>

	this is expected to have a disproportionately positive impact on those getting married or forming a civil partnership by providing them with an enhanced service offering.
--	--

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

Until the income modelling exercise has been concluded and decisions taken regarding which new services will be introduced and/or which existing services will be expanded upon, it is impossible to definitively state what the likely impact on service users will be. Once this – and the implications of any national changes – become clearer, further, more detailed EIAs may need to be undertaken with appropriate consideration and action taken in respect of any conclusions drawn.
--

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 Equality Impact Assessment - Registration Service workforce and asset changes – staff

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Sophia Vowels/ Jane Bartlett	CCBS	Senior Project Officer	sophia.vowels@outlook.com	03707 798408	10.06.21	3
2	EIA authoriser	Emma Noyce	CCBS	Assistant Director of Cultural and Information Services	Emma.noyce@hants.gov.uk	03707 79 8373	10.06.21	3
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	03707 798946	30.06.21	3

Section one – information about the service and service change

Service affected	Registration Service
Please provide a short description of the service / policy/project/project phase	The Registration Service is responsible for recording key life events for the people of Hampshire in line with the correct legal procedures. Its statutory functions include the registration of births, deaths, marriages and civil partnerships occurring within Hampshire, alongside other statutory obligations such as conducting Citizenship ceremonies, licensing venues where civil marriage and civil partnerships may be solemnised, and being the custodian of registers (birth, death and marriage) dating back to 1837. It also has a part to play in combating fraud and protecting the public, particularly in helping to prevent forced and sham marriages. The Service registers

	<p>approximately 8,000 births and 10,000 deaths every year and delivers nearly 5,000 ceremonies.</p> <p>As well as upholding its statutory obligations, the Registration Service also offers a number of ‘choose to use’ services such as:</p> <ul style="list-style-type: none"> • A range of alternative ceremonies including renewal of vows; welcoming, commitment and private Citizenship ceremonies • The ‘Tell Us Once’ service for all customers attending to register a death • Commemorative certificates
<p>Please explain the new/changed service/policy/project</p>	<p>To support the Registration Service to deliver an effective yet sustainable service to the people of Hampshire and beyond, the following two proposals are being considered:</p> <ol style="list-style-type: none"> 1. Withdrawal of the weekend market supplement (for ceremony work) paid to staff undertaking additional work outside of their contracted hours, and implementation of associated changes to the resource model to recognise the well-established service delivery model for ceremonies now in place. This includes structured training and continuing professional development for ceremony staff, as well as on-call support to help answer technical queries during weekends and out-of-hours. 2. A rationalisation of Service assets (Register offices and ceremony rooms) based on a cost/benefit review. The outcomes of this review may include proposals to close/relocate specific Register Offices which in turn could require workforce changes, including updates to work base and/or contractual changes, to be considered. It is not anticipated at this stage that this review would result in proposals to reduce the number of roles within the Service. <p>Hampshire Registration Service currently operates from 15 delivery points across a geographically diverse area. Any changes proposed as part of the asset rationalisation are therefore likely to only impact a small percentage of the workforce depending on their work base.</p>

Engagement and consultation

The County Council's *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?

(Delete as appropriate)

		No, but is planned to be undertaken
--	--	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

Consultation with staff regarding removal of the market supplement is expected to take place December 2022, and Trade Unions will be engaged as part of the consultation launch. Advice will be sought from HR on the potential withdrawal of the market supplement (as well as any other proposed contractual changes arising out of the review of Service assets) to ensure Hampshire policies are fully observed during every step of the process.

Until the review of Service assets is concluded, and the recommendations known, it is not possible to comment on whether a more detailed 'stage two' consultation on service specific changes may be required. This is because the rationalisation exercise may result in proposals to relocate/close specific Register Offices which could be deemed to impact on the local area and local residents to a level which require prior consultation. Comments and suggestions made as part of any consultation process would be evaluated and used to inform any final decisions taken. This would include a consideration of whether any protected characteristic group would be disproportionately affected by the changes being proposed, as well as whether mitigating action could be taken to minimise any negative impacts.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age			X			Staff
Disability		X				Staff
Gender reassignment		X				Staff
Pregnancy and maternity		X				Staff
Race		X				Staff
Religion or belief		X				Staff
Sex			X			Staff
Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff
Poverty			X			Staff
Rurality			X			Staff

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	<p>Low negative – The age profile of the Registration Service is weighted towards the upper end of the scale with 59% of staff aged 50 or over. The age profile of the 43 members of staff in receipt of a market supplement is more balanced with 9 (21%) aged between 16 and 29, 20 (46.5%) aged between 30 and 49 and 14 (32.5%) aged 50 and over.</p> <p>Until the asset review is completed, and any required workforce changes confirmed, it is not possible to know the true extent of the impact on this protected characteristic, however, there is currently no evidence to suggest that it would be disproportionately affected by removal of the market supplement or by any other workforce changes. If required, stringent criteria would be employed to support any associated decision-making process to ensure</p>

	<p>that individuals are not unfairly disadvantaged because they possess a particular characteristic.</p> <p>In contrast to the statement made above regarding the potential negative impact on this protected characteristic, it should be noted that removal of the market supplement is expected to lead to the removal of the contractual obligation to work at the weekends. This may have a disproportionately positive impact on those with caring responsibilities which could include older members of staff and those with young families.</p>
Disability	<p>Neutral – There are currently two staff members within the Registration Service with a declared disability (1.7%). This compares to 3.9% across the organisation as a whole (as of November 2020). There is, however, no evidence to suggest that this protected characteristic would be disproportionately affected by removal of the market supplement or by any other workforce changes.</p>
Gender Reassignment	<p>Neutral – There is no evidence to suggest that this protected characteristic would be disproportionately affected by removal of the market supplement or by any other workforce changes.</p>
Pregnancy and maternity	<p>Neutral – There is no evidence to suggest that this protected characteristic would be disproportionately affected by removal of the market supplement or by any other workforce changes. Any staff on maternity leave – or paternity or adoption leave – at the point of staff consultation would be afforded the opportunity to engage in the process and would be contacted individually to ensure they are able to participate and ask any questions they might have.</p>
Race	<p>Neutral – There is no evidence to suggest that this protected characteristic would be disproportionately affected by removal of the market supplement or by any other workforce changes.</p>
Religion or belief	<p>Neutral – There is no evidence to suggest that this protected characteristic would be disproportionately affected by removal of the market supplement or by any other workforce changes.</p>
Sex	<p>Low negative – Within the Registration Service, 89% of employees are female and 11% are male. This diverges from HCC as a whole where 76% of employees are female and 24% are male (as of November 2020).</p>

	<p>Until the asset review is completed, and any required workforce changes confirmed, it is not possible to know the true extent of the impact on this protected characteristic, however, there is currently no evidence to suggest that it would be disproportionately affected by removal of the market supplement or by any other workforce changes. If required, stringent criteria would be employed to support any associated decision-making process to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic.</p> <p>In contrast to the statement made above regarding the potential negative impact on this protected characteristic, it should be noted that removal of the market supplement is expected to lead to the removal of the contractual obligation to work at the weekends. This may have a disproportionately positive impact on those with caring responsibilities which could include more women than men.</p>
Sexual orientation	<p>Neutral – There is no evidence to suggest that this protected characteristic would be disproportionately affected by removal of the market supplement or by any other workforce changes.</p>
Marriage & civil partnership	<p>Neutral – There is no evidence to suggest that this protected characteristic would be disproportionately affected by removal of the market supplement or by any other workforce changes.</p>
Poverty	<p>Low negative – The grade profile of staff working for the Hampshire Registration Service is skewed towards the lower grades with 7% at Grade C and 84% at Grade D. Whilst the outcome of the asset rationalisation is not yet known, there is a possibility that it could result in the relocation/closure of specific Register Offices which in turn could lead to increased travel costs for staff members whose main office base has changed. Whilst it is recognised that lower pay does not necessarily equate to poverty, workforce changes at lower grades may have a disproportionate impact in relation to this characteristic.</p> <p>If required, stringent criteria would be employed to support any associated decision-making process to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic. There is also already an expectation for staff within the Service to travel to different offices as part of their current roles.</p>

	Additionally, whilst the removal of the market supplement could disproportionately impact people within this group, the option to provide paid additional ceremony hours at the weekend to supplement their income will remain, subject to business needs.
Rurality	Low negative – Whilst the outcome of the asset rationalisation is not yet known there is a possibility that it could result in the relocation/closure of specific Register Offices which in turn could lead to increased travel costs/times for staff members whose main office base has changed. If required, stringent criteria would be employed to support any associated decision-making process to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic. There is also already an expectation for staff within the Service to travel to different offices as part of their current roles.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

The impact on staff will depend in part on the scope and breadth of changes proposed as part of the rationalisation of Service assets. It is anticipated therefore that further, more detailed EIAs will need to be undertaken once the outcome of this review is

known to better assess the impact on protected characteristics, with appropriate consideration and action taken in respect of their findings.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 Equality Impact Assessment - Registration Services workforce and asset changes– service users

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Sophia Vowels/ Jane Bartlett	CCBS	Senior Project Officer	sophia.vowels@outlook.com	03707 798408	10.06.21	3
2	EIA authoriser	Emma Noyce	CCBS	Assistant Director of Cultural and Information Services	Emma.noyce@hants.gov.uk	03707 79 8373	10.06.21	3
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	03707 798946	30.06.21	3

Section one – information about the service and service change

Service affected	Registration Service
Please provide a short description of the service / policy/project/project phase	The Registration Service is responsible for recording key life events for the people of Hampshire in line with the correct legal procedures. Its statutory functions include the registration of births, deaths, marriages and civil partnerships occurring within Hampshire, alongside other statutory obligations such as conducting Citizenship ceremonies, licensing venues where civil marriage and civil partnerships may be solemnised, and being the custodian of registers (birth, death and marriage) dating back to 1837. It also has a part to play in combating fraud and protecting the public, particularly in helping to prevent forced and sham marriages. The Service registers

	<p>approximately 8,000 births and 10,000 deaths every year and delivers nearly 5,000 ceremonies.</p> <p>As well as upholding its statutory obligations, the Registration Service also offers a number of ‘choose to use’ services such as:</p> <ul style="list-style-type: none"> • A range of alternative ceremonies including renewal of vows; welcoming, commitment and private Citizenship ceremonies • The ‘Tell Us Once’ service for all customers attending to register a death • Commemorative certificates
<p>Please explain the new/changed service/policy/project</p>	<p>To support the Registration Service to deliver an effective yet sustainable service to the people of Hampshire and beyond, the following two proposals are being considered:</p> <ol style="list-style-type: none"> 1. Withdrawal of the weekend market supplement (for ceremony work) paid to staff undertaking additional work outside of their contracted hours, and implementation of associated changes to the resource model to recognise the well-established service delivery model for ceremonies now in place. This includes structured training and continuing professional development for ceremony staff, as well as on-call support to help answer technical queries during weekends and out-of-hours. 2. A rationalisation of Service assets (Register offices and ceremony rooms) based on a cost/benefit review. The outcomes of this review may include proposals to close/relocate specific Register Offices which in turn could require workforce changes, including updates to work base and/or contractual changes, to be considered. It is not anticipated at this stage that this review would result in proposals to reduce the number of roles within the Service.

Engagement and consultation

The County Council’s *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents’ and stakeholders’ views on strategic options for funding the Authority’s budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed ‘stage two’ consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?

(Delete as appropriate)

	No	
--	-----------	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

Until the review of Service assets is concluded, and the recommendations known, it is not possible to comment on whether a more detailed ‘stage two’ consultation on service specific changes may be required. This is because the rationalisation exercise may result in proposals to relocate/close specific Register Offices which could be deemed to impact on the local area and local residents to a level which would require prior consultation. Comments and suggestions made as part of any consultation process would be evaluated and used to inform any final decisions taken. This would include a consideration of whether any protected characteristic group would be disproportionately affected by the changes being proposed, as well as whether mitigating action could be taken to minimise any negative impacts.

A separate staff consultation will be held in relation to the removal of the market supplement as well as any other proposed contractual changes which arise out the review of Service assets.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
--	----------	---------	----------------	-------------------	-----------------	--------------------------------

Guidance for considerations)						
Age			X			Public
Disability			X			Public
Gender reassignment		X				Public
Pregnancy and maternity		X				Public
Race		X				Public
Religion or belief		X				Public
Sex		X				Public
Sexual orientation		X				Public
Marriage & civil partnership		X				Public
Poverty			X			Public
Rurality			X			Public

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement

Table 3 Consideration of and explanation for neutral or low negative impacts

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	<p>Low Negative – The population of Hampshire is ageing, with increases forecast mainly amongst the older age groups. In 2019, for instance, 227,500 people in Hampshire were aged 70 and above. By 2026 this figure is set to rise by just over 15% to 262,560 people (HCC’s 2019 based Small Area Population Forecasts).</p> <p>It is possible that adjustments to the Service delivery model could result in some customers needing to travel further for a physical appointment which could disproportionately impact those with mobility issues. This group may include older people. Until the asset review has been concluded and any recommendations put forward it will not be possible to truly assess the impact any proposed changes may have on service users, however, it is expected to be low. This is in part due to the fact that customers are only required to visit a Register Office</p>

	<p>for specific and limited reasons, potentially only 2-3 times in their lifetime, making any impact far less significant than if they were required to access a Register Office on a regular basis.</p> <p>This impact would also be partially offset by the temporary Covid-19 easements which mean that it is possible to register a death via telephone appointment rather than needing to visit a Register Office in person. A further legislative change will need to be implemented if this is to become a permanent provision. Domiciliary visits (as well as face-to-face death registration appointments) will also continue to be made available to particularly vulnerable customers upon request.</p> <p>Finally, any changes to the Service delivery model would be underpinned by data and an understanding of future customer need, including the needs of those with a protected characteristic.</p>
Disability	<p>Low Negative – In Hampshire, 84.3% of the population state that their daily activities are ‘not limited’ by a long-term illness or disability, whilst 9.1% are ‘limited a little’ and 6.7% are ‘limited a lot’. The proportion of Hampshire’s population who are ‘limited a lot’ is slightly higher than the average for England (Hampshire Facts and Figures).</p> <p>It is possible that adjustments to the Service delivery model could result in some customers needing to travel further for a physical appointment which could disproportionately impact those with mobility issues. This group may include people with disabilities or a long-term illness. Until the asset review has been concluded and any recommendations put forward it will not be possible to truly assess the impact any proposed changes may have on service users, however, it is expected to be low. This is in part due to the fact that customers are only required to visit a Register Office for specific and limited reasons, potentially only 2-3 times in their lifetime, making any impact far less significant than if they were required to access a Register Office on a regular basis.</p> <p>This impact would also be partially offset by the temporary Covid-19 easements which mean that it is possible to register a death via telephone appointment rather than needing to visit a Register Office in person. A further legislative change will need to be implemented if this is</p>

