

Appendix 4 - Equality Impact Assessments

2022/23 Budget Reduction Proposals – 2nd February 2022

1. Introduction

This paper provides Members with information to help them fulfil their equality duties; it should be read in conjunction with the Equality Impact Assessments that have been prepared and provided for each budget reduction proposal in advance of the 2nd February 2022 Executive meeting.

2. Public Sector Equality Duties

The Equality Act 2010 (Section 149) sets out public sector equality duties, which elected Members must consider. Members will recall that the general duties are to have due regard to the need to:

1. Eliminate discrimination, harassment, victimisation and other conduct prohibited by the Act.
2. Advance equality of opportunity between people who share a protected characteristic and those who do not.
3. Foster good relations between people who share a protected characteristic and those who do not.

Advancing equality of opportunity involves having due regard to the need to:

- remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
- take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
- encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

3. Due Regard

'Due regard' is the regard that is appropriate, in all the particular circumstances. Members must also pay regard to any countervailing factors. The weight to be given to the countervailing factors is a matter for Members. There is no requirement to take certain steps or to achieve certain results. The duty is only to have due regard to the need to take the relevant steps.

4. Protected characteristics

These general equality duties cover the following protected characteristics:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation
- and marriage and civil partnership. (This protected characteristic applies only to general duty 1.)

In addition to these areas (protected by the general duties) council EIAs also consider the impact on people on a low income.

5. Considering the equality duties

When considering the equality duties listed above in 2, thought must be given to the following areas:

- Meeting different needs includes, for example, taking steps to take account of disabled people's needs.
- Fostering good relations includes having due regard to the need to tackle prejudice and promote understanding between people who share a protected characteristic and those who do not share it.
- Compliance with the general equality duty may involve treating some people more favourably than others.
- The general equality duty also applies to other organisations that carry out services on behalf of the Council.

6 2022/23 Equality Impact Assessments (EIAs)

To aid understanding and the consideration of these important equality duties, managers have completed initial EIAs for each proposed budget reduction.

The potential impact on equalities groups has been assessed as:

- High (H)
- Medium (M)
- Low (L)
- None – If there are no identified impacts on any protected group

Consideration is then given if the impact is likely to be 'negative' or 'positive'.

Taking account mitigating action that is planned or in place, most of the savings are considered to have no, low, or in some cases a positive impact on service users. If the impact has been assessed as potentially having a negative 'medium' or 'high' impact on service users, then a detailed Equality Impact Assessment has been undertaken and is included within this report.

Where the proposals are not yet developed to a stage to allow a more detailed Equality Impact Assessment to be completed, such as:

- any review of discounts to the garden waste scheme (PD S2)
- as each Safer Walking Scheme is developed as a part of the review of Home to School Transport Routes (PD S7)
- any proposed changes to parking charges (PD S13)

More in-depth consultation and data analysis will take place as the proposals are taken forward. The results from this will be reflected in a revised Equality Impact Assessment as the proposals are developed in more detail.

As appropriate the EIAs include information about the impact on users of services and the detailed EIAs include the following important information:

- An assessment of the relevance of the budget proposal to the general equality duties and the protected characteristics.
- Where appropriate, collection and analysis of equality information to ensure equality issues can be fully explored and considered.
- Plans for and results of consultation and engagement with the people affected by proposed changes, to further understand the equality implications of the proposals. (Any consultation and engagement activity will be proportionate to the significance of equality issues to the budget decision)

7 Diversity in North Somerset

It may also be helpful for Members to reflect on the diversity profile of North Somerset.

The *Office of National Statistics in their mid-year estimates 2020* indicate that North Somerset has a population of 215,574 people

Age - breakdown (2020 mid-year population estimates, ONS):

0 to 15 - 39,130

16 to 64 – 124,441

65+ - 52,003 (including 85+ - 7,433)

Sex – There are slightly more females (51.3%) than males (48.7%) in North Somerset. This is in line with the national figures - 50.5% female and 49.5% male (*2020 mid-year population estimates, ONS*)

Race – People from Black, Asian and Minority Ethnic backgrounds make up 3.29% of North Somerset's population compared to 4.96% of the South West area and 14.52% nationally.

An additional 2.35% of people in North Somerset are from 'Other White Groups', which include Irish, European and other White groups. This compares to 4.31% in the South West and 5.97% nationally.

Source: 2016 Population estimates by ethnic group, ONS

Religion and Belief – 52.6% of the population indicate that they are a Christian, with 39.4% indicating they have no religion, those with a religion other than Christianity make up 7.9% of the population.

Nationally the profile is: 59.3% Christianity, 25.1% no religion and 8.4% other religions.

Source: 2018 Annual Population Survey, ONS

The 2011 Census identified:

Disability - Disabled people make up 19.2% of the North Somerset population, 38,740 people. This compares to 17.9% of the population nationally.

Sexual Orientation – data available is very limited however the Census indicates that 0.1% of households are within same sex civil partnerships. This is the same figure nationally.

Deprivation - Within the Indices of Multiple Deprivation 2019 the local authority district with a rank of 1 is the most deprived, and the area ranked 317 is the least deprived. North Somerset is ranked at 221.

North Somerset's rank of 221 for overall deprivation compares to a range of 48 to 274 in the South West. Torbay is the most deprived local authority area (48) in the South West, and Bath and North East Somerset is the least deprived (274). North Somerset has 5 LSOAs within the most deprived 5% in England, all within South and Central wards of Weston-super-Mare. There are 12 LSOAs within the least deprived 5% in England, these are spread across the district.

8. Consultation on the 2021/22 EIAs

Draft Equality Impact Assessments were published through the council's website on 21st December 2021, and Members have been encouraged to review and comment on the EIAs.

A stakeholder discussion group was held on 12th January 2021 to share information about the 'medium' impact EIA and to seek feedback on the issues raised.

The discussion group included representatives from:

- Citizens Advice North Somerset
- Voluntary Action North Somerset
- Disability Access Group
- Vision North Somerset
- Equality North Somerset
- UNISON

Any further comments received on the EIAs prior to Members considering the Council's budget at their meeting of 15th February 2022 will also be shared with Members.

In some areas, service user consultation will continue as the proposals are implemented, for example PD S7 - Revisit safe Home to School Transport Routes and ASS S1 – Review of Care Packages (in adult care).

8.1 Results from Stakeholder consultation

At the consultation meeting information about the council's overall budget position was shared including information about our available resources, areas for budget growth and savings proposals. The Equality Stakeholder Group noted the ongoing challenges faced by people in North Somerset, specifically those who have a low income, which may have been exacerbated by the impact of COVID on employment, the availability of services etc. In addition, that it is important to recognise the cumulative impact of a number of budget proposals that have been assessed as 'low impact', including in service areas that are seeing an increase in charges against broader national issues such as rising energy and food costs.

The potential impact on the voluntary sector and how they maybe providing more services as a result in a 'shift in provision' for example as more services are made available online was also discussed, with council officer's describing the work currently underway to share resources with the voluntary sector to strengthen our ability for partnership working when supporting the residents of North Somerset.

Helpful, constructive feedback was received on the detailed EIA that was presented as having a potential 'medium' impact on equality groups, these included:

CSD S2 – Contracted Support Services - TOM for Customer Services

- The provision of high quality, accessible 'gateway' services is as important as the delivery of the service itself.
- The importance of ongoing consultation with groups who may experience disadvantage when contacting the council. For example, those who are deaf or have a hearing impairment, those who are blind or with a visual impairment, people who have a learning disability or whose first language is not English to ensure that any mitigation we put in place is appropriate for the communities of North Somerset.
- The need to improve the council's understanding of who is likely to be 'digitally excluded' through the development of our customer service strategy.
- Ensuring that we make our processes as simple as possible, for example our automated phone messaging and applications forms etc.
- Colleagues on the Equality Stakeholder Group were pleased with the ongoing consideration of equality issues in this area and helpfully offered to continue to provide support and information to help resolve any access issues for equality groups.

