

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD
EQUALITY IMPACT ASSESSMENT

EqlA : Client Officers (2) Invest to save-replaces version originally published on the 18th November 2021

Essential information

Items to be assessed: (please mark 'x')

Strategy		Plan		Project	x	Service procedure	
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Responsible officer	Emma Congerton	Service area	Housing, Environmental Health & Trading Standards	Directorate	Adults, Health & Housing
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Stage 1: EqlA Screening (mandatory)	Date created: 24/08/2021	Stage 2 : Full assessment (if applicable)	Date created : xx/xx/xxxx
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Approved by Head of Service / Overseeing group/body / Project Sponsor:

"I am satisfied that an equality impact has been undertaken adequately."

Signed by (print): Tracy Hendren

Dated: 31/08/2021

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Guidance notes

What is an EqlA and why do we need to do it?

The Equality Act 2010 places a 'General Duty' on all public bodies to have 'due regard' to:

- Eliminating discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- Advancing equality of opportunity between those with 'protected characteristics' and those without them.
- Fostering good relations between those with 'protected characteristics' and those without them.

EqlAs are a systematic way of taking equal opportunities into consideration when making a decision, and should be conducted when there is a new or reviewed strategy, policy, plan, project, service or procedure in order to determine whether there will likely be a detrimental and/or disproportionate impact on particular groups, including those within the workforce and customer/public groups. All completed EqlA Screenings are required to be publicly available on the council's website once they have been signed off by the relevant Head of Service or Strategic/Policy/Operational Group or Project Sponsor.

What are the "protected characteristics" under the law?

The following are protected characteristics under the Equality Act 2010: age; disability (including physical, learning and mental health conditions); gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

What's the process for conducting an EqlA?

The process for conducting an EqlA is set out at the end of this document. In brief, a Screening Assessment should be conducted for every new or reviewed strategy, policy, plan, project, service or procedure and the outcome of the Screening Assessment will indicate whether a Full Assessment should be undertaken.

Openness and transparency

RBWM has a 'Specific Duty' to publish information about people affected by our policies and practices. Your completed assessment should be sent to the Strategy & Performance Team for publication to the RBWM website once it has been signed off by the relevant manager, and/or Strategic, Policy, or Operational Group. If your proposals are being made to Cabinet or any other Committee, please append a copy of your completed Screening or Full Assessment to your report.

Enforcement

Judicial review of an authority can be taken by any person, including the Equality and Human Rights Commission (EHRC) or a group of people, with an interest, in respect of alleged failure to comply with the general equality duty. Only the EHRC can enforce the specific duties. A failure to comply with the specific duties may however be used as evidence of a failure to comply with the general duty.

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Stage 1 : Screening (Mandatory)

1.1 What is the overall aim of your proposed strategy/policy/project etc and what are its key objectives?

The Client Support Officers will provide support with budgeting and debt to residents who are in contact with Council services and who are experiencing financial difficulties. They will assist with general money management, arranging debt repayment plans, applying for relevant welfare benefits and supporting in court where this is unavoidable.

1.2 What evidence is available to suggest that your proposal could have an impact on people (including staff and customers) with protected characteristics? Consider each of the protected characteristics in turn and identify whether your proposal is Relevant or Not Relevant to that characteristic. If Relevant, please assess the level of impact as either High / Medium / Low and whether the impact is Positive (i.e. contributes to promoting equality or improving relations within an equality group) or Negative (i.e. could disadvantage them). Please document your evidence for each assessment you make, including a justification of why you may have identified the proposal as “Not Relevant”.