	<p>to become a permanent provision. Domiciliary visits (as well as face-to-face death registration appointments) will also continue to be made available to particularly vulnerable customers upon request.</p> <p>Finally, any changes to the Service delivery model would be underpinned by data and an understanding of future customer need, including the needs of those with a protected characteristic.</p>
Gender Reassignment	<p>Neutral – Until the asset review has been concluded and any recommendations put forward it will not be possible to truly assess the impact any proposed changes may have on service users. At this time, however, there is no evidence to indicate that this protected characteristic would be disproportionately affected by adjustments to the Service delivery model.</p>
Pregnancy and maternity	<p>Neutral – Due to the nature of the Service, Hampshire Registration continuously comes into contact with new parents who are required to visit an office to register their child/children. This is a legal requirement and should take place within 42 days of the child’s birth.</p> <p>Until the asset review has been concluded and any recommendations put forward it will not be possible to truly assess the impact any proposed changes may have on service users. At this time, however, it is expected that any impact on this protected characteristic would be either neutral or extremely low. New parents are only expected to visit the office once (to register their baby), making any impact far less than if customers/service users were required to access a Register Office on a regular basis. Any changes to the Service delivery model would also be underpinned by data and an understanding of future customer need, including the needs of those with a protected characteristic.</p>
Race	<p>Neutral – Until the asset review has been concluded and any recommendations put forward it will not be possible to truly assess the impact any proposed changes may have on service users. At this time, however, there is no evidence to indicate that this protected characteristic would be disproportionately affected by adjustments to the Service delivery model.</p>
Religion or belief	<p>Neutral – Until the asset review has been concluded and any recommendations put forward it will not be possible to truly assess the impact any proposed changes may have on service</p>

	users. At this time, however, there is no evidence to indicate that this protected characteristic would be disproportionately affected by adjustments to the Service delivery model.
Sex	Neutral – Until the asset review has been concluded and any recommendations put forward it will not be possible to truly assess the impact any proposed changes may have on service users. At this time, however, there is no evidence to indicate that this protected characteristic would be disproportionately affected by adjustments to the Service delivery model.
Sexual orientation	Neutral – Until the asset review has been concluded and any recommendations put forward it will not be possible to truly assess the impact any proposed changes may have on service users. At this time, however, there is no evidence to indicate that this protected characteristic would be disproportionately affected by adjustments to the Service delivery model.
Marriage & civil partnership	<p>Neutral – Due to the nature of the Service, Hampshire Registration continuously comes into contact with couples looking to get married or form a civil partnership; both at the point of giving notice and/or at the point that their civil marriage or civil partnership is being solemnised.</p> <p>Until the asset review has been concluded and any recommendations put forward it will not be possible to truly assess the impact any proposed changes may have on service users. At this time, however, it is expected that any impact on this protected characteristic would be either neutral or extremely low. Couples are only expected to visit the office for specific and limited reasons, making any impact far less than if customers/service users were required to access a Register Office on a regular basis. Any changes to the Service delivery model would also be underpinned by data and an understanding of future customer need, including the needs of those with a protected characteristic.</p>
Poverty	Low Negative – Hampshire is the 16 th (out of 152) least deprived Upper Tier Local Authority in England and has 40 neighbourhoods (out of 1,005 in total) which are categorised as being in the 20% most deprived areas in England. ³

³ Indices of Multiple Deprivation, Ministry of Housing, Communities and Local Government 2019.

	<p>It is possible that adjustments to the Service delivery model could disproportionately impact on individuals/communities that reside in areas of multiple deprivation. This is because they may find it disproportionately more difficult to access the service if delivery points are moved and/or reduced. Until the asset review has been concluded and any recommendations put forward it will not be possible to truly assess the impact any proposed changes may have on service users, however, it is expected to be low. This is in part due to the fact that customers are only required to visit a Register Office for specific and limited reasons, potentially only 2-3 times in a lifetime, making any impact far less significant than if they were required to access a Register Office on a regular basis. Any changes to the Service delivery model would be underpinned by data and an understanding of future customer need, including the needs of those with a protected characteristic.</p> <p>This impact would also be partially offset by the temporary Covid-19 easements which mean that it is possible to register a death via telephone appointment rather than needing to visit a Register Office in person. A further legislative change will need to be implemented if this is to become a permanent provision.</p>
Rurality	<p>Low Negative – It is possible that adjustments to the Service delivery model could disproportionately impact on individuals/communities that reside in rural areas. This is because these individuals may find it disproportionately more difficult to access the service if delivery points are moved and/or reduced.</p> <p>Until the asset review has been concluded and any recommendations put forward it will not be possible to truly assess the impact any proposed changes may have on service users, however, it is expected to be low. This is in part due to the fact that customers are only required to visit a Register Office for specific and limited reasons, potentially only 2-3 times in a lifetime, making any impact far less significant than if they were required to access a Register Office on a regular basis. Any changes to the Service delivery model would be underpinned by data and an understanding of future customer need, including the needs of those with a protected characteristic.</p>

	This impact would also be partially offset by the temporary Covid-19 easements which mean that it is possible to register a death via telephone appointment rather than needing to visit a Register Office in person. A further legislative change will need to be implemented if this is to become a permanent provision.
--	--

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

The impact on service users will depend in part on the scope and breadth of changes proposed as part of the rationalisation of Service assets. It is anticipated therefore that further, more detailed EIAs will need to be undertaken once the outcome of this review is known, with appropriate consideration and action taken in respect of their findings.
--

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 Equality Impact Assessment - Archive and Records Services efficiencies and income generation – staff

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Paula Crompton	CCBS	Strategic Manager	paula.crompton@hants.gov.uk	07738 312778	05.07.21	V4
2	EIA authoriser	Emma Noyce	CCBS	Assistant Director of Cultural and Information Services	emma.noyce@hants.gov.uk	0370 779	05.07.21	V4
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 3452	06.07.21	V4

Section one – information about the service and service change

Service affected	Hampshire Archive and Record Service
Please provide a short description of the service / policy/project/project phase	Hampshire's Archives and Local Studies service provides public access - both on site and remotely - to its archive holdings relating to the history of Hampshire and its people. Our customers include individuals and Community History Groups interested in our collections for a range of purposes including family history, local history, and for practical, professional and other evidential reasons.
Please explain the new/changed service/policy/project	To make budget efficiency savings or generate additional income in order to cover a budget reduction from 2023 onwards. SP23 will see the integration of the Library Service with Archives and Records Services, during this time a full review of all services will be undertaken and it is anticipated that budget efficiencies may be achieved through combining back office

	<p>functions, office accommodation requirements and service delivery. Any staff savings or impacts requiring a staff consultation will be communicated following a review of services with this EIA being updated to reflect the detail specific to that opportunity. Any fundamental changes to the Statutory Service and associated public access requiring a public consultation will be communicated to service users and stakeholders with an EIA specific to that opportunity.</p> <p>Savings that contribute to the Climate Change agenda will be a focus such as reducing energy usage by implementation of a passive building management system and by offer online services to complement the physical service offer.</p> <p>Additional income within the Archive and Records Service will be achieved through a range of measures including online pay-per-view access to popular archives, increased contributions from depositors, and provision of paid-for professional services eg conservation to external organisations.</p>
--	--

Engagement and consultation

The County Council's *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?
(Delete as appropriate)

	No	
--	-----------	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

No specific service consultation is planned on this proposal. However, a major public consultation exercise is currently being delivered by the County Council which will continue over Summer 2021, this consultation includes a range of options for finding further budget savings such as a proposal to increase Council Tax, using reserves in a different way, and making changes to the way services will be delivered, which may result in a reduction or withdrawal of certain services, this will be confirmed once the outcome of the consultation has been presented to the County Council's Cabinet in October 2021. When decisions are made regarding which options are to be pursued, further specific consultation will be carried out with staff and stakeholders on the detailed options where appropriate and required. In this instance this EIA will be updated accordingly or a new one completed whichever is most appropriate. Staff will be consulted if at any time during the process should it become evident that proposals will impact in any capacity on their current roles, responsibilities, terms of employment or in any other way, any consultation will be undertaken in line with HR policies and procedures.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age			X			Staff
Disability			X			Staff
Gender reassignment		X				Staff
Pregnancy and maternity		X				Staff
Race		X				Staff

Religion or belief		X				Staff
Sex			X			Staff
Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff
Poverty		X				Staff
Rurality	X					Staff

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement

Table 3 Consideration of and explanation for neutral or low negative impacts

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	<p>The proportion of staff in the older age brackets is relatively high (52.4% of the workforce is over the age of 50) compared with 27% for Hampshire County Council. Staff capacity will need to be found from within the existing workforce to deliver the new income generating services.</p> <p>The development and introduction of new income generation proposals will require staff to be engaged with time used efficiently and effectively and may result in a change in delivery models. The income generation proposals include a greater emphasis on customer self-service (including online pay-per-view access to collections). Work processes will be reviewed and changed where necessary. Any changes to service delivery and business processes are likely to be within the remit of current roles and responsibilities and would apply to all age groups though staff with a long service of over 5 years may find the changes more difficult to accommodate as the changes may impact on how they carry out their work, there may be more resistance to trialling new approaches. Any new activities related to income generation (within the remit of current roles and responsibilities) will be discussed with staff, explaining the needs and how other aspects of their role will be changed to accommodate any new activities. Training and information will be provided to staff to support the development of new business processes. Due to mitigations, the overall impact on staff has been assessed as low.</p>
Disability	<p>The proportion of staff who have declared a disability is relatively high (4.8% of the workforce compared with 3.5% reported across the council). Staff capacity will need to be found from within the existing workforce to deliver the new income generating services.</p> <p>The development and introduction of new income generation proposals will require staff to be engaged and time used efficiently and effectively and may result a change to approach in delivery models. The income generation proposals include a greater emphasis on customer self-service (including online pay-per-view access to collections). Work processes will be</p>

	reviewed and changed where necessary. Any changes to service delivery and business processes are likely to be within the remit of current workforce roles and responsibilities and would apply to all staff but any reasonable adjustment will continue to be made where appropriate. Due to the mitigation, the overall impact on staff has been assessed as low.
Sex	There are 17.16 FTE that work in the Archives and Records Service of which 17.5% are male and 82.5% are female which is different to Hampshire County Council workforce as a whole (24% male and 76% female). Any changes to service delivery and business processes would apply to all staff equally regardless of gender. Any new activities related to income generation (within the remit of current roles and responsibilities) will be discussed with staff, explaining the needs and how other aspects of their role will be changed to accommodate any new activities. Training and information will be provided to staff to support the development of new business processes. Due to mitigations, the overall impact on staff has been assessed as low.
Gender reassignment, Pregnancy and maternity, Race, Religion or belief, Sexual Orientation, Marriage and Civil Partnership, Poverty	Staff capacity will need to be found from with the existing workforce to deliver the new income generating services. There is no greater impact on staff roles that have a lower pay than to staff that are paid a higher salary. There are no identified impacts for staff with these protected characteristics and so the impact for these protected groups is therefore assessed as neutral.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
Rurality	Some Archive staff live in rural areas but are required to deliver their roles from their work base in Winchester. Internet and broadband services in rural areas have improved significantly over the past few years as a result of investment in infrastructure. The delivery of digital Archive Services can be undertaken by staff anywhere and so staff may be able to deliver some of their role working from home rather than coming into Hampshire Record Office in Winchester every day. Staff may have reduced travel costs if they don't have to travel to their work base every day which may offset any additional costs incurred from working at home.

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

This EIA will be updated or a further EIA will be completed following reviews/ impact assessments/ proposals developed or in light of any consultations with staff or unions etc.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 Equality Impact Assessment - Archive and Records Services efficiencies and income generation – service users

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Paula Crompton	CCBS	Strategic Manager	paula.crompton@hants.gov.uk	07738 312778	25.06.21	V3
2	EIA authoriser	Emma Noyce	CCBS	Assistant Director of Cultural and Information Services	emma.noyce@hants.gov.uk		30.06.21	V3
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 3452	28.06.21	V3

Section one – information about the service and service change

Service affected	Hampshire Archive and Record Service
Please provide a short description of the service / policy/project/project phase	Hampshire's Archives and Local Studies service provides public access - both on site and remotely - to its archive holdings relating to the history of Hampshire and its people. Our customers include individuals and Community History Groups interested in our collections for a range of purposes including family history, local history, and for practical, professional, and other evidential reasons. Fees and charges apply to requests for copies of documents, for research to be carried out on behalf of remote customers and for value added services such as talks, workshops, venue hire, fees for reproduction of publications and broadcasting and for professional consultancy.

<p>Please explain the new/changed service/policy/project</p>	<p>To make budget efficiency savings or generate additional income in order to cover a budget reduction from 2023 onwards.</p> <p>SP23 will see the integration of the Library Service with Archives and Records Services, during this time a full review of all services will be undertaken, and it is anticipated that budget efficiencies may be achieved through combining back-office functions, office accommodation requirements and service delivery. Any staff savings or impacts requiring a staff consultation will be communicated following a review of services with an EIA specific to that opportunity. Any fundamental changes to the Statutory Service and associated public access requiring a public consultation will be communicated to service users and stakeholders with an EIA specific to that opportunity.</p> <p>Savings that contribute to the Climate Change agenda will be a focus such as reducing energy usage by implementation of a passive building management system and by offer online services to complement the physical service offer.</p> <p>Additional income within the Archive and Records Service will be achieved through a range of measures including new services in addition to the current offers, this will include online pay-per-view access to popular archives, increased contributions from depositors, and provision of paid-for professional services e.g. conservation to external organisations.</p>
---	--

<p>Engagement and consultation</p>		
<p>The County Council's <i>Serving Hampshire Balancing the Budget</i> consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.</p>		
<p>Has any pre-consultation engagement been carried out? (Delete as appropriate)</p>		
	<p>No</p>	

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

No specific service consultation is planned on this proposal. However, a major public consultation exercise is currently being delivered by the County Council which will continue over Summer 2021, this consultation includes a range of options for finding further budget savings such as a proposal to increase Council Tax, using reserves in a different way, and making changes to the way services will be delivered, which may result in a reduction or withdrawal of certain services, this will be confirmed once the outcome of the consultation has been presented to the County Council's Cabinet in October 2021.