The consultation responses have been included in and have influenced the development of mitigating actions identified in the EIA.

9 Initial EIA that identified a potential 'medium' impact

The table below provides a summary of the area initially assessed as 'medium' impact and the mitigating actions being taken to reduce the level of potential impact wherever possible.

Budget Reference	Service Area	Savings Proposal	Reason for being included as 'medium' impact	Initial service user impact	Mitigating actions	Impact after mitigating actions
CSD S2	<p>Corporate Transformation Programme – Year 2 of the Target Operating Model for Customer Services which will look at how we interact with customers and the channels and facilities we use to do this, i.e. Gateways, buildings, contact centres.</p>	£25,000	The continued reduction in the ability to access a 'walk-in' service may disproportionately affect customers who are over pension age, or financially vulnerable, or otherwise vulnerable and needing assistance with navigating their way through applications forms or council processes.	Medium	<ul style="list-style-type: none"> • Face to face services continue to be available, but by appointment only. It has been shown that most customer queries are able to be resolved either on-line or over the telephone. • We will continue to meet the needs of customers who require any reasonable adjustments to access our services. • Review of the Concierge role (at Town Hall) to ensure the best option for assessing the needs of customers. • Ongoing consultation with Equality Groups to ensure the potential impact is fully understood and any mitigating actions are appropriate. 	Low

10 Impact on North Somerset Council staff

The 2022/23 budget includes a small number of areas where there is an opportunity to focus staff in areas that support the delivery of a budget proposal such as in adult social care to review care needs (ASS S1), reviewing care packages to ensure they are funded correctly (ASS S2) and additional staff to administer the safer roads initiative (PD S8).

In some areas the work of the teams may have changed, or processes added, for example in children's services as more robust challenge and monitoring of health contributions to children with health needs takes place (CH S2).

If substantial workforce changes are required, we will commence consultation at the earliest possible opportunity, irrespective of the number of employees involved.

10.1 Diversity across Council Workforce

It may be helpful for Members to be aware of the overall profile of the Council's workforce, which is shown below, dated December 2021:

The Council currently employs around 1,400 people outside of schools.

Age - the age profile of the non-school workforce is shown in the table:

Age Range	Percentage
16 - 20	0.6%
21 - 30	11.9%
31 - 40	18.8%
41 - 50	28.4%
51 - 65	37.3%
Over 65	3.0%

Gender – 74% of the non-school workforce are female.

Ethnicity – 86.2% of the non-school workforce are from English/ Welsh/ Scottish/ Northern Irish/ British Groups. The remaining 13.8% are from Black and Minority Ethnic (BME) and ‘Other White’ groups. (Figures based on the number of staff who have declared their ethnicity on iTrent)

Disability – 12.9% of council staff have declared that they have a disability. (Figures based on the number of staff who have declared if they have a disability on iTrent)

Gender re-assignment, Sexual orientation & Religion or belief - there is insufficient data currently held to accurately report on the workforce profile in relation to these areas

11. A summary of equality impacts

Analysis of the EIAs, show that 37 budget reduction proposals have been assessed as having the following potential impact on equality groups:

- 7 assessments (19%) indicate that service users should see a positive impact as a result of the budget proposals
- 17 assessments (46%) indicate that there should be ‘no’ impact on equality groups through the implementation of the budget reduction proposals
- 12 assessments (32%) indicate that there could be a ‘low’ impact on some equality groups through the implementation of the budget reduction proposal
- 1 assessment (3%) indicate that there could be a ‘medium’ impact on some equality groups through the implementation of the budget proposal, however after the proposed mitigating actions are taken, this has also been reduced to ‘low’ impact.

11.1 Positive Impacts

It should be noted that 7 of the 2022/23 budget proposals have identified a positive impact on equality groups. Improvements and innovations in delivering services has resulted in improved outcomes for service users, the method of delivery may have changed but positive outcomes are being achieved, examples of these include:

- Improved long term outcomes for those being discharged from hospital through the provision of an enhanced therapy and Technology Enable Care (TEC) service (ASS S3)
- An extension to the extra care provision; improving the availability of housing with support as an alternative to residential care for older people and those with a learning disability (ASS S4)

- Further provision of housing with Support Strategy approach to developing further supported living schemes as more independence-promoting alternatives to residential placements for people with a learning disability. (ASS S7)
- Improvement to our in-house fostering provision to enable children to have closer links with family, friends and local support services (CH S1)
- Routine screening of all children and young people with complex health needs to ensure appropriate funding is sought for their care (CH S2)

12. Overview of Budget Reduction Proposals

Creating a picture of how people are being affected by the Council's budget proposals and proposed future changes to services is difficult and complex. People are different in terms of their needs and expectations; people's interaction with public services and level of support they need will vary.

However, the publication of all Equality Impact Assessments at the same time and altogether in one place (in this report and on the council's website), in advance of Council considering the 2022/23 budget, should help Members gain an overall picture of the impact of the proposed changes.

In addition, this report identifies areas where protected groups potentially affected by the budget reductions are being considered in more detail and mitigating actions proposed.

13. Conclusion

The MTFP is proposing savings of around £4.1million in 2022/23, the lowest level of saving for many years. From an equalities perspective it is very positive to note that the focus of the budget proposals continues to be on transforming services, reviewing income, and driving efficiencies in services with the aim of protecting front line services wherever possible. In particular the approach to:

- Maximising independence and well-being in Adult Social Care,
- More effective commissioning and enhancement of in-house services in Children's services
- Reviewing services, income generation and matching the budget to the demand across Place Directorate and Corporate Services.

This is reflected in there being just 1 saving area that has been identified as having a potential 'medium' impact EIAs.

Through a more detailed review of this saving (CSD S2), officers have identified a range of options to mitigate the impact of the saving and the potential level of impact has been reduced from 'medium' to 'low'.

14. Monitoring the Impacts of the budget reduction proposals

Within each EIA there is detailed information about the mitigating actions that are being taken to ensure that any impact is reduced where possible. The budget proposals are regularly monitored by the Corporate Leadership Team, the Executive, and Policy & Scrutiny Panels.

Actions arising from the EIAs are also reviewed by the Equality Stakeholder Group.

15. Completed Equality Impact Assessments

Please see the following for completed Equality Impact Assessments:

[Full Equality Impact Assessment for CSD S2 - Page 11](#)

[Initial Equality Impact Assessments Adult Care - Page 28](#)

[Initial Equality Impact Assessments Children's Services - Page 54](#)

[Initial Equality Impact Assessments Corporate Services - Page 69](#)

[Initial Equality Impact Assessments Place - Page 108](#)

[Initial Equality Impact Assessments Public Health and Regulatory Services - Page 158](#)

Medium Term Financial Plan Equality Impact Assessment Updated for 2022/23

Please add content where << XXX>> is indicated. Please make Yes or No bold as appropriate.

Service area:	Customer Services
Budget reference:	CSD S2
Budget reduction proposal:	Transformation - Introduce a new Target Operating Model for Customer Services.
Budget saving for this financial year:	£25,000
Equality impact assessment owner:	Simone Woolley
Assistant Director/Director sign off:	Amy Webb
Review date:	5 th January 2022

1. Equality Impacts

Please make High, Medium or Low bold as appropriate

Service User Impact

Before mitigating actions	High	Medium	Low
After mitigating actions	High	Medium	Low

Staff Impact

Before mitigating actions

High

Medium

Low

After mitigating actions

High

Medium

Low

2. The Proposal

2.1 Background to proposal

(Please provide a brief explanation of the project/proposals. You should consider the impact on both customers and staff)

Please note this is second year of the implementation of the changed target operating model for Customer Services. Planned changes took effect from the 1 July 2021.