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Protected characteristics	Relevance	Level	Positive/negative	Evidence
Age	Relevant	Low	Positive	<p>Evidence from the Royal Borough of Windsor and Maidenhead 2011 census:</p> <p>In 2011, Royal Borough of Windsor and Maidenhead had a resident population of 144,560. Of these, 28,660 (20%) were 0-15, 91,823 (63%) were 16-65 and 24,077 (17%) were 65+.</p> <p>The Client Support Officers will work with any households referred to the service by the Housing Service, Optalis and Achieving for Children, and other services dependent upon capacity. Tailored support will be offered to those with protected characteristics.</p>
Disability	Relevant	Low	Positive	<p>Evidence from the Royal Borough of Windsor and Maidenhead 2011 census:</p> <p>In 2011, Royal Borough of Windsor and Maidenhead had a resident population of 144,560. Of these residents, 34,850 (15%) reported a long-term health problem or disability which limited their day-to-day activities.</p> <p>The Client Support Officers will work with any households referred to the service by the Housing Service, Optalis and Achieving for Children, and other services dependent upon capacity. Tailored support will be offered to those with protected characteristics.</p>

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Gender re-assignment	Relevant	Low	Positive	<p>The 2021 Census topic consultation identified a need for gender identity data. There is limited data available at a local level about this protected characteristic for the population.</p> <p>The Client Support Officers will work with any households referred to the service by the Housing Service, Optalis and Achieving for Children, and other services dependent upon capacity. Tailored support will be offered to those with protected characteristics.</p>
Marriage/civil partnership	Relevant	Low	Positive	<p>Evidence from the Royal Borough of Windsor and Maidenhead 2011 census:</p> <p>In 2011, Royal Borough of Windsor and Maidenhead had a resident population of 144,560. Of these 60,863 (42%) residents were in a marriage. 264 residents were in a same-sex civil partnership (<1%).</p> <p>The Client Support Officers will work with any households referred to the service by the Housing Service, Optalis and Achieving for Children, and other services dependent upon capacity. Tailored support will be offered to those with protected characteristics.</p>

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Pregnancy and maternity	Relevant	Low	Positive	<p>In 2011, Royal Borough of Windsor and Maidenhead had a resident population of 144,560. Limited data is available in relation to this particular protected characteristic however ONS provides that in 2016 (latest available data) there were 1757 live births where the child's mother stated she was usually resident in the Borough.</p> <p>The Client Support Officers will work with any households referred to the service by the Housing Service, Optalis and Achieving for Children, and other services dependent upon capacity. Tailored support will be offered to those with protected characteristics.</p>
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Race	Relevant	Low	Positive	<p>Evidence from the Royal Borough of Windsor and Maidenhead 2011 census:</p> <p>In 2011, Royal Borough of Windsor and Maidenhead had a resident population of 144,560. Ethnicity data from the 2011 Census indicates that the majority of people living in Windsor and Maidenhead describe themselves as White British (78%). The Black and Minority Ethnic (BME) population in the borough decreased slightly from 15% in 2001 to 14% in 2011. The largest BME group living in Windsor and Maidenhead in 2011 was Asian or Asian British (10%). There was also a growing number of people (7%) who classified themselves as 'Other White'.</p> <p>The Client Support Officers will work with any households referred to the service by the Housing Service, Optalis and Achieving for Children, and other services dependent upon capacity. Tailored support will be offered to those with protected characteristics.</p>
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Religion and belief	Relevant	Low	Positive	<p>Evidence from the Royal Borough of Windsor and Maidenhead 2011 census:</p> <p>In 2011, Royal Borough of Windsor and Maidenhead had a resident population of 144,560. The 2011 census shows that 27% of residents identified as having no religion, 63% identified as Christian, 1% as Buddhist, 3% as Hindu, >1% as Jewish, 3% as Muslim 1% as Sikh and <1% as 'other.'</p> <p>The Client Support Officers will work with any households referred to the service by the Housing Service, Optalis and Achieving for Children, and other services dependent upon capacity. Tailored support will be offered to those with protected characteristics.</p>
Sex	Relevant	Low	Positive	<p>Evidence from the Royal Borough of Windsor and Maidenhead 2011 census:</p> <p>In 2011, Royal Borough of Windsor and Maidenhead had a resident population of 144,560. 71,328 (49%) were males and 73,232 (51%) were female.</p> <p>The Client Support Officers will work with any households referred to the service by the Housing Service, Optalis and Achieving for Children, and other services dependent upon capacity. Tailored support will be offered to those with protected characteristics.</p>