When decisions are made regarding which options are to be pursued, further specific consultation will be carried out with staff and stakeholders on the detailed options where appropriate and required. In this instance this EIA will be updated accordingly or a new one completed whichever is most appropriate.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age			X			Public
Disability		X				Public
Gender reassignment		X				Public
Pregnancy and maternity		X				Public
Race		X				Public
Religion or belief		X				Public

Sex		X				Public
Sexual orientation		X				Public
Marriage & civil partnership		X				Public
Poverty		X				Public
Rurality	X					Public

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	Visitors over the age of 65 are very well represented in Hampshire's Archives and Local Studies service customer base (47% were aged 65 or over in the last visitor survey undertaken in October 2018). Any changes to fees and charges would apply to all age groups. Access to our collections on site will remain free of charge to all customers. The impact of the proposal has been assessed as low.
Gender reassignment, Pregnancy and maternity, Race, Religion or belief, Sex, Sexual Orientation, Marriage and Civil Partnership	<p>In the most recent visitor survey in October 2018, although this was a snapshot survey we feel that the respondents to this were representative of our client base, from this 14% of visitors recorded that they had a disability and information given regarding postcodes gives a strong indication that a significant number of respondents show that archive users come from those socio-economic groups that are not experiencing poverty.</p> <p>The income-generating measures will extend the range of services offered (e.g., consultancy, digitisation) and make a significant contribution towards sustaining the services for the benefit of our customers now and in the future. Savings may result in some reductions in aspects of the overall service, such as opening hours; however, digital access to collections will help mitigate this.</p> <p>Any increase to fees and charges will have an impact on all Service users who will continue to be signposted to both free and paid for services. With the range of income generating opportunities and the mitigation outlined above, the impact for these protected groups is therefore assessed as neutral.</p>
Disability	<p>The service has also introduced online events and activities which enable those who are living with disabilities to access events from home more easily and avoid the need to travel which could be both physically and mentally challenging for some individuals. In this instance it is felt that the online access will have a positive impact on those who identify with this category.</p> <p>Those who choose to travel and who hold a blue badge are able to book a free parking space which is easily accessible to the Records Office.</p>
Poverty	<p>The service does not currently, as a matter of course, seek to identify specific characteristics regarding our customers.</p> <p>Results from the snap survey undertaken identify that the majority of archive users identify with postcodes which are not understood to be in lower socio-economic groups. While the service</p>

	<p>understands that the new online services may not be accessible to those in this category effort is made to make the services accessible to all.</p> <p>In order not to exclude those individuals/clients who may be experiencing poverty the service offers free access to Hampshire’s Archive collections at the Records office. Appointments can be made in advance of the visit, outlining the information they wish to review to ensure that the best outcome for the individual is achieved as documents are ready for the individual when they arrive. This reduces the time spent searching.</p>
--	--

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
Rurality	<p>Hampshire has several rural communities. Internet and broadband services in rural areas have improved significantly over the past few years as a result of investment in infrastructure which means that more people in rural areas have access to digital Archive Services. The service does not have figures relating to what proportion of archive users are in this rural grouping.</p> <p>Customers can access a range of Archive Services online such as talks and requests for digital archive information. The range of online Archive services are being developed as an alternative for provision of physical services and information.</p>

	<p>A key income strand will be derived from the online pay-per-view service. This will provide wider and easier access to popular records for the benefit of all customers in addition to the free access to the archives. Charges for digital services may offset travel costs for customers who will no longer need to travel to Winchester to access Archives Services or to receive archive information by post.</p>
--	--

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

<p>Additional information – further EIA to be completed following reviews/ impact assessments/ proposals developed, any consultations, unions etc to ensure the impact on groups with protected characteristics are considered fully.</p>

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

--

SP23 Equality Impact Assessment - Library Service income generation – service users and staff

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Emma Evans	CCBS	Business Operations Manager	Emma.evans@hants.gov.uk	0370 779 8303	23.06.21	V3
2	EIA authoriser	Emma Noyce	CCBS	Assistant Director: Culture and Information Services	Emma.noyce@hants.gov.uk	0370 779 8373	23.06.21	V3
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 8946	30.06.21	V3

Section one – information about the service and service change

Service affected	Library Service
Please provide a short description of the service / policy/project/project phase	The County Council's Library Service is one of the largest in the country, with over 5.1 million visits per year and over 5 million book issues per year. The Library Service currently generates income from a number of sources, including fines and charges; events and activities; plus room hire and long-term leases within its buildings. Around £1.1 million was generated during 2018/19 financial year from these sources (2020/21 figures have been impacted by COVID-19 therefore previous financial year figures have been used as a baseline). The Library Service believes there is potential to generate an additional income to offset costs from these sources and from other income generating opportunities.

	<p>A core Library book-lending service is offered free of charge at the point of delivery. Library Service customers can also access a range of services online, including digital borrowing of eBooks and eAudio; online reservations of stock; and online payment of fines and charges.</p>
<p>Please explain the new/changed service/policy/project</p>	<p>Alongside potential operational changes and efficiencies, the Library Service will continue to seek ways to generate new income to offset costs. The majority of income generation opportunities are business and partnership-focused, such as long-term leases, room hires and sponsorship. Other opportunities are focused on increasing income from events and activities.</p> <p>Proposed changes to increase income include;</p> <ul style="list-style-type: none"> - increasing the income generated through room hire and leases within council-run libraries; - reviewing current fees and charges (e.g. for printing and photocopying, learning activities and other events), and; - encouraging fundraising, sponsorship and donations, including piloting 'friends' groups' in local communities. <p>During 2020/21 in response to community needs while the library network was unable to open as normal, a Ready Reads service (we select, you collect) was introduced, initially this was a free service to enable our customers to access our services. Once the libraries are able to open normally it is anticipated that the Ready Reads Service will transition to a paid for service.</p> <p>For staff, this will be a new approach with a fresh commercial context. We will be supporting staff with training on commercial themes and working with a group that will allow us to build on existing processes and build new infrastructure to support this activity.</p>

Engagement and consultation

The County Council's *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?

(Delete as appropriate)

Yes		
-----	--	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

During the last 20 months significant work has been undertaken regarding the Library Service and how this can be remodelled in order to make necessary savings whilst still maintaining a full and effective service. In January 2020 a Public Consultation was launched from which around 28,000 responses were received through a variety of mediums including: email, letter, telephone, social media and face to face during Consultation drop-in sessions.

From these, 70% of respondents agreed that the Library Service needs to adapt to respond to the changing needs placed upon it. Further to this 83% of respondents agreed that the Library Service should investigate options to generate income. The Consultation demonstrated support from residents to: adapt to meet changing demands placed on the Library Service; explore different ways to deliver services in deprived communities; investigate options to generate income in order to contribute to the running of the Service and to identify ways of making delivery efficiencies.

In addition to the proposals for generating income outlined in the Consultation, respondents were given an opportunity to submit 'further comments' about the options proposed, 2,108 such comments were received. The two most frequently offered were those already proposed by the Library Service, hiring out spaces to organisations, groups and businesses or partnering with other services, such as the Post Office (30% of comments) and 29% of comments were regarding increasing the number of paid-for services.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age		X				Both
Disability		X				Both
Gender reassignment		X				Both
Pregnancy and maternity		X				Both
Race		X				Both
Religion or belief		X				Both
Sex		X				Both
Sexual orientation		X				Both
Marriage & civil partnership		X				Both
Poverty		X	X			Staff: Neutral; Public: Low
Rurality		X				Both

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	<p>Library services are traditionally accessed more by children and families and by older people. 33% of borrowers are aged 0-17 (above the Hampshire average of 21%) and 32% are over 60 (above the Hampshire average of 25%). As such, these groups would be affected more by any changes than the population as a whole.</p> <p>A core Library book-lending service will continue to be offered free of charge at the point of delivery as part of the statutory library offer.</p> <p>Income generation opportunities for the library service for library users will include suggested donations for certain activities such as reading challenges. Other income generating opportunities</p>

	<p>will include, but not be limited to, suggested donations, ticketing for events and course fees for selected courses.</p> <p>It is recognised that the older age group may consider costs in association with the library service to not be in line with their generation viewpoints. However, the service intend to ensure there is a narrative supplied to explain the nature of any income request as well as ensuring staff are well briefed and able to speak to customers about this.</p> <p>Families can enjoy accessing many elements of the library service without cost, including book lending and activities to support speech and language such as Storytime and Rhymetime.</p> <p>The majority of income generation opportunities are business- and partnership-focused, such as long-term leases, room hires and sponsorship. Other opportunities are focused on increasing income from events and activities. Any changes to charges would apply to all age groups.</p> <p>Any increase in fees and charges may have an impact on Service users, although this is deemed to be neutral, likewise any changes in the increase in room hire and events and activities may impact on staff, although this is also deemed to be neutral as it will be met within staff capacity and existing roles</p> <p>31% of Library Service staff are aged 55 and over, compared with 27% for Hampshire County Council so there is a slightly higher percentage of over 55s employed within the library service. There would be no expectation to change contracts or working patterns for the purpose of this work, however opportunities may arise for additional hours but on a voluntary basis.</p>
Disability	<p>A core Library book-lending service will continue to be offered free of charge at the point of delivery. The Library service is satisfied that there is a strong core offer that will not affect customers using the library that have a disability and indeed their carers are also considered in this. As a Library Service support in branch will continue to be offered to all those that require adjustments to access the service and this is not affected by the plans to strengthen the commercial outlook through income generation.</p> <p>For room hire, the service would be happy to build in additional time required for anyone who requests this in line with a recognised disability. Within the room hire policy the service have a set rate for room hire rates and also have a concessionary rate for organisations that are a registered charity.</p>

	<p>Opportunities to generate income through leases to support co-location or out-of-hours use by partner organisations may have a positive impact by increasing the availability of services for customers with this protected characteristic; such services would be positive prospective partners due to their fit with the Library Service Strategy to 2025.</p> <p>There would be no expectation to change staff contracts or working patterns for the purpose of this work, however opportunities may arise for additional hours but on a voluntary basis. Therefore, the impact on staff is also assessed as neutral.</p>
Gender Reassignment	<p>There is not considered to be any impact in regard to people, service users or staff, that are going through or have been through gender reassignment. Any and all parts of the library service are accessible with no limitation based on gender reassignment.</p>
Marriage and Civil Partnership	<p>There is not considered to be any impact in regard to people, service users or staff, that are married or in a civil partnership. Any and all parts of the library service are accessible with no limitation based on marital status.</p>
Pregnancy and Maternity	<p>Families can enjoy accessing many elements of the library service without cost including book lending and activities to support speech and language such as Storytime and Rhymetime. Consideration around access requirements is taken at a service wide level to ensure that all of customers can successfully use the library space.</p> <p>Opportunities to generate income through leases to support co-location or out-of-hours use by partner organisations may positively impact on pregnancy and maternity by increasing the availability of services to customers with these protected characteristics; such services would be positive prospective partners due to their fit with the Library Service Strategy to 2025.</p> <p>Any potential low-negative impact on staff with this protected characteristic, such as potential longer/less regular shift patterns to support out of hours use (which may impact on attendance of pre-natal appointments, or which may be more tiring, for example), would be taken into consideration in assessing the viability of such opportunities, so that individual staff are not negatively impacted.</p> <p>There would be no expectation to change staff contracts or working patterns for the purpose of this work, however opportunities may arise for additional hours but on a voluntary basis. Therefore the overall impact on staff is also assessed as neutral.</p>

Race	<p>There is not considered to be any impacts on individuals, service users or staff regardless of race or ethnic identity.</p> <p>Elements of support required for this, operates via the library service rather than as part of income generation. All activities and events are reviewed for their use of language and inclusive content.</p>
Religion or belief	<p>There is not considered to be any impacts on individuals, service users or staff regardless of religion or belief.</p> <p>Elements of support required for this, operates via the library service rather than as part of income generation. All activities and events are reviewed for their use of language and inclusive content. There is also a consideration in planning of such activities around significant days of celebration within a range of religions.</p>
Sex (gender)	<p>There is not considered to be any impacts on individuals, service users or staff regardless of gender. Operational considerations exist via the wider library service around toilet access etc, rather than as part of income generation. All activities and events are reviewed for their use of language and inclusive content.</p> <p>The Library Service employs 483 staff, of which 87% are female and 13% are male.</p>
Sexual Orientation	<p>There is not considered to be any impacts on individuals, service users or staff regardless of sexual orientation. All activities and events are reviewed for their use of language and inclusive content.</p>
Poverty	<p>Library Service customers can access a range of services online for free as well as the Go Online computer terminals in branch for all requirements they may have for living such as food shopping, applying for Universal Credit and communicating with key services. Free online services include digital borrowing of eBooks and eAudio; online reservations of stock; and online payment of fines and charges.</p> <p>Efforts to increase income generation for the Library Service could disproportionately impact on communities or individuals that reside in areas of multiple deprivation. According to the Indices of Multiple Deprivation (IMD), there are several areas of deprivation in Hampshire within which libraries are situated and could be affected.</p>

	<p>However, the paid Ready Reads offer will be optional, and a core Library book-lending service will continue to be offered free of charge at the point of delivery, therefore the overall impact is deemed to be low.</p> <p>The Ready Reads offer is being reviewed as to area take up and a consideration around metrics that set out socio-economic information, including areas of deprivation and where there are issues with low levels of literacy.</p> <p>Opportunities to generate income through leases to support co-location or out-of-hours use by partner organisations may positively impact on poverty by increasing the availability of targeted services in those communities; such services would be positive prospective partners due to their fit with the Library Service Strategy to 2025.</p> <p>There is not considered to be any impact to staff based on poverty.</p>
Rurality	<p>Some potential challenges for library users living in rural areas may include connectivity issues for online access as well issues with transport to get to a library location. However, in regard to income generation there should be a generally low impact here. A key consideration is around being able to return books. Should online renewal through Spydus not be an option, nor the option to travel to branch, books can be renewed by telephone and indeed fines and charges have the option to be paid this way too.</p> <p>The existing Home Library Service and Good Neighbour schemes are expected to expand to accommodate an increased number of people either unable or unwilling to leave their home, whilst the 'Ready Reads' service offers a way of obtaining physical books through a contactless collection offer and was a mitigating factor through covid, although this may transition into a paid for service. Opportunities to generate income through leases to support co-location or out-of-hours use by partner organisations may positively impact on rural locations by increasing the availability of services in those communities; services that meet community need would be positive prospective partners due to their fit with the Library Service Strategy to 2025.</p> <p>Balancing the noted impacts, the overall impact on customers is assessed as neutral.</p> <p>Any potential low-negative impact on staff in rural locations, such as infrequent public transport to support out of hours use, would be taken into consideration in assessing the viability of such opportunities in those locations, so that individual staff are not negatively impacted. There would be no expectation to change contracts or working patterns for the purpose of this work, however</p>

	opportunities may arise for additional hours on a voluntary basis. Therefore, the impact on staff overall is assessed as neutral.
--	---

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

A wide range of digital content has been made available through Hampshire Libraries' social media accounts and YouTube channel. This includes Rhymetime, Storytime, book reviews, learning, groups, clubs and other activities. From 23 March to 12 July, Hampshire Libraries' Facebook posts reached over a million users (up 211% on the same period last year); in that same period 281 videos were published and viewed over 100,000 times. Whilst this content does not fully replace the benefits of face-to-face activities taking place in libraries, it offers an alternative way for people to access and participate in library services.