The Town Hall gateway reception is no longer staffed, and we offer an appointment only service.

Face-to-face appointments are available by prior arrangement, with the request triaged over the phone to check whether a visit is necessary. This will mean that the contact centres will first assess whether the matter can be dealt with either over the phone or digitally. If it cannot (example, help completing a blue badge application), then an appointment is arranged.

Due to Covid 19 we trialled this approach by default. We found that there are very few enquiries which can't be dealt with over the phone or digitally. Customers can contact us in multiple ways: by telephone, by online enquiry form, complaint request, online reporting, social media, etc.

Support for completing blue badge applications was trialled with the Library service in 2021 as this is the area of highest demand and it would be beneficial to customers if support was available more locally to them through the Library network. However, the Library team found that the process was too lengthy, and this returned to the appointments process.

During 2021/22 it has become apparent that changing the behaviour of customers will require further messaging and reinforcement due to a small number of customers dropping into the Town Hall Gateway without appointments. Additionally, there are a small number of changes required to support the concierge service to assist in triaging visitors, supporting drop-in visitors, and providing security to the extended opening hours of Weston Library. The role of the concierge is currently being reviewed to look for the best option going forward.

Inevitably making such a change takes time to embed and we need to change the environment to reflect the new service, for example removing the large reception desk and improving signage and communications. These arrangements are in the process of being made so we will see changes in the environment in early 2022.

Volume comparisons for the month of September each year are shown below:

Year (Sept only)	Appointments
2019	2781
2020	11
2021	85

In terms of consultation, the original proposal was taken to the Community and Corporate organisation policy and scrutiny panel in November 2020 and was discussed at an online session with the Citizens Panel in December 2020. There was consultation in January 2021 with the Equalities Stakeholder Group and further consultation in January 2022.

2.2 Please detail below how this proposal may impact on any other organisation and their customers

There may be an impact on other organisations such as the voluntary sector if customers feel that they are not able to get the service they need from the council in the way that they want it. Potentially they may refer to, for example, Citizens Advice, who similarly support customers by telephone where possible and face to face through prior appointment only. During the consultation with Equality Stakeholders in January 2022, Citizens Advice North Somerset were asked for more information about the potential impact on their services as a result of the council's approach to customer services to help us to understand this potential impact in more detail.

Section 3 – What Do We Know?

3.1 Customer/staff profile details – what data or evidence is there which tells us who is, or could be, affected?

We keep records of why people visit the Town Hall.

Looking at data for December 2021:

Blue Badge Appointments	38
Scanning Documents	15
Other	10

It is difficult to assess impact on groups, however, we have seen from recent volumes and reasons for appointment that the majority are customers who need assistance with their blue badge applications or with scanning documents, therefore people who are likely more digitally excluded.

3.2 What does the data or evidence tell us about the potential impact on diverse groups, and how is this supported by historic experience/data?

Most of the customers who are visiting us are blue badge holders or are looking for help scanning documentation. This would suggest that the customers most in need of a face-to-face service are those with a disability or those who find it difficult to use digital technology. This pattern of face-to-face customers has been consistent over the period of appointment only and therefore we can assume that these groups are those most in need of the service.

3.3 Are there any gaps in the data, for example across protected characteristics where information is limited or not available?

We do not ask our callers or visitors for their demographic information, and we do not necessarily know if someone has visited the town hall and was given a number to call, and therefore part of the group that we wish to understand more deeply. We would welcome advice from the Equality Stakeholder Group on what should be monitored and the methods to use and have made plans for further consultation in this area.

3.4 How have we involved or considered the views of the people that could be affected?

For the Council Tax and benefits service, without set appointment times our Town Hall team have been able to deal with more customers and deal with them quicker than would have previously been the case. This service has, in most cases, been very well received by the customers.

We have received two formal complaints from customers about the changes in the Town Hall gateway. The dates for these were 24/6/21 and 10/11/21.

The issues raised were:

- It's harder to access services if you don't have the internet
- Older person unable to go online

Prior to going live with the service, we held a consultation exercise with the Citizens Panel to ask for their feedback on the issue of changing the face-to-face service in the town hall. We asked for their thoughts on how this change could affect people and their ability to access council services.

Feedback suggested that:

- Housing needs may be urgent (these are managed by the Housing team)
- They like the online reporting forms

- They feel that older people may prefer telephone or face to face over digital
- Face to face should continue in some way
- If a query can't be answered, then a follow up appointment should be used

We have worked with Housing to ensure that urgent needs are met, and a space has been created for the team in the pod area of the town hall gateway for emergency appointments.

We have improved the online reporting functionality.

We have not reduced our telephony offer and continue to support face to face to meet current demand of c.80 appointments a month.

If a query can't be answered over the phone, an appointment is arranged.

In January 2021 we shared this Equality Impact Assessment with a group of representatives from Equality Groups working across North Somerset. They provided helpful, constructive feedback in relation to this proposal.

Consultation Comment	Response
<p>Consideration should be given to mitigating the impact of the proposed focus on telephony services on the deaf community. This should be more explicit in the EIA. A Textphone and BSL relay service should be considered.</p>	<p>Consideration of the implementation of relevant technology will be added to the mitigation in the EIA.</p> <p>This still needs to be actioned and we would value support from the community in doing this.</p>
<p>The council should make it clearer in its communications what is meant by the contact centre. Can we publicise which number should be called for which services.</p>	<p>We reviewed the communications about the service and reviewed the website content. The switchboard number is advertised in our contact us page.</p> <p>We are in the process of developing a new customer service strategy and we will be reviewing contact methods and routes as part of this.</p>
<p>The amount of information that is given in recorded messages on the telephone seems excessive, particularly for those who have difficulty processing information. Can this information be reviewed to ensure it is all essential? Also reviewing the number of times that</p>	<p>We are reviewing all our IVR (Interactive Voice Response service) messages and will update in Q1 2022. This review has been delayed due to the constant changes to the IVR during the pandemic, the subsequent introduction of various grant</p>

<p>customers are asked to go online to be considered as it can be frustrating for those who cannot access services in this way.</p>	<p>schemes and during the period when we have had garden waste issues.</p>
<p>There is now too much emphasis being given to contacting the council by phone, can a text service, text phone and email address also be considered?</p> <p>Can the webchat facility be advertised/used more often?</p>	<p>We promote the use of eforms (same as email but structured). The contact us page offers this option.</p> <p>We need to review the option of a text service – this is not something we have done before.</p> <p>We are in the process of upgrading our web chat which will be live early 2022 and advertised on the website.</p>
<p>For some, particularly for those with a learning disability or for someone whose first language is not English the confidence to talk over the phone will be a barrier to accessing services.</p>	<p>This has been noted, we will continue to offer face to face appointments for customers who are unable to access services over the telephone. This issue has been included in our training plans.</p>
<p>Information about a person's well-being can be missed when you aren't able to meet face to face. What training will be provided to staff to ensure that important information is not missed. This is particularly important for people with a learning disability. Can a plan for this be added to the mitigation?</p>	<p>This important point has been noted and has been included in our training plans.</p>
<p>Can the approach to monitoring the impact on equality groups be improved as this approach is developed?</p>	<p>The data we have about people accessing customer services will continue to be considered, including the information we hold on equality groups. We categorise the customers that are visiting the town hall so that we understand their needs and can focus on supporting those in the best way possible. We will seek advice from the Stakeholder group on how else to monitor equality groups.</p>
<p>How will members of the public be able to access the police information desk?</p>	<p>The police to have their own separate space in the town hall with a separate entrance.</p>

Will the concierge be able to offer any kind of support to those who come along to the town hall?	Yes, outside of COVID restrictions the concierge will be able to offer basic information and advice, including providing access to a telephone if customers do not have phone credit or access to a phone. We have created a useful telephone number list which the concierge gives out so that customers can get through to the right department for their needs.
Equality stakeholders offered their support to discuss any access or equality issues encountered through the transformation of this service.	Service leader will attend a future Equality Stakeholder Meeting with an update.