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Sexual orientation	Relevant	Low	Positive	<p>The ONS advises that in 2011, 2% of the UK population identified themselves as lesbian, gay or (LGB). There is limited data available at a local level about this protected characteristic for the population.</p> <p>The Client Support Officers will work with any households referred to the service by the Housing Service, Optalis and Achieving for Children, and other services dependent upon capacity. Tailored support will be offered to those with protected characteristics.</p>
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Outcome, action and public reporting

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Screening Assessment Outcome	Yes / No / Not at this stage	Further Action Required / Action to be taken	Responsible Officer and / or Lead Strategic Group	Timescale for Resolution of negative impact / Delivery of positive impact
Was a significant level of negative impact identified?	No	N/A		
Does the strategy, policy, plan etc require amendment to have a positive impact?	No	N/A		

If you answered **yes** to either / both of the questions above a Full Assessment is advisable and so please proceed to Stage 2. If you answered “No” or “Not at this Stage” to either / both of the questions above please consider any next steps that may be taken (e.g. monitor future impacts as part of implementation, re-screen the project at its next delivery milestone etc).

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Stage 2 : Full assessment

2.1 : Scope and define

2.1.1 Who are the main beneficiaries of the proposed strategy / policy / plan / project / service / procedure? List the groups who the work is targeting/aimed at.

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2.1.2 Who has been involved in the creation of the proposed strategy / policy / plan / project / service / procedure? List those groups who the work is targeting/aimed at.

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2.2 : Information gathering/evidence

2.2.1 What secondary data have you used in this assessment? *Common sources of secondary data include: censuses, organisational records.*

2.2.2 What primary data have you used to inform this assessment? *Common sources of primary data include: consultation through interviews, focus groups, questionnaires.*

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Eliminate discrimination, harassment, victimisation

Protected Characteristic	Advancing the Equality Duty : Does the proposal advance the Equality Duty Statement in relation to the protected characteristic (Yes/No)	If yes, to what level? (High / Medium / Low)	Negative impact : Does the proposal disadvantage them (Yes / No)	If yes, to what level? (High / Medium / Low)	Please provide explanatory detail relating to your assessment and outline any key actions to (a) advance the Equality Duty and (b) reduce negative impact on each protected characteristic.
Age					
Disability					
Gender reassignment					
Marriage and civil partnership					
Pregnancy and maternity					
Race					
Religion and belief					
Sex					
Sexual orientation					

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Advance equality of opportunity

Protected Characteristic	Advancing the Equality Duty : Does the proposal advance the Equality Duty Statement in relation to the protected characteristic (Yes/No)	If yes, to what level? (High / Medium / Low)	Negative impact : Does the proposal disadvantage them (Yes / No)	If yes, to what level? (High / Medium / Low)	Please provide explanatory detail relating to your assessment and outline any key actions to (a) advance the Equality Duty and (b) reduce negative impact on each protected characteristic.
Age					
Disability					
Gender reassignment					
Marriage and civil partnership					
Pregnancy and maternity					
Race					
Religion and belief					
Sex					
Sexual orientation					

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Foster good relations

Protected Characteristic	Advancing the Equality Duty : Does the proposal advance the Equality Duty Statement in relation to the protected characteristic (Yes/No)	If yes, to what level? (High / Medium / Low)	Negative impact : Does the proposal disadvantage them (Yes / No)	If yes, to what level? (High / Medium / Low)	Please provide explanatory detail relating to your assessment and outline any key actions to (a) advance the Equality Duty and (b) reduce negative impact on each protected characteristic.
Age					
Disability					
Gender reassignment					
Marriage and civil partnership					
Pregnancy and maternity					
Race					
Religion and belief					
Sex					
Sexual orientation					

2.4 Has your delivery plan been updated to incorporate the activities identified in this assessment to mitigate any identified negative impacts? If so please summarise any updates.

These could be service, equality, project or other delivery plans. If you did not have sufficient data to complete a thorough impact assessment, then an action should be incorporated to collect this information in the future.

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