Contactless library services have been expanded and broadened. The existing Home Library Service and Good Neighbour schemes are expected to expand to accommodate an increased number of people either unable or unwilling to leave their home, whilst the 'Ready Reads' service offers a way of obtaining physical books through a contactless collection offer and was a mitigating factor through covid, although this may transition into a paid for service.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 Equality Impact Assessment - Library Service budget efficiencies - staff

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Phil Bowden	CCBS	Strategic Manager: Business and Performance	phil.bowden2@hants.gov.uk	0370 779 7434	21.06.21	V2
2	EIA authoriser	Emma Noyce	CCBS	Assistant Director Culture and Information Services	Emma.noyce@hants.gov.uk	0370 779 8373	29.06.21	V2
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 3452	28.06.21	V2

Section one – information about the service and service change

Service affected	Library Service
Please provide a short description of the service / policy/project/project phase	<p>The County Council's Library Service is one of the largest and busiest in the country, with nearly 5 million visits and 5 million book issues per year. There are 40 libraries located throughout Hampshire.</p> <p>As part of the Transformation to 2021 (Tt21) programme, the Library Service was required to make £1.76m of annual savings from April 2021 and recommendations to achieve this were approved by the Executive Member for Recreation and Heritage at his Decision Day on 28th July 2020. The recommendations included the closure of 8 libraries and an average 20% reduction in opening hours.</p>

	<p>As a result, a consultation process in respect of a restructure of frontline library staff commenced in September 2020, with a revised structure being implemented from May 2021.</p> <p>During this period, the service was required to set its annual budget for 2021/22 by October 2020, and given ongoing consultation, could not make any specific assumptions about staffing structure and associated costs that would be in place from April 2021. The budget was therefore set, taking account of the £1.76m savings.</p> <p>The new staff structure took effect from 1st May 2021.</p>
<p>Please explain the new/changed service/policy/project</p>	<p>The Budget Efficiencies opportunity is primarily based on making savings from within current budgets and without significant change to the workforce.</p> <p>It is about ensuring the budget allocation, particularly for Library Service staffing, is accurate and reflective of the workforce in place and the services provided, following the implementation of the Tt21 programme. Any 'surplus' budget will be identified as a savings opportunity.</p> <p>There is no proposal within this workstream for any staff within the structure to have changes to their role or responsibilities.</p> <p>Any further savings identified as a result of staffing efficiencies achieved through the creation of the Culture and Information Services management portfolio may not be known for some time while the management requirement of this service is fully established.</p> <p>In the event of any staff impacts identified as the workstream progresses this EIA will be updated or a further, detailed EIA will be undertaken.</p>

Engagement and consultation

The County Council’s *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents’ and stakeholders’ views on strategic options for funding the Authority’s budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed ‘stage two’ consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?

(Delete as appropriate)

Yes		
-----	--	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

In 2020 the Library Service undertook a significant consultation which attracted 28,000 responses. This consultation informed the proposals to restructure the customer-facing elements of the Public Library Service. There was significant support for reducing staff costs, including suggestions to “*find the cost savings through reduction of administrative and management staff*”. The Executive Member Decision Report, published in July 2020 committed to a further exercise beyond April 2021 to reduce the scale of the workforce proportionally to match the scale of the Service. Once a full review has taken place and the outcomes are known, more detailed proposals for change as a result of the review maybe put forward. Should there be an impact on staff a consultation may need to be undertaken and HR will be involved.

It is not anticipated that there will be any reduction in the workforce as a result of this workstream. Once the review is completed, any impacts on service users and/or staff will be considered further from an equalities perspective.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age			X			Staff
Disability			X			Staff
Gender reassignment		X				Staff
Pregnancy and maternity			X			Staff
Race		X				Staff
Religion or belief		X				Staff
Sex			X			Staff
Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff
Poverty		X				Staff
Rurality		X				Staff

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	The age profile of impacted teams, if applicable, is broadly in line with the County Council as a whole. There are not any changes anticipated to staffing structures, roles and responsibilities as a result of this workstream. Until the review is complete and any required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be negative-low. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic.
Disability	7% of Library Service staff have disclosed having a disability, compared with 3.5% for Hampshire County Council.

	There are not any changes anticipated to staffing structures, roles and responsibilities as a result of this workstream. Until the review is complete and any required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be negative-low. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic.
Gender Reassignment	Until the review is complete and required workforce changes, if any, are confirmed, it is difficult to know the extent of the impact of this on protected characteristics but there is currently no evidence that it would be disproportionately affected by any workforce changes.
Pregnancy and Maternity	There are not any changes anticipated to staffing structures, roles and responsibilities as a result of this workstream. Until the review is complete and any required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be negative-low. Any staff on maternity leave during any period of workforce change would be given the opportunity to engage in relevant consultation and be kept briefed throughout the process. This equally applies to those off on paternity and adoption leave. There is no evidence that this protected characteristic would be disproportionately affected by changes set out in this workstream.
Race	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by this proposal.
Religion or Belief	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by this proposal.
Sex	There are not any changes anticipated to staffing structures, roles and responsibilities as a result of this workstream. Until the review is complete and any required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be negative-low. It is recognised that around 90% of staff in the potentially affected groups are women which is different to the wider HCC ratio (24% male, 76% female). Overall, therefore, any changes would have more impact on women in the wider workforce compared to men. The impact has been assessed as low. This impact would be reviewed and subject to amendment if and when any specific proposals are determined. If required, stringent decision-making

	processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic. Engagement and relevant consultation with all staff would be carried out as appropriate, with due regard given to the County Council's HR advice and processes.
Sexual Orientation	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by this proposal.
Marriage and Civil Partnership	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by this proposal.
Poverty	<p>The grade profile of the majority of staff working for the Library Service is towards lower grades (Grade C on HCC salary scale). This grade profile reflects the nature of the roles required within library service. Around 75 % of Library Service staff work part-time. There are not any changes anticipated to staffing structures, roles and responsibilities as a result of this workstream. Until the review is complete and any required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be neutral.</p> <p>In the event of any confirmed workforce changes, the impact of factors such as a potential loss of income would be considered further and the assessment reviewed.</p>
Rurality	Until the review is complete and required workforce changes, if any, are confirmed, it is difficult to know the extent of the impact of this on protected characteristics but there is currently no evidence that it would be disproportionately affected by any workforce changes.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
--------------------------	--	--	---

N/A			
-----	--	--	--

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

The changes proposed are not likely to have any impact on service delivery to customers and therefore an EIA has not been undertaken for this group. As more detail and potential impacts of the proposals become known, and if as a result it is necessary, a further EIA will be completed accordingly.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 Equality Impact Assessment – Library Service Winchester Discovery Centre– staff

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Emma Evans	CCBS	Business Operations Manager	emma.evans@hants.gov.uk	0370 779 3827	18.06.21	V3
2	EIA authoriser	Emma Noyce	CCBS	Assistant Director Culture and Information Services	emma.noyce@hants.gov.uk	0370 779 8946	22.07.21	V3
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	03707 798946	22.07.21	V3

Section one – information about the service and service change

Service affected	Library Service
Please provide a short description of the service / policy/project/project phase	<p>Winchester Discovery Centre (WDC) is home to Hampshire County Council's (HCC) busiest library with over half a million visitors in 2019-20. It offers a vast range of materials and resources for people of all ages, free internet access, safe community space and a programme of events and activities. HCC has operational responsibility for the whole building.</p> <p>Hampshire Cultural Trust (HCT) operates two galleries in the building, one of which is HCT's flagship exhibition space attracting loaned works/artefacts of international importance. It hosts a rolling programme of exhibitions.</p>

	<p>The Café/Bar offers a food and beverage service operated by HCC's Catering Service (HC3S).</p>
<p>Please explain the new/changed service/policy/project</p>	<p>A new model is proposed for WDC, which transfers operational responsibility for the building from HCC to HCT. HCT will assume responsibility for the cultural programme, premises management and costs, and operate the Café/Bar. Hampshire Libraries will continue to deliver high-performing library services within the building.</p> <p>A refurbishment of the building, funded jointly by HCC and HCT, will include essential maintenance works, interior refurbishment and spatial reorganisation. The capital works will support key objectives for the partnership, including improving the quality and quantity of cultural experiences on offer, and improving the long-term financial sustainability for both organisations through operational efficiencies and improvements to revenue-generating facilities such as the Café/Bar and retail area.</p> <p>This model builds upon existing partnership working and will enable both organisations to realise financial benefits, increase public access and participation, and secure investment at a time of financial challenge. It will secure the long-term financial viability of the site.</p> <p>Whilst the overall staff headcount within the building will remain the same, over time proportionally more staff will be employed by HCT and proportionally fewer by HCC. It is expected that staffing changes will be managed through natural turnover. However, if over time the staffing reductions have not been realised, then formal process will be followed.</p> <p>The Café/Bar is currently operated by Hampshire County Council Catering Services (HC3S). However, it is proposed that the Café/Bar transfers to HCT as part of the partnership agreement. Therefore, all eligible employees who are employed in the Café/Bar by HC3S will automatically transfer from HCC to HCT as part of a formal TUPE process.</p>

Engagement and consultation

The County Council's *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?

(Delete as appropriate)

Yes		
-----	--	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

The 2020 Libraries consultation indicated support for the Library Service generating income and making efficiencies through innovative partnerships. The public will see no reduction in services, and it is anticipated that customers will benefit from the growing and diverse cultural programme, as well as the potential to increase public access by extending opening hours and increasing provision.

As this project represents an operational change to the building management and not a change to statutory services, it is unlikely that the proposal will require specific public consultation, although there is potential for engagement with the public on the cultural offer provided by the building.

With regards staff consultation, the project is at an early stage – now that approval to proceed in principle has been given, the service can start to engage colleagues in specific elements of the project. If there is a need (for example, in the proposed TUPE transfer of HC3S staff to HCT), formal staff consultation will take place.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age		X				Staff
Disability		X				Staff
Gender reassignment		X				Staff
Pregnancy and maternity			X			Staff
Race		X				Staff
Religion or belief		X				Staff
Sex			X			Staff
Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff
Poverty		X				Staff
Rurality		X				Staff

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire		Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	Yes

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	Although a lower percentage of the workforce at WDC are over 55 compared to the wider Library Service, the changes proposed do not disproportionately affect any age groups, therefore the impact is assessed as neutral.
Disability	5% of Library Service staff have disclosed having a disability, compared with 4.5% for Hampshire County Council. Of the 23 positions based at Winchester Discovery Centre, only one individual has identified themselves as having a disability. It is not anticipated that staff will be required to undertake different activities and reasonable adjustments will

	continue to be made for staff who have declared a disability, where appropriate. Therefore, the impact is assessed as neutral.
Gender reassignment	There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.
Pregnancy and maternity	70% off the workforce at WDC identify as female and 30% identify as male, broadly in line with the wider HCC gender split of 75% female and 25% male. Although it is not anticipated staff will be required to undertake different activities, due to having a significantly higher female workforce, some of whom may fall under this protected characteristic, women may be disproportionately affected. However, the impact is assessed as low overall.
Race	82.6% of WDC staff identified as white, 8.7% identified as BAME (broadly in line with County Council wide figure of 8.1%) and 8.7% have not disclosed. There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.
Religion or belief	There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.
Sex	70% off the workforce at WDC identify as female and 30% identify as male, broadly in line with the wider HCC gender split of 75% female and 25% male. Although it is not anticipated staff will be required to undertake different activities, due to having a significantly higher female workforce females may be disproportionately affected. However, the impact is assessed as low overall.
Sexual orientation	There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.
Marriage & civil partnership	There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.

Poverty	There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.
Rurality	There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

The partnership with Hampshire Cultural trust, including an enhanced cultural offer that will align with Hampshire Libraries' Strategy to 2025 will have a particular focus on supporting literacy in the Early Years (age 0-5). Improvements to facilities (including updates to the lift, public WCs and Changing Spaces toilet), potential increases to the building opening hours and the continued promotion of the building as a safe and welcoming community space will all impact positively on service users.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

A full EIA may be undertaken when the proposal and operating arrangements are clearer, where impacts on staff can be explored in further detail.

SP23 Equality Impact Assessment – Library Service Winchester Discovery Centre – service users

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Emma Evans	CCBS	Business Operations Manager	emma.evans@hants.gov.uk	0370 779 3827	18.06.21	V2
2	EIA authoriser	Emma Noyce	CCBS	Assistant Director Culture and Information Services	emma.noyce@hants.gov.uk	0370 779 8373	28.06.21	V2
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	03707 798946	28.06.21	V2

Section one – information about the service and service change

Service affected	Library Service
Please provide a short description of the service / policy/project/project phase	<p>Winchester Discovery Centre (WDC) is home to Hampshire County Council's (HCC) busiest library, welcoming over half a million visitors in 2019-20. It offers a vast range materials and resources for people of all ages, free internet access, safe community space and a programme of events and activities. HCC has operational responsibility for the whole building.</p> <p>Hampshire Cultural Trust (HCT) operates two galleries in the building, one of which is HCT's flagship exhibition space, attracting loaned works/artefacts of international importance. It hosts a rolling programme of exhibitions.</p>

	<p>The Café/Bar offers a food and beverage service operated by HCC's Catering Service (HC3S).</p>
<p>Please explain the new/changed service/policy/project</p>	<p>A new model is proposed for WDC, which transfers operational responsibility for the building from HCC to HCT. HCT will assume responsibility for the cultural programme, premises management and costs, and operate the Café/Bar. Hampshire Libraries will continue to deliver high-performing library services within the building. A refurbishment of the building, funded jointly by HCC and HCT, will include essential maintenance works, interior refurbishment, and spatial reorganisation. The capital works will support key objectives for the partnership, including improving the quality and quantity of cultural experiences on offer, and improving the long-term financial sustainability for both organisations through operational efficiencies and improvements to revenue-generating facilities such as the Café/Bar and retail area.</p> <p>This model builds upon existing partnership working and will enable both organisations to realise financial benefits, increase public access and participation, and secure investment at a time of financial challenge. It will secure the long-term financial viability of the site.</p>

<p>Engagement and consultation</p>		
<p>The County Council's <i>Serving Hampshire Balancing the Budget</i> consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.</p>		
<p>Has any pre-consultation engagement been carried out? (Delete as appropriate)</p>		
<p>Yes</p>		
<p>Describe the consultation or engagement you have performed or are intending to perform. Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.</p>		

The 2020 Libraries consultation indicated support for the Library Service generating income and making efficiencies through innovative partnerships. The public will see no reduction in services, and it is anticipated that customers will benefit from the growing and diverse cultural programme, as well as the potential to increase public access by extending opening hours and increasing provision. As this project represents an operational change to the building management and not a change to statutory services, it is unlikely that the proposal will require specific public consultation, although there is potential for engagement with the public on the cultural offer provided by the building.