Further consultation was facilitated with Equality Stakeholder Group in January 2022, their feedback included:

Consultation Comments/questions	Response
Members of the group were pleased to see and be involved with the ongoing consideration of equality issues in this area. Specifically, ongoing consultation with local Deaf Community, representatives from Vision North Somerset and the Disability Access Group.	Service leader to attend meetings with the deaf community on 7 February 2022 and 17 February 2022, and with the Access Group during February 2022 (date tbc).
Call for a review of the council's auto-messaging service as there is still too much emphasis on accessing online services.	Service leader to review Interactive voice response systems for all contact centres to ensure that the messages are shorter and to reduce repetition around the online offer.
How aware is the council about the demographics of those in North Somerset who are digitally excluded?	A working group has already been established as this is recognised as an area where we lack a full understanding.
As the application for Blue Badges seem to be challenging for a wide range of people how can the council improve this process?	Service leader intends to review the process in order to see how it can be made more accessible to all.
Council should acknowledge that the cost of IT equipment and 'data' will	This is acknowledged and the contact centres remain open, opening hours are

mean that some people cannot access our services digitally.	unchanged. The wider organisation is working on a number of initiatives around digital exclusion in order to work to address this.
Review of 'contact us' page on Council website to be reviewed as not all options included.	Agreed, this is part of an existing work plan and a review of contact points more generally will be included in the customer service strategy which is currently in development.

3.5 What has this told us?

It suggests that there is an understanding that we can move away from face-to-face appointments for all, but that we need to ensure that the offer is still there for people who really need it. Evidence from the contact centre would suggest that we have successfully dealt with most people's enquiries over the phone, and the lack of complaints would suggest that customers are largely satisfied, although further consultation needs to be done to ensure that this is accurate. We need to ensure that our service is appropriate for the needs of all equality groups including those who are deaf or who have a hearing impairment, who have a learning disability, visual impairment or who do not speak English as a first language.

For example, in our Council Tax and Benefit service, our letters, emails, IVR (Interactive Voice Response system) and customer service advisors will direct customers to self-serve. Where self-service is not an option the call advisor will support the customer.

All call advisors, as part of their induction, receive training on how to identify all different types of vulnerability along with details of the support organisations that customer can be referred to.

- Deaf/hard of hearing customers – Customers regularly contact us using the RNID's Relay UK service (<https://mid.org.uk/information-and-support/technology-and-products/relay-uk/>). The customer will text an intermediary who will speak to an advisor on the customers behalf and they will relay the response back to the customer by text. We will also speak to 3rd parties on the customers behalf if we have authority to do so or the customer is able to pass data protection checks.
- Language barriers - We will also speak to 3rd parties on the customers behalf if we have authority to do so or the customer is able to pass data protection checks. Very occasionally, we have also made use of the Language line service used by the Council using our locally based customer service team.

- Vulnerable customers - We will also speak to 3rd parties on the customers behalf if we have authority to do so or the customer is able to pass data protection checks. We will also signpost customers to organisations that may be able to assist them.

Consultation with equality groups is ongoing to ensure we fully understand these issues and we are mitigating the impact wherever possible.

Average abandonment rates in the contact centre are within tolerance which demonstrates that there is good availability in terms of getting through to talk an adviser.

For Council Tax and benefits, although a telephone appointment is currently the default method of dealing with customer enquiries the Town Hall appointment service is still available if customers are unable to liaise with us by any other method. As with home visits we have a criteria for face-to-face appointments – customer has an illness/disability preventing them from using the telephone or have a vulnerability making it more effective to be dealt with face to face. This second criteria we expect to be mainly used by our First Steps service for customers who are not being assisted by external support agencies (e.g., Citizens Advice).

With regards the First Steps service, we do have criteria in place to determine whether a customer is eligible for a home visit. Details of the visit qualifying criteria for customers of the Revenues and Benefits service are as follows:

1 - Critical

- Over 70's
- Health conditions or disabilities making it difficult for customer to liaise with us by any other method

2 - Priority

- Digitally Vulnerable
- Other Vulnerability Identified such as
 - people with some mental incapacity that means it is easier to deal with them Face to Face.
 - people fleeing domestic violence if they do not feel safe talking over the telephone.
 - people with language difficulties.
 - people who have suffered a recent trauma (e.g., loss of a partner or close relative)

3 – Non-priority

- Any task that cannot be dealt with by other means (for example, a home visit may be required to validate some Council Tax discounts)

The service is primarily available to Council Tax Support claimants in Council Tax arrears. But is available to any customer where a vulnerability has been identified and support is needed to pay their Council Tax. For example, the

FirstSteps Team work closely with the Leaving Care Personal Advisors to support Care Leavers and customers adversely affected financially by COVID will also be supported.

Performance of the FirstSteps service in terms of customers supported and outcomes is reported monthly. Below demonstrates the number of customers supported through FirstSteps in December 2021.

Customer type	Number
Assist with CTS claim/CT discount	8
Customer contacted, awaiting response	34
Customer contacted, engaging	5
Debts settled	25
Deduction from benefits	8
EA cases held, pending further contact	17
Engaging with support worker/3 rd party	22
No longer engaging	61
Payment arrangement	150
Possible DRO/insolvency	9

We do get some enquiries regarding providing documents and when we do, if the customers are unable to use the online evidence upload or email facilities, we advise customers to either post the documents into us or post them through the Town Hall letterbox. Alternatively, we may arrange an appointment to assist.

We have worked with the Weston-super-Mare Library team to provide support and training to ensure that they can deal with simple enquiries.

3.6 Are there any gaps in our consultation, what are our plans for the future?

The service went live in July 2021, we have received feedback since implementation and changes put in place to improve the service. For example, we have worked with the Library service to ensure that simple enquiries can be dealt with immediately and queries are effectively signposted. We have also created a useful telephone list to give out to customers so that they can get through to the right team for their enquiry. We have worked with the Housing team to provide them with a booth to deal with any emergency appointments.

Section 4 – Assessment of Impact

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None | + = Positive, = = Neutral, - = Negative

Impact Level

Impact type

Summary of Impact

	H	M	L	N	+	=	-	
Disabled people		X					X	It may be more difficult to access services via telephony and online. However, we will continue to meet the needs for reasonable adjustments to our services when they are requested or identified as being needed.
People from different ethnic groups			X				X	Potentially language issues over the telephone may impact ability to arrange appointment. We will continue to use an interpreter or have information provided in an alternative language to support customers whose first language is not English.
Men or women (including pregnant women or those on maternity leave)				X		X		
Lesbian, gay or bisexual people				X		X		
People on a low income			X				X	It may be that those on low income do not have access to telephony or have money to top up phones to make the call. We would make arrangements that a person presenting themselves at the Town Hall in these circumstances would be called back by the contact centre. We also suggest that the customer can use the telephone in

									reception to call services such as Council Tax and Housing.	
People in particular age groups				X					X	Older people may prefer a face-to-face service if they have been used to it. They may struggle to adapt. For this reason, we intend to maintain face to face appointments for those who really need them.
People in particular faith groups				X			X			
People who are married or in a civil partnership				X			X			
Transgender people				X			X			

Impact Level					Impact type			Summary of Impact
	H	M	L	N	+	=	-	
Other specific impacts, for example: carers, parents, impact on health and wellbeing, Armed Forces Community etc. Please specify:				X		X		

Does this proposal have any potential Human Rights implications?

Yes **No**

If 'yes', please describe

Could this proposal have a Cumulative Impact with any other budget savings?

Yes **No**

This is an impact that appears when you consider services or activities together; a change or activity in one area may create an additional impact somewhere else

If 'yes', please describe?

Section 5 – Action Plan

Where you have listed that there will potentially be negative outcomes, you are required to mitigate the impact of these. Please detail below the actions that you intend to take.

Action taken/to be taken	How will it be monitored?
1. Review impacts	Continued monitoring of feedback via the contact centres, concierge and visiting officers, and monitoring of equality issues.
2. Casual enquiries and digital assistance supported by Libraries	Feedback from the library service
3. Prompt appointment service for those that require Face to Face	Monitoring of time between booking and date of appointment. Maximum time is usually one week.
4. Prompt visiting office service for those that require it	As above
5. Telephone points in closed Gateways/ Libraries	Usage can now be monitored as a new phone system has been implemented. Waiting for a first report (volume and team)
6. Potential for video booths (zoom booths) in Libraries	Being considered as part of the future customer service strategy

7. Use of concierge and contact centres to assess need	Continuous feedback from both to ensure that needs are being met effectively
8. Customers who have an access need and require a reasonable adjustment will continue to have their access needs met through a range of methods of communication such as telephone and face to face appointments and the provision of accessible information where needed.	Continuous feedback/monitoring. Meetings arranged in order to ensure that we are meeting access needs.
9. Consideration should be given to mitigating the impact of the proposed focus on telephony services on the deaf community. This should be more explicit in the EIA. A Textphone and BSL relay service should be considered.	We will arrange a consultation session with the Deaf community to discuss ways in which we can improve our customer services that looks at website, town hall attendance and customer services more generally. To be take place in February 2022.
10. The lengthy GDPR statement at the start of the contact centre messaging will be reviewed to assess whether it can be reduced as this is seen as a potential barrier.	Switchboard – it takes 24 seconds to get through to select the option required, e.g., waste. Other messages within the IVR take approximately 30 seconds so the call will be ringing for an agent within one minute. All interactive voice response systems will be reviewed to ensure that the messages are shorter and to reduce repetition around the online offer.
11. Promotion of the other method of communication should be considered, such as web chat and eforms (email).	Eforms are available on the website and promoted on the contact us page amongst others. Web chat is
12. Put in place a training plan for contact centre staff around people with learning disabilities so that they	

are aware of the importance of listening for clues and being knowledgeable about the best way to engage.

13. Equality stakeholders offered their support to discuss any access or equality issues encountered through the transformation of this service. Service lead will attend.

being upgraded and will be live in Jan 2022. The contact us page will be reviewed and ensure that we include details of all support, eg. Web chat and Relay UK.

Review training plans.

Confirmation of attendance.

If negative impacts remain, please provide an explanation below.

As listed in the action plan above.

Equality Impact Assessments

2022/23 Medium Term Financial Plan

Adult Care – December 21

Contents

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Medium Term Financial Plan Initial Equality Impact Assessment 2022/23



1. The Proposal

Directorate:	Adult Social Services
Service area:	Adult Social Care
Budget reference:	ASS S1
Budget reduction proposal:	Review of Care Packages – care needs
Budget saving for this financial year:	£250,000

Description of the proposal:

The established review team to continue to review the existing packages of care within the adult social care teams. The team will target specific reviews that have been identified to increase independence and therefore reduce dependence and cost to Adult Social Care

Summary of changes:

It is proposed that the team will continue to review packages of care within adult social care.

- The review project has demonstrated that the key factor is 'dedicated time'. The staff need to be able to focus on the review work without the pressures of the front-line demand.
- The review project has shown that reviews are most effective where there are packages which can be changed 'by degree' such as direct payments or domiciliary care.

It is assumed that having planned reviews will decrease the volume of requests for unplanned reviews and reduce emergency situations.

Is this a continuation of a previous medium-term financial plan saving?

Yes **No**

If yes, please insert reference number and year of assessment?

PCA1 Year 2021/22

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level

Impact type

	H	M	L	N	+	=	-
Disabled people			X		X		X
People from different ethnic groups				X			
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income				X			
People in particular age groups				X			
People in particular faith groups				X			
People who are married or in a civil partnership				X			
Transgender people				X			
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X			

3. Explanation of customer impact

Reviews of packages of care will be carried out in a planned way and not at a time of crisis for the person; this is positive and can help to ensure that the person's independence is maximised for longer and any additional signposting for support / services can be provided.

It will provide opportunities to identify where people may be able to access alternative services to meet their care needs, for example the voluntary sector or Continuing Healthcare.

Any situations where packages of care can be reduced will be done with full consideration of the impact on the person and any informal carers and will ensure that they have an appropriate level of care.

Where the assessment identifies a reduction of care is appropriate, we work with the person, and their carer(s) to safely implement the changes. This may include a re-assessment from an Occupational Therapist to identify adaptations and aids, or assistive technology.

4. Staff equality impact summary

Are there any staffing implications for this proposal? **Yes** No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected. Please state whether they are vacant or filled permanently or temporarily.

Staffing vacancies in the locality teams enabled formation of a small Reviewing Team. There was no change to the full-time staff equivalent across adult social care. Changes are being made to where staff resources are allocated. These would be permanent changes within the directorates.

5. Consolidation savings

Please complete for medium or high impact areas

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

Is a further detailed equality impact assessment needed? Yes **No**
If 'yes', when will the further assessment be completed?

Service Manager: Kathryn Needham

Date: 22nd October 2021

1. The Proposal

Directorate:	Adult Social Services
Service area:	Adult Social Care
Budget reference:	ASS S2
Budget reduction proposal:	Review of Care Packages - NHS funding opportunities
Budget saving for this financial year:	£200,000

Description of the proposal:

People whose assessed needs relate to their health conditions require an assessment for Continuing Healthcare (CHC) funding, to determine their eligibility. If eligible their care and support is funded by the Clinical Commissioning Group (CCG). To navigate through the process, knowledge of the National Framework and an understanding of its application is required. It is beneficial for people to access this funding firstly because it is not subject to a financial contribution and secondly it ensures that their care (of a complex health nature) is co-ordinated by the relevant health care professional. Where care needs were being met by the Local Authority there is a saving.

Summary of changes:

We have extended our dedicated resource to support front line staff in identifying when a person has a primary health need and is therefore eligible for CHC funding.

This proposal includes:

- Identification of people from all areas of adult social care who may be eligible for CHC funding, completion and submission of checklists.
- Continue to increase knowledge of staff in identifying when CHC checklists need to be completed.
- Build expertise and knowledge to ensure staff are well equipped to apply the framework in order to secure CHC funding where appropriate.
- Improve knowledge and confidence to support staff to identify when it is appropriate for Adult Social Care to challenge decision making and ensure joint funding options are also considered.

The resource was made available in July 2019 and from mid-November 2020 was increased; it has proved very successful in raising awareness of CHC

process and supporting applications, increasing resources will enable further success.

Is this a continuation of a previous medium-term financial plan saving?

Yes No

If yes, please insert reference number and year of assessment?

PCA2 Year 2021/22

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level

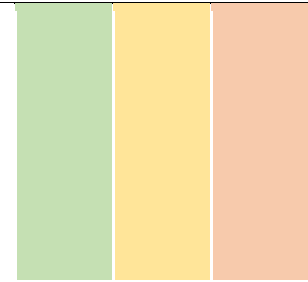
Impact type

	H	M	L	N	+	=	-
Disabled people			X		X		
People from different ethnic groups				X			
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income				X			
People in particular age groups				X			
People in particular faith groups				X			
People who are married or in a civil partnership				X			
Transgender people				X			

Other specific impacts, for example: carers, parents, impact on health and wellbeing.