With regards staff consultation, the project is at an early stage – now that approval to proceed has been given, the service can start to engage colleagues in specific elements of the project. If there is a need (for example, in the proposed TUPE transfer of HC3S staff to HCT), formal staff consultation will take place.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age	X					Public
Disability	X					Public
Gender reassignment		X				Public
Pregnancy and maternity	X					Public
Race		X				Public

Religion or belief		X				Public
Sex		X				Public
Sexual orientation		X				Public
Marriage & civil partnership		X				Public
Poverty	X					Public
Rurality		X				Public

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire		Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	Yes

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Gender reassignment	There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.
Race	There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.
Religion or belief	There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.
Sex	There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.
Sexual orientation	There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.
Marriage & civil partnership	There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.
Rurality	There is no evidence that this protected characteristic would be disproportionately affected by the proposed HCT Partnership and the impact is therefore assessed as neutral.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
Age	<p>The partnership with HCT, including an enhanced cultural offer that will align with Hampshire Libraries' Strategy to 2025, will have a particular focus on supporting literacy in the Early Years (age 0-5).</p> <p>WDC already provides dedicated facilities for parents and carers of young children, including baby change areas and nappy disposal. A play gallery specifically designed for children under 5 years will be added to the current Children's Library. The venue offers learning opportunities for school aged children and their families and provides a range of resources to support young people outside of the classroom.</p>
Disability	<p>The venue will continue to bring together broad cross sections of the Winchester community, and provide spaces and events that enable shared experiences. It will continue to be accessible and to provide free leisure and cultural experiences to residents and visitors. Where paid opportunities are offered, free tickets will be available to carers. The venue will continue to provide meeting places for a range of community groups and services, such as Winchester Go LD, who support and connect disabled residents.</p> <p>Improvements to facilities will include updates to the public WCs and Changing Spaces toilet.</p>

Pregnancy and maternity	Potential increases to the building opening hours and the continued promotion of the building as a safe and welcoming community space will impact positively on service users. The partnership with HCT, including an enhanced cultural offer that will align with Hampshire Libraries' Strategy to 2025, will have a particular focus on supporting literacy in the Early Years (age 0-5).
Poverty	Potential increases to the building opening hours and the continued promotion of the building as a safe and welcoming community space will all impact positively on service users. There will be a range of events and activities programmed within the space and these will be offered at different price points, including some which will be free entry. Hampshire Cultural Trust run a huge variety of exhibitions, workshops, classes, events, and projects for both young and old, with particular emphasis on reaching people who are vulnerable or disadvantaged and would not normally be able to access arts and culture.

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

N/A

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 Equality Impact Assessment - Library Service Structure review – staff

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Sarah Keeley	CCBS	Transformation Project Manager	sarah.keeley@hants.gov.uk	0370 779 6749	14.07.21	V2
2	EIA authoriser	Emma Noyce	CCBS	Assistant Director Culture and Information Services	emma.noyce@hants.gov.uk	0370 779 8373	14.07.21	V2
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	03707 779 8946	14.07.21	V2

Section one – information about the service and service change

Service affected	Library Service
Please provide a short description of the service / policy/project/project phase	<p>The County Council's Library Service is one of the largest in the country, with over 5.1 million visits per year and over 5 million book issues per year.</p> <p>Transformation to 2021 (T21) saw a large-scale review of Hampshire's Library Service, reducing to 40 public libraries, open for 1,216 hours per week. As a result of this the Library Team Assistants (LTAs) went through a Staff Consultation and reduced from 166 full time equivalents (FTE) to 149 FTE.</p> <p>The LTAs are managed and supported by 32 Library Team Managers (LTM) (28.78 FTE) and 9 (6.73 FTE) Administration Officers. The roles are currently split across 5 geographical areas and 9 clusters for the purpose of rostering.</p>

<p>Please explain the new/changed service/policy/project</p>	<p>As part of the T21 Transformation Programme, which largely affected customer-facing LTA roles, it was recognised that a further phase of review would be required to ensure the impacts of these changes on management and support staff was managed. The reduction in scale of the Service in terms of number of branches and staff management responsibilities has led to an uneven split of responsibilities across the management and support teams, and a potential surplus of staff in some areas. For SP23 it is initially proposed to carry out a full review of the LTM role, considerations so far include:</p> <ul style="list-style-type: none"> - Some potential FTE reductions, specifically to include the FTE reductions relating to the Winchester Discovery Centre (WDC) Project. - A review of the role and responsibilities in the role profile - More even split of direct reports - More even split of Libraries (currently identified by Tier and number of hours open) - Review of Saturday working and None Working Days - Future Working <p>Further phases will look at other areas of the Service, including Admin Support staff. The primary focus of the review is Service Improvement, with any savings related to staff reductions expected to be through voluntary measures. Firstly, through Vacancy Management, and if necessary Voluntary Redundancies.</p>
---	---

Engagement and consultation

The County Council's *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?
(Delete as appropriate)

<p>Yes</p>		
-------------------	--	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

In 2020 the Library Service undertook a significant consultation which attracted 28,000 responses. This consultation informed the proposals to restructure the customer-facing elements of the Public Library Service. There was significant support for reducing staff costs, including suggestions to “*find the cost savings through reduction of administrative and management staff*”. The Executive Member Decision Report, published in July 2020 committed to a further exercise beyond April 2021 to reduce the scale of the workforce proportionally to match the scale of the Service.

LTM's and Admin Officers have been involved in initial discussions on what the Review may look like, with Library Team Managers and Admin Officers completing a task survey and preparing to participate in a Time and Motion Study. Area Managers are continuing these conversations with their teams and a formal Staff Consultation is expected to take place Autumn/Winter 2021, which would be undertaken in line with the County Council's HR advice, policies and procedures.

Section two: Assessment**Table 1 Impact Assessment**

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age			X			Staff
Disability		X				Staff
Gender reassignment		X				Staff
Pregnancy and maternity		X				Staff

Race		X				Staff
Religion or belief		X				Staff
Sex			X			Staff
Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff
Poverty		X				Staff
Rurality		X				Staff

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	Although the proposed changes are not likely to have any specific impacts on individuals depending on their age, it is recognised that 35% of the workforce are over 55 (32% 55-64 and 3% over 65), this is slightly lower than the average across Public Libraries (38%) but higher than across the CCBS department (28%). Due to the approach of the review focusing on Service Improvements and any staff reductions anticipated to be through voluntary means, there is not thought to be a specific impact on this protected characteristic. However, if the redundancy route is required (voluntary or compulsory) consideration will be needed of the impacts to individuals who are over 55, therefore an impact has been identified but is assessed as low as this is unlikely.
Disability	8% of individuals in the Library Team Manager and Admin Officer cohort are identified as having a disability, this is higher than across Public Libraries (5%) and CCBS (3%). However, due to the approach of the review focusing on service improvements and any staff reductions anticipated to be through voluntary means, there is not thought to be a specific impact on this protected characteristic.
Gender reassignment	Due to the approach of the review focusing on service improvements and any staff reductions anticipated to be through voluntary means, there is not thought to be an impact on this protected characteristic.
Pregnancy and maternity	Due to the approach of the review focusing on service improvements and any staff reductions anticipated to be through voluntary means, there is not thought to be an impact on this protected characteristic.
Race	Due to the approach of the review focusing on service improvements and any staff reductions anticipated to be through voluntary means, there is not thought to be an impact on this protected characteristic. Currently no staff have identified as BAME within the Library Team Manager and Admin Officer cohort.

Religion or belief	Due to the approach of the review focusing on service improvements and any staff reductions anticipated to be through voluntary means, there is not thought to be an impact on this protected characteristic.
Sex	Although the proposed changes are not likely to have any specific impacts on women compared to men, it is recognised that 92% of staff in the Library Team Manager and Admin Officer cohort are women. In addition, 38% of the workforce are part-time, all of which are female. Therefore, overall the changes will have slightly more impact on women in the wider workforce compared to men, though this is assessed as low.
Sexual orientation	Due to the approach of the review focusing on service improvements and any staff reductions anticipated to be through voluntary means, there is not thought to be an impact on this protected characteristic.
Marriage & civil partnership	Due to the approach of the review focusing on service improvements and any staff reductions anticipated to be through voluntary means, there is not thought to be an impact on this protected characteristic.
Poverty	Due to the approach of the review focusing on service improvements and any staff reductions anticipated to be through voluntary means, there is not thought to be an impact on this protected characteristic. However, it is recognised that there may be an impact on travel costs if a change of work base/location is required, the review only includes staff on Grades D and E and will seek to minimise the impact of this, therefore Poverty is assessed as Neutral.
Rurality	Due to the approach of the review focusing on service improvements and any staff reductions anticipated to be through voluntary means, there is not thought to be an impact on this protected characteristic.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

An EIA specific to the Winchester Discovery Project has been undertaken. This review effects internal staff only and is not expected to impact on the public, any effects to the public would be a service improvement as the customer facing teams would be better supported.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 EIA – Broadband, Transformation and Business Support – Staff**EIA writer(s) and authoriser**

No		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Lisa Rake	CCBS	Transformation Manager	Lisa.rake@hants.gov.uk	0370 779 2899	15.6.21	V2
2	EIA authoriser	Alice Coppendale	CCBS	Strategic Manager, Transformation and Business Development	Alice.coppendale@hants.gov.uk	03707 790 665	15.6.21	V2
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	Eia.ccbs@hants.gov.uk	0370 779 8946	15.6.21	V2

Section one – information about the service and service change

Service affected	Hampshire Broadband Programme, CCBS Business Support, CCBS Transformation Team
Please provide a short description of the service / policy/project/project phase	CCBS Transformation and Business Services comprises a number of different teams. This EIA relates specifically to the Hampshire Broadband Programme, CCBS Business Support and CCBS Transformation teams. The Broadband team support delivery of improved broadband across Hampshire premises. The Business Support and Transformation teams deliver administrative, cross-cutting and specialist support to the Culture, Communities and Business Services department. These teams encompass a range of roles across numerous functions.

<p>Please explain the new/changed service/policy/project</p>	<p>In order to deliver their savings targets for 2023, the Hampshire Broadband Programme, CCBS Business Support and CCBS Transformation teams have undertaken to collectively review and makes changes to the way in which their cross-cutting and supporting functions are delivered. This review aims to develop a more joined-up and efficient operating model to support departmental priorities. It will include an appraisal of these teams' current range of activities and the staffing structures required to deliver them. The review and any changes arising from it may therefore result in workforce changes e.g. to the number of roles within these teams or amendments to role responsibilities and tasks and/or contractual changes. Until the review is complete, the nature and extent of any required workforce changes is unknown.</p>
---	---

Engagement and consultation

The County Council's *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?

(Delete as appropriate)

	<p>No</p>	
--	------------------	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

No consultation or engagement will be carried out prior to the *Serving Hampshire Balancing the Budget* consultation (2021-2023). Should workforce changes be required as a result of this proposed review, appropriate staff consultation will be carried out as and when required.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age		X				Staff
Disability		X				Staff
Gender reassignment		X				Staff
Pregnancy and maternity		X				Staff
Race		X				Staff
Religion or belief		X				Staff
Sex			X			Staff
Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff

Poverty		X				Staff
Rurality		X				Staff

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	Neutral - The age profile of impacted teams is broadly in line with the County Council as a whole.

	Until the review is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic but there is currently no evidence that it would be disproportionately affected by any workforce changes.
Disability	Neutral – Less than 7% of staff within impacted teams have a declared disability. This is not significantly different to that for the County Council as a whole in 2019/20 (3.61%). Until the review is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic but there is currently no evidence that it would be disproportionately affected by any workforce changes.
Gender reassignment	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.
Pregnancy and maternity	Neutral – c. 75% of staff within impacted teams are women, and it is possible that at the time of any staff reviews there may be staff on maternity leave or currently pregnant. Any staff on maternity leave during any period of workforce change would be given the opportunity to engage in relevant consultation and be kept briefed throughout the process. This equally applies to those off on paternity and adoption leave. There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.
Race	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.
Religion or belief	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.
Sex	Low negative – Within the impacted teams c. 25% of employees are male, 75% female. This is comparable with the HCC 2019/2020 position of 24% male and 76% female. Until the review is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic but there is currently no evidence that it would be disproportionately affected by any workforce changes. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic.
Sexual orientation	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.
Marriage & civil partnership	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.

Poverty	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.
Rurality	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

Until the Hampshire Broadband Programme, CCBS Business Support and CCBS Transformation teams have reviewed their cross-cutting and supporting functions, and decisions are taken on a future operating model and any required workforce changes, it is unknown what the likely impact will be upon relevant staff. Further, more detailed EIAs will be undertaken at a later date, with appropriate consideration and action taken in respect of their findings.

At this stage, it is not thought that any changes resulting from the proposed review will have any impact on the public – due to the nature of the teams involved which are internal-facing, support services.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 EIA – CCBS Hantsdirect – Staff

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Lisa Rake	CCBS	Transformation Manager	Lisa.rake@hants.gov.uk	0370 779 2899	15.6.21	V2
2	EIA authoriser	Alice Coppendale	CCBS	Strategic Manager, Transformation and Business Development	Alice.coppendale@hants.gov.uk	03707 790 665	15.06.21	V2
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	Eia.ccbs@hants.gov.uk	0370 779 8946	15.6.21	V2

Section one – information about the service and service change

Service affected	CCBS Hantsdirect
-------------------------	-------------------------

Please provide a short description of the service / policy/project/project phase	CCBS Hantsdirect is a customer contact team within the Culture, Communities and Business Services department. Its Advisors respond to telephone and email enquiries from members of the public on a range of topics in relation to Library, Registration and Countryside services. CCBS Hantsdirect has c.15 employees, comprising Customer Contact Advisor and team management roles.
Please explain the new/changed service/policy/project	In order to deliver its savings targets for 2023, CCBS is proposing to review its customer contact management approach and to implement an efficient and fit for purpose operating model for this. This will include an appraisal of the current CCBS Hantsdirect service. The review and any changes arising from it <i>may</i> therefore result in workforce changes e.g. to the number of roles within CCBS Hantsdirect, changes to where roles sit within the departmental structure, amendments to role responsibilities and tasks and/or contractual changes. Until the customer contact review is complete, the nature and extent of any required workforce changes is unknown.

Engagement and consultation

The County Council's *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?

(Delete as appropriate)

	No	
--	----	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

No consultation or engagement will be carried out prior to the *Serving Hampshire Balancing the Budget* consultation (2021-2023). Should workforce changes be required as a result of this proposed review, appropriate staff consultation will be carried out as and when required.

Section two: Assessment**Table 1 Impact Assessment**

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age			X			Staff
Disability			X			Staff
Gender reassignment		X				Staff
Pregnancy and maternity		X				Staff
Race		X				Staff
Religion or belief		X				Staff
Sex			X			Staff

Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff
Poverty			X			Staff
Rurality			X			Staff

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	Low negative - The age profile of CCBS Hantsdirect is different to that for the County Council as a whole. CCBS Hantsdirect has an older workforce (73% are aged 45 or over, compared to 55% for HCC in 2019/20). Until the customer contact review is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be neutral or low. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic. Engagement and relevant consultation with all staff would be carried out as appropriate, with due regard given to the County Council's HR advice and processes.
Disability	Low negative - There are 5 members of CCBS Hantsdirect with a declared disability (33%). This is significantly different to that for the County Council as a whole in 2019/20 (3.61%). Until the customer contact review is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be neutral or low. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic. Engagement and relevant consultation with all staff would be carried out as appropriate, with due regard given to the County Council's HR advice and processes.
Gender reassignment	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.
Pregnancy and maternity	Neutral – there are 12 women (80%) currently working within CCBS Hantsdirect and it is possible that at the time of any staff reviews there may be staff on maternity leave or currently pregnant. Any staff on maternity leave during any period of workforce change would be given the opportunity to engage in relevant consultation and be kept briefed throughout the process. This equally applies to those off on paternity and adoption leave. However, there is currently no evidence that this protected characteristic would be disproportionately affected by any workforce changes.
Race	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.
Religion or belief	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.

Sex	Low negative – Within the CCBS Hantsdirect team, 20% of employees are male, 80% female. This is comparable with the HCC 2019/2020 position of 24% male and 76% female. Until the customer contact review is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be neutral or low. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic. Engagement and relevant consultation with all staff would be carried out as appropriate, with due regard given to the County Council’s HR advice and processes.
Sexual orientation	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.
Marriage & civil partnership	Neutral - There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.
Poverty	Low negative - The grade profile of staff working for CCBS Hantsdirect is skewed towards lower grades. 87% of staff are grade C, 6.5% grade D and 6.5% grade E. This grade profile reflects the nature of the roles required within CCBS Hantsdirect (i.e. a large requirement for operational, transaction-based customer advisor employees). Whilst it is recognised that lower pay does not necessarily equate to poverty, workforce changes at lower grades may have a disproportionate impact in relation to this characteristic. Until the customer contact review is complete and required workforce changes are confirmed, it is difficult to know the extent of this for CCBS Hantsdirect staff, but it would be expected to be neutral or low. Engagement and relevant consultation with all staff would be carried out as appropriate, with due regard given to the County Council’s HR advice and processes.
Rurality	Low negative - CCBS Hantsdirect staff are based in Fareham or work from home. It is possible that travel costs may prevent staff from being able to take up new/amended roles or redeployment opportunities in HCC locations, should these changes arise following the review. Until the customer contact review is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be neutral or low. Engagement and relevant consultation with all staff would be carried out as appropriate, with due regard given to the County Council’s HR advice and processes.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

Until the departmental review of customer contact management is undertaken, and decisions are taken on a future operating model and any required workforce changes, it is unknown what the likely impact will be upon CCBS Hantsdirect staff. Further, more detailed EIAs will be undertaken at a later date, with appropriate consideration and action taken in respect of their findings.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 EIA – CCBS Hantsdirect – Service users

EIA writer(s) and authoriser

No		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Lisa Rake	CCBS	Transformation Manager	Lisa.rake@hants.gov.uk	0370 779 2899	15.06.21	2
2	EIA authoriser	Alice Coppendale	CCBS	Strategic Manager, Transformation and Business Development	Alice.coppendale@hants.gov.uk	03707 790 665	15.06.21	2
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 8946	15.06.21	2

Section one – information about the service and service change

Service affected	CCBS Hantsdirect
Please provide a short description of the service / policy/project/project phase	The Culture, Communities and Business Services department currently manages its contact with members of the public via a variety of mechanisms and channels. CCBS Hantsdirect is a dedicated customer contact team within the department. Its Advisors respond to telephone and email enquiries from members of the public on a range of topics in relation to Library, Registration and Countryside services. The three services have different types of contacts with customers: transactions e.g. registering a birth or reporting a problem; interactions e.g. obtaining advice; and information provision e.g. how do I request a change to the rights of way definitive map, finding out about library

	<p>opening hours etc. Beyond the enquiries CCBS Hantsdirect handles, individual services across the department also manage contact with customers in a range of different ways.</p>
<p>Please explain the new/changed service/policy/project</p>	<p>In order to deliver its savings targets for 2023, CCBS has undertaken to review its customer contact management approach and to implement an efficient and fit for purpose operating model for this. This will include an appraisal of the current CCBS Hantsdirect service, and ways in which additional customer contact is managed within services. This review will look to encourage greater customer self-service using digital or automated processes (for example via the County Council’s website). The aim of this is to enable members of the public to access the services and information they need more easily via digital routes in order to reduce the need for them to contact CCBS services using methods which are less cost-effective for the County Council to deal with e.g. via telephone. Until the customer contact review is complete, the exact nature and extent of changes is unknown. However, whilst it will ensure that no member of the public is excluded from using services, it is likely that ways in which customers can contact the department will be more limited for those with capacity and who have the ability to self-serve.</p>

Engagement and consultation

The County Council’s *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents’ and stakeholders’ views on strategic options for funding the Authority’s budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed ‘stage two’ consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?
(Delete as appropriate)

	<p>No</p>	
--	-----------	--

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

No consultation or engagement will be carried out prior to the Serving Hampshire Balancing the Budget consultation (2021-2023). Should the outcomes of the proposed review require it, further appropriate public consultation will be carried out as and when necessary.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age			X			Public
Disability			X			Public
Gender reassignment		X				Public
Pregnancy and maternity		X				Public
Race			X			Public
Religion or belief		X				Public

Sex		X				Public
Sexual orientation		X				Public
Marriage & civil partnership		X				Public
Poverty			X			Public
Rurality			X			Public

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement**Table 3 Consideration of and explanation for neutral or low negative impacts**

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	<p>Low negative - Encouraging greater customer self-service using digital or automated processes could disadvantage members of the public who are digitally excluded and/or unable to self-serve, or who feel less confident in using these types of contact methods. This group may include older people. Internet usage is increasing among older people (from 52% in 2011 to 83% amongst 65–74-year-olds according to 2019 ONS figures on internet users). It should not, therefore, be assumed that older people will not use digital systems, as many already do – particularly with assistance. However, almost half the UK population of people at 75 and over (47%) have never used the internet (2019 ONS) and those that do tend to be online less frequently and/or are less digitally skilled. Any proposed changes will not result in the complete cessation of existing contact methods, such as telephone or face to face, for those that do not have the ability to use digital processes or self-serve. In addition, depending upon the nature of changes proposed following the customer contact review, there are a number of mitigating actions which could be put in place to reduce this impact. For example, a phased reduction in contact methods/provision of instruction and support to self-serve from CCBS Hantsdirect or service staff in order to build skills and confidence. Until the customer contact review is complete and the nature and extent of changes to contact methods are known, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be low.</p>
Disability	<p>Low negative - Encouraging greater customer self-service using digital or automated processes could disadvantage members of the public who are digitally excluded and/or unable to self-serve, or who feel less confident in using these types of contact methods. This group may include people with disabilities. Conversely, increasing the options available to access services i.e. more online routes, may allow persons with different disabilities to access information and contact services in a way which they prefer. Any proposed changes will not result in the complete cessation of existing contact methods, such as telephone or face to face, for those that do not have the ability to use digital processes or self-serve. Accessible Information Standards will be adhered to in all self-service channels. In addition, depending upon the nature of changes proposed following the customer contact</p>

	<p>review, there are a number of mitigating actions which could be put in place to reduce this impact. For example, a phased reduction in contact methods/provision of instruction and support to self-serve from CCBS Hantsdirect or service staff in order to build skills and confidence. Until the customer contact review is complete and the nature and extent of changes to contact methods are known, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be low.</p>
Gender reassignment	<p>Neutral - There is no evidence that this protected characteristic would be disproportionately affected by any customer contact changes.</p>
Pregnancy and maternity	<p>Neutral – There is no evidence that this protected characteristic would be disproportionately affected by any customer contact changes.</p>
Race	<p>Low – Encouraging greater customer self-service using digital or automated processes could disadvantage members of the public who are digitally excluded and/or unable to self-serve, or who feel less confident in using these types of contact methods. This group may include people who have English as a second language and who may find it challenging to understand/follow online and/or automated instructions. Any proposed changes will not result in the complete cessation of existing contact methods, such as telephone or face to face, for those that do not have the ability to use digital processes or self-serve. A telephone interpretation service would continue to be offered, as it is now, for those who do need to contact the department via this method. In addition, depending upon the nature of changes proposed following the customer contact review, there are a number of mitigating actions which could be put in place to reduce this impact. For example, a phased reduction in contact methods/provision of instruction and support to self-serve from CCBS Hantsdirect or service staff in order to build skills and confidence. Until the customer contact review is complete and the nature and extent of changes to contact methods are known, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be low.</p>
Religion or belief	<p>Neutral – There is no evidence that this protected characteristic would be disproportionately affected by any customer contact changes.</p>
Sex	<p>Neutral – There is no evidence that this protected characteristic would be disproportionately affected by any customer contact changes.</p>

Sexual orientation	Neutral – There is no evidence that this protected characteristic would be disproportionately affected by any customer contact changes.
Marriage & civil partnership	Neutral – There is no evidence that this protected characteristic would be disproportionately affected by any customer contact changes.
Poverty	<p>Low negative - Encouraging greater customer self-service using digital or automated processes could disadvantage members of the public who are digitally excluded and/or unable to self-serve, or who feel less confident in using these types of contact methods. This group may include people within lower socioeconomic groups. Some households may not be able to afford equipment and/or regular access to the internet. Any proposed changes will not result in the complete cessation of existing contact methods, such as telephone or face to face, for those that do not have the ability to use digital processes or self-serve. In addition, depending upon the nature of changes proposed following the customer contact review, there are a number of mitigating actions which could be put in place to reduce this impact. For example, a phased reduction in contact methods/provision of instruction and support to self-serve from CCBS Hantsdirect or service staff in order to build skills and confidence. Until the customer contact review is complete and the nature and extent of changes to contact methods are known, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be low.</p>
Rurality	<p>Low negative - Encouraging greater customer self-service using digital or automated processes could disadvantage members of the public who are digitally excluded and/or unable to self-serve, or who feel less confident in using these types of contact methods. This group may include people who live in rural areas. Rural areas tend to have a higher incidence of non-internet use, have reduced availability of standard or superfast broadband, possible poor mobile phone signal and may have an older than average or less affluent population than assumed. Any proposed changes will not result in the complete cessation of existing contact methods, such as telephone or face to face, for those that do not have the ability to use digital processes or self-serve. In addition, depending upon the nature of changes proposed following the customer contact review, there are a number of mitigating actions which could be put in place to reduce this impact. For example, a phased reduction in contact methods/provision of instruction and support to self-serve from CCBS Hantsdirect or service staff in</p>

	order to build skills and confidence. Until the customer contact review is complete and the nature and extent of changes to contact methods are known, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be low.
--	---

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

Until the departmental review of customer contact management is undertaken, and decisions are taken on a future operating model, the nature and extent of changes to contact methods are unknown. Further, more detailed EIAs will be undertaken at a later date, with appropriate consideration and action taken in respect of their findings.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 Equality Impact Assessment – CCBS Recreation and Heritage Community Fund Efficiencies - service users

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Issy Feltham	CCBS	Transformation Manager	Issy.feltham@hants.gov.uk	0370 779 2369	18.06.21	V2
2	EIA authoriser	Patrick Blogg	CCBS	Deputy Director Transformation and Business Management	Patrick.blogg@hants.gov.uk	0370 779 1968	18.06.21	V2
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 8946	18.06.21	V2

Section one – information about the service and service change

Service affected	Recreation and Heritage Community Fund in Hampshire providing one-off revenue and capital grant awards to community and cultural organisations.
Please provide a short description of the service / policy/project/project phase	The grants scheme provides funding for community and cultural organisations in Hampshire, through revenue or capital support from the Recreation and Heritage Community Fund, to enable them to provide a benefit to their local community. The grant scheme was established in 2019/20, moving from ongoing grant funding to organisations through the separate Culture and Recreation Investment Fund and Community Investment Fund, to one-off awards via the newly created Recreation and Heritage Community Fund as an amalgamation of the Culture and Community Activity Grants and the Community Buildings Capital Fund, both of which also offered one-off awards. The new Fund supports applications that provide community benefit. The

	<p>support provided by the grant scheme includes funding for events and activities for the local community, revenue funding for community organisations, and capital project funding such as building improvements to cultural and community venues.</p>
<p>Please explain the new/changed service/policy/project</p>	<p>Over recent years, the grants budget has decreased in line with the budget reductions for the County Council. This led to a managed reduction in the numbers and value of awards through the previous Culture and Recreation Investment Fund and Community Investment Fund, and subsequently to the establishment of the Recreation and Heritage Community Fund for one-off projects only. From 2021/22 the proposal is to transfer £230,000 of the community grant funding annual budget from the CCBS Recreation and Heritage Community Fund over to the Leaders' and Members Grant Funds, as a permanent commitment. This will enable cultural and community organisations who wish to apply for grant support, to continue to do so through direct application to the organisations' local County Councillor Grant scheme. The remaining £600,000 from the Recreation and Heritage Community Fund will be given up as an SP23 saving with effect from 1st April 2023.</p>

<p>Engagement and consultation</p>	
<p>The County Council's <i>Serving Hampshire Balancing the Budget</i> consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.</p>	
<p>Has any pre-consultation engagement been carried out?</p>	
<p>(Delete as appropriate)</p>	
	<p>No</p>
<p>Describe the consultation or engagement you have performed or are intending to perform.</p>	
<p>Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.</p>	

Due to the substantial number of community groups in Hampshire, historically there has been minimal direct promotion or engagement about community grants funds. Information is instead provided through the CCBS Grants [web pages](#) on the Hampshire County Council website and via signposting through organisations such as Councils for Voluntary Services. Therefore, there are no plans to communicate out the upcoming change in community grant funding widely. However, the community organisations that will be receiving funding from the Recreation and Heritage Investment Fund in 2021/22 will be notified once the new process of applying for grant funding is known, should they wish to apply for grant support in future years. Additionally, any cultural or community organisations in Hampshire who get in touch directly with CCBS Grants staff about grant funding, will be signposted to other internal and external sources of funding and advice.