Please specify:

X



3. Explanation of customer impact

The decision for either a person to be CHC funded, or joint funded should not affect their care delivery, it is clear in statute that no funding can be withdrawn by either party without clear agreement and that any disputes over funding cannot interrupt or delay care provision. It is not envisioned to have any impact on the care received.

Individuals who are deemed eligible for CHC are not financially assessed and therefore do not pay a financial contribution to their care.

Additionally, people who have care and support needs arising from a primary health need will benefit from having their care coordinated by a health care professional rather than a social care professional due to the nature of their needs.

4. Staff equality impact summary

Are there any staffing implications for this proposal? **Yes** **No**

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

As part of the workforce proposals for adult social care, 1 additional staff member is requested to support the development of the service and achieve the savings.

5. Consolidation savings

Please complete for medium or high impact areas

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

<u>Service area</u>	<u>Value of saving</u>
	Total

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

Is a further detailed equality impact assessment needed? Yes **No**
If 'yes', when will the further assessment be completed?

Service Manager:

Kathryn Needham

Date:

22nd November 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23



1. The Proposal

Directorate:	Adult Social Services
Service area:	Commissioning and Contracts
Budget reference:	ASS S3
Budget reduction proposal:	Improved TEC / reablement pathways
Budget saving for this financial year:	£350,000

Description of the proposal:

The establishment of a new reablement service with revised pathways which focuses on therapy and Technology Enabled Care (TEC) to improve long term outcomes for citizens.

Collaborative working between North Somerset Council, the CCG and Sirona led to creation of the D2A business case. The document focuses on redevelopment of the reablement offer and funding through the CCG has been agreed. The new service will be a collaboration between occupational therapists, Access Your Care, the TEC hub, and the wellness services to deliver a proactive and preventative service which supports the D2A process and improve outcomes for individuals, there will also be an improved offer for plus sized people and scope for increased staffing resource within these services. A Care Act assessment will be completed once the reablement pathway is completed.

There will be improved alignment of hospital discharge pathways, involving closer working with Sirona and an improved access to TEC and dedicated Occupational therapist support to support each strategic domiciliary care provider. This will enable improved outcomes from provider reviews over the reablement pathway. It will also lead to reduced packages of care and higher proportion of clients no longer requiring care following successful reablement outcomes.

Summary of changes:

Is this a continuation of a previous medium-term financial plan saving?

Yes **No**

If yes, please insert reference number and year of assessment?

2021/22 PCA9

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level

Impact type

	H	M	L	N	+	=	-
Disabled people			X		x		
People from different ethnic groups			X		X		
Men or women (including those who are pregnant or on maternity leave)				x			
Lesbian, gay or bisexual people				X			
People on a low income			X		X		
People in particular age groups			X		X		
People in particular faith groups				X			
People who are married or in a civil partnership				X			
Transgender people				X			
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify: Older People				x	X		

3. Explanation of customer impact

The impacts offer positive alternatives and greater independence through an enhanced therapy offer. Whilst Technology Enable Care (TEC) has the potential to benefit all, its scope to maximise the independence of the disabled and older people receiving reablement following hospital discharge is particularly positive.

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes No

Explanation of staff impact

There are no specific staffing implications but will result in closer alignment between Sirona, NSC and domiciliary care provider staff.

5. Consolidation savings

Please complete for medium or high impact areas

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
	Total

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

This is a positive offer with expected improved outcomes

Is a further detailed equality impact assessment needed? Yes No

If 'yes', when will the further assessment be completed?

Service Manager: Gerald Hunt

Date: 7th December 2021

**Medium Term Financial Plan
Initial Equality Impact Assessment 2022/23**

**Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.**

1. The Proposal

Directorate:	Adults Social Care
Service area:	Commissioning and Contracts
Budget reference:	ASS S4
Budget reduction proposal:	Accommodation Shift arising from extension to Diamond Court Extra Care Housing Scheme
Budget saving for this financial year:	£90,000

Description of the proposal:

Extension to Diamond Court for additional Extra Care Housing flats

Summary of changes:

This proposal includes the plan to build on the foundations of the existing housing with support plans to an accommodation shift away from residential care options and alternatives for older people and those with Learning Disabilities.

This includes:

- Extra Care developments for older people with support as an alternative to care homes along with the opportunity to reassess people to support moves from residential care into supported living option in the North Somerset Local Area. Similarly, to the option for people with learning disabilities it offers older people more choices and self-determination and independence. It supports individual choices to meet people's needs more readily than residential care.
- 20 flats will be built as an extension to Diamond Court Extra Care Housing Scheme in Weston super Mare. North Somerset Council will have the full nomination rights over all 20 flats.

Is this a continuation of a previous medium-term financial plan saving?

Yes **No**

If yes, please insert reference number and year of assessment?

PCA4 – 2021/22

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level

Impact type

	H	M	L	N	+	=	-
Disabled people	X				X		
People from different ethnic groups			X		X		
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income	X				X		
People in particular age groups	X				X		
People in particular faith groups				X			
People who are married or in a civil partnership			X		X		
Transgender people				X			
Other specific impacts, for example: carers, parents, impact on health and wellbeing, Armed Forces Community etc.	X				X		
Please specify:							

3. Explanation of customer impact

The outcomes so far show that this way of working has a positive impact for users and their families and helps support people's local connections and

closeness to their local networks, friends, and families. It also provides an assured secure tenancy with options for users to choose who supports their care needs. The groups identified are reflected as this type of accommodation is being developed for these specific cohorts of individuals who have been the most impacted by a lack of choices around care with residential care generally being the only option.

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes No

Explanation of staff impact

There is an opportunity to gain further funding that would create a small increase in Job opportunities in North Somerset, although not specifically North Somerset Council staff

5. Consolidation savings

Please complete for medium or high impact areas

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

<u>Service area</u>	<u>Value of saving</u>
	Total

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

This is a continuation of an existing Housing Strategy and plans.

Is a further detailed equality impact assessment needed? Yes No

If 'yes', when will the further assessment be completed?

Service Manager: Gerald Hunt
Date: 7th December 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate: Adult Social Services
Service area: Adult Care
Budget reference: ASS S5
Budget reduction proposal: Inflation in relation to the Better Care Fund
Budget saving for this financial year: £145,000

Description of the proposal:

Use of Better Care Fund inflation to fund corresponding increases in costs

Summary of changes:

No material changes, this simply reflects the additional income from the Better Care Fund, which will be used to offset corresponding inflationary increases in costs

Is this a continuation of a previous medium-term financial plan saving?

Yes No

If yes, please insert reference number and year of assessment?

PCA1 2020/21; PCA7 2021/22

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X			
People from different ethnic groups				X			
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income				X			
People in particular age groups				X			
People in particular faith groups				X			
People who are married or in a civil partnership				X			
Transgender people				X			
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X			

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

No customer impact, this is a technical budget adjustment to account for the Better Care Fund inflation that will contribute to cost inflation

Please describe how you will communicate these changes to your customers

N/A

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes **No**

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

N/A

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

<u>Service area</u>	<u>Value of saving</u>
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

Technical adjustment, no equality impact from this budget proposal

Is a further detailed equality impact assessment needed? Yes **No**

If 'yes', when will the further assessment be completed? N/A

Service Manager:

Katherine Sokol

Date:

29 November 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Adults Social Care
Service area:	Commissioning and Contracts
Budget reference:	ASS S7
Budget reduction proposal:	Supported Living schemes as more independence-promoting alternatives to residential placements
Budget saving for this financial year:	£100,000

Description of the proposal:

A continuation of the Housing with Support Strategy approach to developing further supported living schemes as more independence-promoting alternatives to residential placements

Summary of changes:

This proposal includes the plan to build on the foundations of the existing housing with support plans to an accommodation shift away from residential care options and alternatives for older people and those with learning disabilities.