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age			X			Public
Disability			X			Public
Gender reassignment		X				Public
Pregnancy and maternity			X			Public
Race		X				Public
Religion or belief		X				Public

Sex		X				Public
Sexual orientation		X				Public
Marriage & civil partnership		X				Public
Poverty			X			Public
Rurality		X				Public

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement

Table 3 Consideration of and explanation for neutral or low negative impacts

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	<p>Reduced funding opportunities may lead to a delay in cultural and community projects under development while alternative funding sources are identified and secured. In the case of the four community organisations still supported with ongoing revenue funding, reduced funding may lead to a community organisation reducing or withdrawing some of its targeted activities for a variety of age groups who use the facility for activities such as programmes and community clubs for older people, or activity groups and clubs for younger people. The population forecast for Hampshire estimates that the ageing of Hampshire's population is set to continue across the county with the Small Area Population Forecasts suggesting that by 2025 almost 23.3% of Hampshire's population will be aged 65 or older, 12.3% aged 75 or older and 3.8% aged 85 or older. This may indicate a potential increase in the demand for cultural or community organisations to offer activities for older people. Reduced funding may lead to reduced ability of organisations to implement capital improvements such as building extensions and new community facilities for children, families and/or older people.</p> <p>However, organisations will still have the opportunity to apply for grant support to pump-prime activities through their local County Councillor Grant fund.</p> <p>This has been assessed as a low negative impact due to the ability of the cultural or community organisation to seek alternative funding either through their local County Councillor Grant scheme to enable to continue providing activities for this group, or for other funding sources outside of the County Council for more significant capital improvement projects.</p>
Disability	<p>Reduced funding opportunities may lead to a delay in cultural and community projects under development, including accessibility improvements, while alternative funding sources are identified and secured. In the case of the four community organisations still supported with ongoing funding for 2021/22, any change in funding beyond this may lead to the community organisation reducing or withdrawing its targeted activities for people with disabilities, such as development and training opportunities or community clubs. However, organisations will still have the opportunity to apply for grant support through their local County Councillor Grant fund.</p>

	This has been assessed as a low negative impact due to the ability of the cultural or community organisation to seek alternative funding either through their local County Councillor Grant scheme to enable to continue providing activities for this group, or for other funding sources outside of the County Council for more significant capital improvement projects.
Gender reassignment	This has been assessed as a neutral impact because the proposed change to the grant fund service is not expected to have a negative impact on this protected characteristic, due to the ability of any cultural or community organisation in Hampshire who may be supporting groups in this particular characteristic, to seek alternative funding either through their local County Councillor Grant scheme.
Pregnancy and maternity	<p>Reduced funding opportunities may lead to a delay in cultural and community projects under development while alternative funding sources are identified and secured. In the case of the four community organisations still supported with ongoing revenue funding, reduced funding may lead to the community organisation reducing or withdrawing its targeted activities for groups who use the facility such as parenting support groups, or parent and toddler groups.</p> <p>This has been assessed as a low negative impact due to the ability of the cultural or community organisation to seek alternative funding through their local County Councillor Grant scheme, to enable to continue providing activities for this group.</p>
Race	This has been assessed as a neutral impact because the proposed change to the grant fund service is not expected to have a negative impact on this protected characteristic, due to the ability of any cultural or community organisation in Hampshire who may be supporting groups in this particular characteristic, to seek alternative funding either through their local County Councillor Grant scheme.
Religion or belief	This has been assessed as a neutral impact because the proposed change to the grant fund service is not expected to have a negative impact on this protected characteristic, due to the ability of any cultural or community organisation in Hampshire who may be supporting groups in this particular characteristic, to seek alternative funding either through their local County Councillor Grant scheme.
Sex	This has been assessed as a neutral impact because the proposed change to the grant fund service is not expected to have a negative impact on this protected characteristic, due to the ability of any cultural or community organisation in Hampshire who may be supporting groups in

	<p>this particular characteristic, to seek alternative funding either through their local County Councillor Grant scheme.</p>
Sexual orientation	<p>This has been assessed as a neutral impact because the proposed change to the grant fund service is not expected to have a negative impact on this protected characteristic, due to the ability of any cultural or community organisation in Hampshire who may be supporting groups in this particular characteristic, to seek alternative funding either through their local County Councillor Grant scheme.</p>
Marriage & civil partnership	<p>This has been assessed as a neutral impact because the proposed change to the grant fund service is not expected to have a negative impact on this protected characteristic, due to the ability of any cultural or community organisation in Hampshire who may be supporting groups in this particular characteristic, to seek alternative funding either through their local County Councillor Grant scheme.</p>
Poverty	<p>This has been assessed as a low negative impact because of the low numbers of cultural and community organisations in deprived districts of Hampshire who may want to apply for Grant funding to support either revenue activities or capital improvement projects. There is also continued support being provided in 2021/22 for four community organisations delivering neighbourhood services in some of the most deprived wards in Hampshire, through the Recreation and Heritage Community Fund.</p> <p>Community organisations in deprived districts may be less likely to have access to alternative sources of funding such as Parish Councils or local fundraising efforts from members of the community, Also, reduced availability of funding for organisations may lead to a reduction or withdrawal of services for people on low income or who are unemployed. However, these organisations will still be able to apply for Grant funding through the local County Councillor Grant scheme. Any organisation contacting CCBS staff who administer the current grants scheme will be advised about accessing external grants or other funding opportunities. CCBS will continue to provide staff resource to administer open awards through to completion. From the current application process and criteria, organisations will already have been aware that funding has only been short term i.e., for 1 financial year, and so they will have applied on this basis.</p>
Rurality	<p>This has been assessed as a neutral impact because the proposed change to the grant fund service is not expected to have a negative impact on this protected characteristic due to the</p>

	ability of any cultural or community organisation in Hampshire who may be supporting groups in this particular characteristic, to seek alternative funding either through their local County Councillor Grant scheme. Additionally, the County Council currently runs a Rural Community Grant, that rural cultural and community organisations could apply for if their proposal fits the criteria, which includes supporting projects or initiatives that will help build community resilience and / or encourage self-help in rural areas.
--	--

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

The Demand Management and Prevention Change Unit in Adults Health and Care will be ceasing their countywide and local solutions grant awards (targeted to those most at risk of needing social care) on or before 31 March 2023, as an SP23 savings opportunity. We believe there is no overlap with the applications that are funded from the CCBS Recreation and Heritage Community Fund, and therefore see no impact on the CCBS proposal to give up £600,000 as an SP23 savings opportunity.
--

There are two members of staff who currently administer the Community Grants Funds in CCBS and undertake work areas unrelated to the grants process. Some staff resource will continue to be required for a number of years to administer open awards that have not yet been completed. Therefore, following the transfer of grants over to the Leader's and Members Grant Funds from 2021/22, it is expected that these members of staff will be unaffected by the proposed change.

Smaller cultural or community organisations (in particular, those under pressure due to Covid-19) may be impacted more greatly by the reduction in available funding. The organisations most likely to be adversely affected by this change are cultural or community organisations who are seeking significant capital investment for buildings, where for example a building extension provides increased space which can be let, to generate income for the organisation. In these cases, organisations would instead have to seek alternative funding sources outside of the County Council, and there is guidance available on the County Council website [grant pages](#) to support them to do so. Those organisations seeking smaller one-off, or pump priming funding support are less likely to be affected by this change as they can apply to the local County Councillor Grant scheme.

In 2019/20 there were 93 applications to the Recreation and Heritage Community Fund, with the value of the 57 grants awarded totalling £520,000. Other awards were made to community organisations during 2019/20 financial year, but they were awarded from a separate Legacy Investment Fund which has been phased out. Due to Covid-19, the Recreation and Heritage Community fund was not re-opened during 2020/21, but four community organisations delivering neighbourhood services in some of the most deprived wards in Hampshire have continued to be supported through the Recreation and Heritage Community Fund. In January 2021, applications for 2021/22 grant funding were received from two of these organisations, King Arthur's Way Community Association (previously known as Alamein Community Association) and Wecock Community Association. Both associations are within the top 15% most deprived areas in Hampshire, and their applications were approved. This position has been agreed until the end of the 2021/22 financial year. The two remaining organisations have not yet submitted applications for grant support for 2021/22. From 2022/23, these four organisations will be signposted to apply directly for grant support through the Leader's Grant scheme.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 EIA – CCBS Emergency planning and resilience restructure– Staff

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Stuart Fox	CCBS	Head of Emergency Planning and Resilience	Stuart.fox@hants.gov.uk	07747 698258	12.05.21	V2
2	EIA authoriser	Patrick Blogg	CCBS	Deputy Director of CCBS	Patrick.blogg@hants.gov.uk	03707 796865	12.05.21	V2
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	Eia.ccbs@hants.gov.uk	03707 798946	12.05.21	V2

Section one – information about the service and service change

Service affected	Emergency Planning and Resilience Team (EPRT)
Please provide a short description of the service / policy/project/project phase	<p>Emergency Planning and Resilience Team is responsible for;</p> <ul style="list-style-type: none"> • Ensuring the county council’s statutory duties, under the Civil Contingencies Act 2004, are undertaken. • Representing the council at the Hampshire and Isle of Wight Local Resilience Forum • Fulfilling the council’s duties under the Control Of Major Accident Hazard regulations • Fulfilling the council’s duties for Safety at Sports Grounds • Corporate Business Continuity strategy and implementation

	<ul style="list-style-type: none"> • Responsible for writing, reviewing and testing emergency plans for identified high risks • Planning, Training, Exercising and responding to civil emergencies on behalf of the county council and 8 district and borough councils
<p>Please explain the new/changed service/policy/project</p>	<p>Emergency Planning and Resilience propose to conduct a thorough review of all aspects of the service, to include the structure, staffing and workstreams undertaken with a view to implement changes in the way the service operates.</p> <p>The review will consider how necessary savings can be best delivered whilst maintaining adequate resource for delivering and effective, efficient, competent service that is fit for purpose. The review may propose changes to the current staffing structure and associated roles and responsibilities.</p> <p>It should be noted that the service is running with vacancies and has for some time which could be considered as part of the contribution towards savings.</p>

Engagement and consultation	
<p>The County Council's <i>Serving Hampshire Balancing the Budget</i> consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.</p>	
<p>Has any pre-consultation engagement been carried out? (Delete as appropriate)</p>	
	<p>No</p>

Describe the consultation or engagement you have performed or are intending to perform.

Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

No consultation or engagement will be carried out prior to Serving Hampshire Balancing the Budget Consultation (2021-23). Should work force changes be identified and required post the proposed review, a thorough and appropriate staff consultation will be conducted.

Section two: Assessment**Table 1 Impact Assessment**

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age		X				Staff
Disability		X				Staff
Gender reassignment		X				Staff
Pregnancy and maternity		X				Staff
Race		X				Staff
Religion or belief		X				Staff

Sex		X				Staff
Sexual orientation		X				Staff
Marriage & civil partnership		X				Staff
Poverty		X				Staff
Rurality		X				Staff

Table 2 Geographical impact

Does the proposal impact on a specific area?

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement

Table 3 Consideration of and explanation for neutral or low negative impacts

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	<p>The age profile of the Emergency Planning and Resilience Team</p> <p>20-29 = 50%</p> <p>30-39 = 25%</p> <p>40-49 = 12.5%</p> <p>50-59 = 12.5%</p> <p>Our age profile differs from the corporate profile with more in the lower/mid age ranges and less in the upper range.</p> <p>It is very hard to know the implications on this protected characteristic until the review of the Emergency Planning and Resilience Team and any subsequently required changes are confirmed. Any impacts are considered to be neutral or low. As previously stated, the service is already currently carrying vacancies and if further changes were required, stringent processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular protected characteristic.</p>
Disability	<p>No staff in Emergency Planning and Resilience have declared that they have a disability. This does not mean that measures will not be taken to ensure changes do not disadvantage those from the protected characteristic group</p>
Gender Reassignment	<p>It is not thought that any potential changes will have any impact on this group and no staff have indicated that they are in this protected characteristic group</p>
Pregnancy and Maternity	<p>80% of staff within impacted team are women, and it is possible that at the time of any staff reviews there may be staff on maternity leave or currently pregnant. Any staff on maternity leave during any period of workforce change would be given the opportunity to engage in relevant consultation and be kept briefed throughout the process. This equally applies to those off on paternity and adoption leave. There is no evidence that this protected characteristic would be disproportionately affected by any workforce changes.</p>
Race	<p>Current ethnicity profile of the Emergency Planning and Resilience Service is 100% white. It is very hard to know the implications on this protected characteristic until the review of the Emergency Planning and Resilience Team and any subsequently required changes are confirmed. Any impacts are considered to be neutral or low. As previously stated, the service is already currently carrying vacancies and if further changes were required, stringent</p>

	processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular protected characteristic.
Sex	The gender profile of the Emergency Planning and Resilience Service; 20% male (compared to 24% male staff within HCC) 80% Female (compared to 76% staff within HCC) Therefore there is an uneven gender split within the service. It is very hard to know the implications on this protected characteristic until the review of the Emergency Planning and Resilience Team and any subsequently required changes are confirmed. Any impacts are considered to be neutral or low. As previously stated, the service is already currently carrying vacancies and if further changes were required, stringent processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular protected characteristic.
Sexual Orientation	There is no current data on this characteristic in the Emergency Planning and Resilience Service. It is not thought that any changes to the service will have an impact on this protected characteristic
Marriage and Civil Partnership	No current data on this characteristic in the Emergency Planning and Resilience Service. It is not thought that any changes to the service will have an impact on this protected characteristic
Poverty	The grade profile of staff working for Emergency Planning and Resilience is in the middle ranges and reflects the nature of the roles required within the team. It is very hard to know the implications on this protected characteristic until the review of the Emergency Planning and Resilience Team and any subsequently required changes are confirmed. Any impacts are considered to be neutral or low.
Rurality	No current data on this characteristic in the Emergency Planning and Resilience Service. It is not thought that any changes to the service will have an impact on this protected characteristic

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain - use list below to identify geographical area(s)	Short explanation of mitigating actions
N/A			

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

It should be noted the Emergency Planning and Resilience Team is not a public facing service. Its primary focus is internal and with partners/stakeholders and driven by statutory regulations and requirements. Regardless of any restructure to the service, the statutory functions that Emergency Planning and Resilience discharge on behalf of the council (Control of Major Accident Hazards, Civil Contingencies Act, sports ground safety), will always be fulfilled and take precedence over non statutory work. At this stage of the proposal there are no predicted impacts on other HCC departments and as such no EIA has been undertaken for the public.

Currently, any changes to the Emergency Planning and Resilience Service structure are not thought or expected to have any impact on the protected and other characteristics. Once the review underway and the outcomes become clearer if it is found that any proposed changes do present a risk, either this EIA will be updated or a more detailed EIA will be conducted and undertaken along with any appropriate actions in response to the outcomes.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 EIA – Health and Safety review – Public

EIA writer(s) and authoriser

No.		Name	Department	Position	Email address	Phone number	Date	Issue
1	Report Writer(s)	Charles Gilby	Corporate Services	Head of Profession	Charles.gilby@hcc.gov.uk	01962 832038	06.07.21	V1
2	EIA authoriser	Patrick Blogg	CCBS	Deputy Director of CCBS	Patrick.Blogg@hants.gov.uk	03707 796865	06.07.21	V1
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 8946	06.07.21	V1

Section one – information about the service and service change

Service affected	Health and Safety (H&S) Service
Please provide a short description of the service / policy/project/project phase	<p>The Health and Safety service provides support and competent advice and discharging the legal duty to have a “competent person” for health and safety.</p> <p>The service supports all Hampshire County Council (HCC) departments, providing advice, guidance and support to wider HCC staff. There are currently two key strands to the service;</p> <ul style="list-style-type: none"> • Investigation of accidents and incidents, learning lessons and driving in improvements. This element of the work is reactive. • Supporting departments by firstly risk profiling their operations. Working on the highest risk the service develops a plan with services/departments to improve,

	<p>risk by risk. Managers are supported to make changes. Monitoring is then carried out to verify the effectiveness of the improvements. If satisfied, the service moves to the next risk creating a rolling programme of risk reduction. This element of the work is proactive.</p>
<p>Please explain the new/changed service/policy/project</p>	<p>In order to deliver the savings target for 2023, the health and safety team will undertake a review and explore opportunities to make changes to the way in which proactive (and potentially reactive) work is delivered. The review is likely to include an appraisal of the team’s current range of activities, options for income generation and the staffing structure required to deliver them, including consideration of any additional strategic capacity which may be needed for the service to meet corporate needs. Supporting technology for the service will also be considered to improve efficiency and to capitalise on the technological advancements and capability that exist in the corporate IT systems</p> <p>The review and any changes arising from it may therefore result in workforce changes e.g. to the number of roles within the team or amendments to focus of the role responsibilities. Until the review is complete, the nature and extent of any workforce or operating model changes and the impacts of these for staff and service users/wider public are unknown.</p> <p>A separate EIA considering the impacts on the H&S staff team has been undertaken.</p>
<p>Engagement and consultation</p>	
<p>The County Council’s <i>Serving Hampshire Balancing the Budget</i> consultation (2021-2023) will seek residents’ and stakeholders’ views on strategic options for funding the Authority’s budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed ‘stage two’ consultation before any decisions on service specific changes are made.</p>	

Has any pre-consultation engagement been carried out? (Delete as appropriate)	
	No
Describe the consultation or engagement you have performed or are intending to perform. Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.	
No consultation or engagement will be carried out prior to the Serving Hampshire Balancing the Budget consultation (2021-2023). Should the outcomes of the proposed review require it, further appropriate public consultation will be carried out as and when necessary.	

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age		x				Public
Disability		x				Public
Gender reassignment		x				Public
Pregnancy and maternity		x				Public

Race		x				Public
Religion or belief		x				Public
Sex		x				Public
Sexual orientation		x				Public
Marriage & civil partnership		x				Public
Poverty		x				Public
Rurality		x				Public

Table 2 Geographical impact

Does the proposal impact on a specific area? Consider the [demographic data](#) of the locations.

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	

Eastleigh		Havant		Winchester	
<u>Section three: Equality Statement</u>					
Table 3 Consideration of and explanation for neutral or low negative impacts					
Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact				
Age	Many residents and service users in Adults Health and Care (AHC) are of an older age. Until the H&S review is complete and the nature and extent of changes are known, it is difficult to know the extent of the impact of this on this protected characteristic, though it would be expected to be neutral or low.				
Disability	<p>A considerable amount of H+S advice is given to resolving workplace risks relating to changes needed to support those with disabilities.</p> <p>Many service users in Adults and Children's Services departments have disabilities.</p> <p>Until the H&S review is complete and the nature and extent of changes are known, it is difficult to know the extent of the impact of this on this protected characteristic, though it would be expected to be neutral or low.</p>				
Gender reassignment	There is currently no evidence that wider HCC staff or public/service users would be disproportionately affected by any operational or workforce changes in regards to gender reassignment.				
Pregnancy and maternity	The work works in line with the health and safety legislation in place including - The Management of Health and Safety regulation 1999, Regulation 16 - Risk assessment in respect of new or expectant mothers.				

	Until the H&S review is complete and the nature and extent of changes are known, it is difficult to know the extent of the impact of this on this protected characteristic, though it would be expected to be neutral or low.
Race	There is currently no evidence that wider HCC staff or public/service users would be disproportionately affected by any operational or workforce changes in regards to race.
Religion or belief	There is currently no evidence that wider HCC staff or public/service users would be disproportionately affected by any operational or workforce changes in regards to religion or belief.
Sex	Until the H&S review is complete and the nature and extent of changes are known, it is difficult to know the extent of the impact of this on this protected characteristic, though it would be expected to be neutral or low.
Sexual orientation	There is currently no evidence that wider HCC staff or public/service users would be disproportionately affected by any operational or workforce changes in regards to sexual orientation.
Marriage & civil partnership	There is currently no evidence that wider HCC staff or public/service users would be disproportionately affected by any operational or workforce changes in regards to marriage and civil partnership.
Poverty	There is currently no evidence that wider HCC staff or public/service users would be disproportionately affected by any operational or workforce changes in regards to poverty.
Rurality	There is currently no evidence that wider HCC staff or public/service users would be disproportionately affected by any operational or workforce changes in regards to rurality.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
---------------------------------	---	---	--

N/A			
-----	--	--	--

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

Until the review is underway, and decisions are taken on a future operating model and any required workforce changes, it is unknown what the likely impact will be upon wider HCC staff receiving advice, guidance and support and wider service users/public. When the outcomes of the review are clearer either this EIA will be updated or further, more detailed EIAs will be undertaken at a later date, with appropriate consideration and action taken in respect of their findings.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A

SP23 EIA – Health and Safety review – Staff

EIA writer(s) and authoriser

No.	Name	Department	Position	Email address	Phone number	Date	Issue

1	Report Writer(s)	Charles Gilby	Corporate Services	Head of Profession	Charles.gilby@hcc.gov.uk	01962 832038	06.07.21	V1
2	EIA authoriser	Patrick Blogg	CCBS	Deputy Director of CCBS	Patrick.Blogg@hants.gov.uk	03707 796865	06.07.21	V1
3	EIA Coordinator	Rebecca Prowting	CCBS	Transformation Manager	eia.ccbs@hants.gov.uk	0370 779 8946	06.07.21	V1

Section one – information about the service and service change

Service affected	Health and Safety (H&S) Service
Please provide a short description of the service / policy/project/project phase	<p>The Health and Safety service provides support and competent advice and discharging the legal duty to have a “competent person” for health and safety.</p> <p>The service supports all Hampshire County Council (HCC) departments. There are currently two key strands to the service;</p> <ul style="list-style-type: none"> • Investigation of accidents and incidents, learning lessons and driving in improvements. This element of the work is reactive. • Supporting departments by firstly risk profiling their operations. Working on the highest risk the service develops a plan with services/departments to improve, risk by risk. Managers are supported to make changes. Monitoring is then carried out to verify the effectiveness of the improvements. If satisfied, the service moves to the next risk creating a rolling programme of risk reduction. This element of the work is proactive.

<p>Please explain the new/changed service/policy/project</p>	<p>In order to deliver the savings target for 2023, the Health and Safety team will undertake a review and explore opportunities to make changes to the way in which proactive (and potentially reactive) work is delivered. The review is likely to include an appraisal of the teams' current range of activities, options for income generation and the staffing structure required to deliver them, including consideration of any additional strategic capacity which may be needed for the service to meet corporate needs. Supporting technology for the service will also be considered to improve efficiency and to capitalise on the technological advancements and capability that exist in the corporate IT systems.</p> <p>The review and any changes arising from it may therefore result in workforce changes e.g. to the number of roles within the team or amendments to focus of the role responsibilities. Until the review is complete, the nature and extent of any required workforce changes and impacts of proposed changes are unknown.</p> <p>A separate EIA considering the impacts on the wider HCC staff and public/services has been undertaken.</p>
---	--

Engagement and consultation

The County Council's *Serving Hampshire Balancing the Budget* consultation (2021-2023) will seek residents' and stakeholders' views on strategic options for funding the Authority's budget gap. Where applicable, detailed proposals for making savings will be subject to further, more detailed 'stage two' consultation before any decisions on service specific changes are made.

Has any pre-consultation engagement been carried out?

(Delete as appropriate)

	<p>No</p>	
--	-----------	--

Describe the consultation or engagement you have performed or are intending to perform.
 Describe who was engaged or consulted. What was the outcome of the activity and how have the results influenced what you are doing? If no consultation or engagement is planned, please explain why.

No consultation or engagement will be carried out prior to the Serving Hampshire Balancing the Budget consultation (2021-2023). Should workforce changes be required as a result of this proposed review, appropriate staff consultation will be carried out as and when required in line with appropriate HR policies and procedures.

Section two: Assessment

Table 1 Impact Assessment

Protected characteristic (see EIA Guidance for considerations)	Positive	Neutral	Negative - low	Negative - Medium	Negative - High	Affects staff, public or both?
Age			x			Staff
Disability			x			Staff
Gender reassignment		x				Staff
Pregnancy and maternity		x				Staff
Race		x				Staff

Religion or belief		x				Staff
Sex		x				Staff
Sexual orientation		x				Staff
Marriage & civil partnership		x				Staff
Poverty		x				Staff
Rurality		x				Staff

Table 2 Geographical impact

Area	Yes / no	Area	Yes / no	Area	Yes / no
All Hampshire	Yes	Fareham		New Forest	
Basingstoke and Deane		Gosport		Rushmoor	
East Hampshire		Hart		Test Valley	
Eastleigh		Havant		Winchester	

Section three: Equality Statement

Table 3 Consideration of and explanation for neutral or low negative impacts

Protected characteristic	Brief explanation of why this has been assessed as having neutral or low negative impact
Age	Staff (H&S team) - Low negative - The age profile is different to that for the County Council as a whole. The H&S team have an older workforce (79% are aged 45 or over, compared to 55% for HCC in 2019/20). Until the review is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be neutral or low. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic. Engagement and relevant consultation with all staff would be carried out as appropriate, with due regard given to the County Council's HR advice and processes.
Disability	Staff (H&S Team) Low Negative- Low negative - There are 2 members of the team with a declared disability (12.5%). This is different to that for the County Council as a whole which in 2019/20 was 3.61%. Until the review is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be neutral or low. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic. Engagement and relevant consultation with all staff would be carried out as appropriate, with due regard given to the County Council's HR advice and processes.
Gender reassignment	There is currently no evidence that staff would be disproportionately affected by any workforce changes in regards to gender reassignment.
Pregnancy and maternity	Staff (H&S Team) – neutral - Currently 7 women (50%) work within H&S Team and it is possible that at the time of any staff reviews there may be staff on maternity leave or currently pregnant. Any staff on maternity leave during any period of workforce change would be given the opportunity to engage in relevant consultation and be kept briefed throughout the process. This equally applies to those off on paternity and adoption leave.

	However, there is currently no evidence that this protected characteristic would be disproportionately affected by any workforce changes.
Race	There is currently no evidence that staff would be disproportionately affected by any workforce changes in regards to race.
Religion or belief	There is currently no evidence that staff would be disproportionately affected by any workforce changes in regards to religion or belief.
Sex	Currently 7 females (50%) work within H&S Team which is not in line with HCC wider workforce (24% male and 76% female). Until the review is complete and required workforce changes are confirmed, it is difficult to know the extent of the impact of this on this protected characteristic, but it would be expected to be neutral or low. If required, stringent decision-making processes would be put in place to ensure that individuals are not unfairly disadvantaged because they possess a particular characteristic. Engagement and relevant consultation with all staff would be carried out as appropriate, with due regard given to the County Council's HR advice and processes.
Sexual orientation	There is currently no evidence that staff would be disproportionately affected by any workforce changes in regards to sexual orientation.
Marriage & civil partnership	There is currently no evidence that staff would be disproportionately affected by any workforce changes in regards to marriage and civil partnership.
Poverty	There is currently no evidence that staff would be disproportionately affected by any workforce changes in regards to poverty.
Rurality	There is currently no evidence that staff would be disproportionately affected by any workforce changes in regards to rurality.

Table 4 Explanation and mitigation for medium and high impacts

Protected characteristic	Brief explanation of why this has been assessed as having medium or high negative impact	Is there a Geographical impact? If so, please explain -use list below to identify geographical area(s)	Short explanation of mitigating actions
--------------------------	--	--	---

N/A			
-----	--	--	--

Table 5 Consideration of and explanation for positive impacts

Protected characteristic	Brief explanation of why this has been assessed as having positive impact
N/A	

Box 1 Please set out any additional information which you think is relevant to this impact assessment:

Until the review is underway, and decisions are taken on a future operating model and any required workforce changes, it is unknown what the likely impact will be upon H&S staff. When the outcomes of the review are clearer either this EIA will be updated or further, more detailed EIAs will be undertaken at a later date, with appropriate consideration and action taken in respect of their findings.

Box 2

If appropriate, (i.e., it is immediately evident that a full EIA is not necessary) please provide a short succinct assessment to show that due regard has been given and that there is no requirement for a full EIA:

N/A