This includes:

- The development of Housing for people with a learning disability with support in place to meet individual's needs. This is supporting a change that allows people with a learning disability and their families to have choices that support self-determination and values including choice and independence. Housing with support offers the opportunity to remain in your local area close to friends, families and established networks, this isn't always available when considering residential care options. This option is based on tenancies that support people being able to keep their home and change care which is not available with residential care.
- There will be a 12-unit scheme developed in Nailsea which will be able to provide long term secure accommodation to people with learning

disabilities and/or people with physical disabilities. The scheme is in partnership with Specialist Supported Housing and Leonard Cheshire Disability.

Is this a continuation of a previous medium-term financial plan saving?

Yes No

If yes, please insert reference number and year of assessment? PCA4 – 2021/22

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

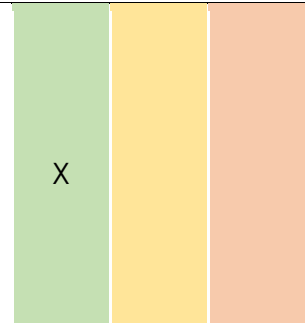
Impact Level

Impact type

	H	M	L	N	+	=	-
Disabled people	X				X		
People from different ethnic groups			X		X		
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income	X				X		
People in particular age groups	X				X		
People in particular faith groups				X			
People who are married or in a civil partnership			X		X		
Transgender people				X			

Other specific impacts, for example: carers, parents, impact on health and wellbeing, Armed Forces Community etc.

X



Please specify:

3. Explanation of customer impact

The outcomes so far show that this way of working has a very positive impact for users and their families and helps support people's local connections and closeness to their local networks, friends and families. It also provides an assured secure tenancy with options for users to choose who supports their care needs. The groups identified are reflected as this type of accommodation is being developed for these specific cohorts of individuals who have been mostly impacted by a lack of choices around care with residential care generally being the only option.

4. Staff equality impact summary

Are there any staffing implications for this proposal?

Yes

No

Explanation of staff impact

There is an opportunity to gain further funding that would create a small increase in Job opportunities in North Somerset, not specifically North Somerset Council staff

5. Consolidation savings

Please complete for medium or high impact areas

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

This is a continuation of an existing Housing Strategy and plans.

Is a further detailed equality impact assessment needed? Yes **No**

If 'yes', when will the further assessment be completed?

Service Manager: Gerald Hunt, Principal Head of Commissioning,
Partnership and Housing Solutions

Date: 7th December 2021

Equality Impact Assessments

2022/23 Medium Term Financial Plan

Children's Services – December 2021

Contents

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CH S2	More robust challenge and monitoring of health contributions to children with complex needs	61
CH S3	Delivery of more effective commissioning of individual community support packages	65

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Children's Services
Service area:	Corporate Parenting
Budget reference:	CH S1
Budget reduction proposal:	Further reduction in Looked After Children placement costs, through increased use of in house foster placements and more local supported independent provision
Budget saving for this financial year:	£214,000

Description of the proposal:

This will provide our children the opportunity to be placed with in-house carers within the North Somerset boundary meaning those children will be closer to their family, friends, local supporting services and significant local links.

This proposal will enable North Somerset to successful save the proposed figure due to in-house fostering costs being significantly less (estimated half) of the cost of independent fostering provision.

Summary of changes:

We will increase our proportion of in-house mainstream fostering placements who are available to our children who are looked after within North Somerset. We are also looking to develop a new specialist foster carer scheme to enable us to manage our more complex young people locally with wider community resource and reduce the need for expensive external residential placements. This will mean we will be able to provide better matching options to children and young people determined by their needs within their care plan locally.

Is this a continuation of a previous medium-term financial plan saving?

No **Yes**

If yes, please insert reference number and year of assessment?

2021/22

PCC1

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)			X		X		
People from different ethnic groups			X		X		
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people			X		X		
People on a low income				X		X	
People in particular age groups		X			X		
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	
Transgender people			X		X		
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:							

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

It is assessed that there will be a positive impact on children who are looked after as they are, in part, defined by their age, i.e. under 18. There will also be positive impacts in relation to disability, sexual orientation or gender identity, income and ethnicity. Children within the care system have often come from areas of deprivation where there are issues of poverty for their families. A small proportion of our children who are looked after are from diverse cultural and ethnic backgrounds, particularly our children who present as unaccompanied asylum-seeking children. Some children with disabilities might also require to be looked after by the local authority. By increasing the proportion and hopefully diversity of our foster placements within the local authority this will have a positive impact upon these marginalised groups as it will provide better opportunities for matching with families and carers who can best meet the children's diverse needs.

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

Not applicable

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

No further comments to add

Is a further detailed equality impact assessment needed? Yes **No**

If 'yes', when will the further assessment be completed?

Service Manager:

Paul Johnson

Date:

8th December 2021

Medium Term Financial Plan

Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Children's Services
Service area:	Children's Services
Budget reference:	CH S2
Budget reduction proposal:	More robust challenge and monitoring of health contributions to children with complex needs
Budget saving for this financial year:	£200,000

Description of the proposal:

Children and young people whose primary needs are in regard to their health care needs are entitled to Continuing Health Care (CHC) funding and or complex health funding, this is paid by the Clinical Commissioning Group (CCG). Accessing this funding requires knowledge and expertise of negotiating the pathways and National Framework. It is beneficial for people to access this funding firstly because it is not subject to a client contribution and secondly it ensures that their care (which is of a complex health nature) is co-ordinated by the relevant health care professional. Where their care needs were being met by the Local Authority there is a saving.

This proposal is to routinely screen all children and young people with complex needs for Health Funding and following this to complete the relevant health forms to take to the Complex Health Care Panel to assess for a health contribution.

Summary of changes:

This proposal includes:

- Identification of children and young people from all areas of social care who may be eligible for CHC funding and complex care and completing required 'checklists' for their applications.
- Continue to increase knowledge of staff to identify when CHC checklists need to be completed.

- Build expertise and knowledge in staff to ensure they are well equipped to negotiate the pathways and secure CHC funding where appropriate.
- Identify when it is appropriate for Children's Services to challenge decision making and ensure joint funding options are also considered.

Is this a continuation of a previous medium-term financial plan saving?

No **Yes**

If yes, please insert reference number and year of assessment?

PCC4 - 2021/22

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

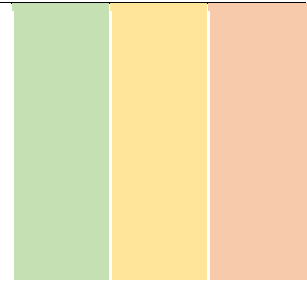
Impact Level

Impact type

	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)			X		X		
People from different ethnic groups				X			
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income				X			
People in particular age groups				X			
People in particular faith groups				X			
People who are married or in a civil partnership				X			
Transgender people				X			

Other specific impacts, for example: carers, parents, impact on health and wellbeing.

Please specify:



3. Explanation of customer impact

Please describe the reasons for the impact level in the table above. The decision for either an individual to be CHC funded, or joint funded should not affect their care delivery, it is clear in statute that no funding can be withdrawn by either party without clear agreement and that any disputes over funding cannot interrupt or delay care provision. It is not envisioned to have any impact on the care received.

Children and young people who are deemed eligible for CHC do not have to pay a client contribution to their care.

Additionally, children and young people who have care and support needs arising from a primary health need will benefit from having their care coordinated by a health care professional.

Where required social working will communicate to families and young people that funding is being sought and any impact from this funding.

4. Staff equality impact summary

Are there any staffing implications for this proposal?	No	Yes
---	----	------------

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

This represents a change in current practice and an extra process to established workloads in the team to screen and apply for health funding for all complex cases in children and young people's services where appropriate.

Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

<u>Service area</u>	<u>Value of saving</u>
<hr/>	
	Total

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

Is a further detailed equality impact assessment needed? Yes **No**

If 'yes', when will the further assessment be completed?

Head of Service
Date:

Alison Stone
6th December 2021

**Medium Term Financial Plan
Initial Equality Impact Assessment 2022/23**

**Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.**

1. The Proposal

Directorate:	Children's Services
Service area:	Children's Services
Budget reference:	CHS3
Budget reduction proposal:	Delivery of more effective commissioning of individual community support packages
Budget saving for this financial year:	£200,000

Description of the proposal:

To assess and review all current community care and support contracts to manage the costs more effectively in the markets on spot rates charged to the Council with a view to gaining better value for money. To engage with the market and secure better financial outcomes through block or guaranteed minimum hours contracts to manage high-cost hourly rates with the current providers.

Summary of changes:

Work with the existing providers to do some market testing of a possible new procurement or change to existing contracts to provide an increase in community providers as well as manage more effectively the high-cost spot contracts.

Is this a continuation of a previous medium-term financial plan saving?

Yes **No**

If yes, please insert reference number and year of assessment?

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

	Impact Level				Impact type		
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X	X		
People from different ethnic groups				X			
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income				X			
People in particular age groups				X			
People in particular faith groups				X			
People who are married or in a civil partnership				X			
Transgender people				X			
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify: Improved choices of providers and an increase in the market of community support providers, who provide a better value for money costs. An opportunity to enhance the direct care with a consistent staff team to support children and young people with complex needs.							



3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

There are no adverse impacts on any groups from this change.

Please describe how you will communicate these changes to your customers

Where required social work teams will communicate to families and young people.

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes No

Explanation of staff impact

Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

<u>Service area</u>	<u>Value of saving</u>
	Total

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

Is a further detailed equality impact assessment needed? Yes No

If 'yes', when will the further assessment be completed?

Head of Service

Alison Stone

Date:

6th December 2021

Equality Impact Assessments

2022/23 Medium Term Financial Plan

Corporate Services – December 2021

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Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Corporate Services Directorate
Service area:	Cross-cutting
Budget reference:	CORP S1 (a, b, c, d and e)
Budget reduction proposal:	Annual uplift to fees and charges to cover inflationary cost of services
Budget saving for this financial year:	£400,000

Description of the proposal:

The council will continue its policy to apply an annual uplift to the budgets for fees and charges it levies on its services based upon published external inflationary rates.

Summary of changes:

Customers currently pay specific fees and charges for a wide range of activities and services such as building control services, planning application or land charges fees, car parking, leisure activities or care related charges.

Some of these fees and charges are set nationally and the council is legally required to adopt these levels, whilst other fees and charges are set at local levels using the council's discretion.

It is proposed that the budgets associated with the fees and charges levied by the council will be inflated by 1.25% with effect from April 2022 to reflect the council's financial policy of annually inflating charges to cover the increased costs for goods and services.

It should be noted that whilst this increase may be lower than some current national inflationary measures such as the Retail Prices Index or the Consumer Prices Index, the proposed budget increase reflects the average increase in income budgets that is realistically feasible to achieve, and well as the average level of increased costs that the council will incur. For example;

- Not all services can increase their fees – exclusions would include planning fees

- Not all services can generate an increase in the level of income even if fees are inflated by more than the 1.25% - examples include adult social care fees which are limited to the individual circumstance of a customer and their ability to pay

This budget saving sum will be shared across all relevant service area budgets.

Is this a continuation of a previous medium-term financial plan saving?

Yes No

If yes, please insert reference number and year of assessment?

CORP S1 – 2021/22 MTFP budget proposal to increase income budgets

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level

Impact type

	H	M	L	N	+	=	-
Disabled people				X		X	
People from different ethnic groups				X		X	
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income			X				X
People in particular age groups				X		X	
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	

Transgender people	X		X	
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:	X		X	

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

There will be a minimal impact on customers although it is accepted that this may impact on customers with lower income levels should they access a service which has a charge associated with it.

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected. Please state whether they are vacant, or filled permanently or temporarily.

N/A

5. Consolidation savings

Please complete for medium or high impact areas

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

N/A

Is a further detailed equality impact assessment needed?	Yes	No
If 'yes', when will the further assessment be completed?	N/A	

Service Manager:

Melanie Watts

Date:

24 November 2021

**Medium Term Financial Plan
Initial Equality Impact Assessment 2022/23**

**Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.**

1. The Proposal

Directorate:	Corporate Services
Service area:	Support Services Contract
Budget reference:	CSD S1
Budget reduction proposal:	Increase in trading income – Inspire opportunities
Budget saving for this financial year:	£20,000

Description of the proposal:

To increase external income via the existing trading of the NS Inspire branding.

Summary of changes

Trading 'support services' in association with the Agilisys / Liberata contract with other local authorities via the council's Inspire branding for services such as ICT platform provision & support, exchequer, payroll & HR, customer services (contact centre), business support, Risk, and FOI. It is anticipated that the council will experience a protection and growth in its local support resources to reinforce the additional income.

Is this a continuation of a previous medium-term financial plan saving?

Yes **No**

If yes, please insert reference number and year of assessment?

2020/21 CSD S7

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X		X	
People from different ethnic groups				X		X	
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income				X		X	
People in particular age groups				X		X	
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	
Transgender people				X		X	
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X		X	

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

There should be no impact on customers either internally or externally

Please describe how you will communicate these changes to your customers
 N/A

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected. Please state whether they are vacant or filled permanently or temporarily.

N/A

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

The proposals will be consistently applied to all teams who manage and deliver internal support services within the corporate services directorate.

Is a further detailed equality impact assessment needed? Yes No

If 'yes', when will the further assessment be completed?

Service Manager:

Stuart Anstead

Date:

8th December 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2021/22

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Corporate Services
Service area:	Customer Services
Budget reference:	CSD S2
Budget reduction proposal:	Transformation - Introduce a new Target Operating Model for Customer Services.

Budget saving for this financial year: £25,000

Description of the proposal:

Please note this is second year of the implementation of the changed target operating model for Customer Services. Planned changes took effect from the 1 July 2021.

The Town Hall gateway reception is no longer staffed full time and the enquiry desk is only open for pre-booked appointments.

Face-to-face appointments are available by prior arrangement, with the request triaged over the phone to check whether a visit is necessary. This will mean that the contact centres will first assess whether the matter can be dealt with either over the phone or digitally. If it cannot (example, help completing a blue badge application), then an appointment is arranged.

Due to Covid 19 we trialled this approach by default. We found that there are very few enquiries which can't be dealt with over the phone or digitally. Customers can contact us in multiple ways: by telephone, by online enquiry form, complaint request, online reporting, etc.

Support for completing blue badge applications was trialled with the Library service in 2021 as this is the area of highest demand and it would be beneficial to customers if support was available more locally to them through the Library network. However, the Library team found that the process was too lengthy, and this returned to the appointments process.

During 2021/22 it has become apparent that changing the behaviour of customers will require further messaging and reinforcement due to a small number of customers dropping into the Town Hall Gateway without appointments. Additionally, there are a small number of changes required to support the concierge service to assist in triaging visitors, supporting drop-in visitors and providing security to the extended opening hours of Weston Library.

It feels inevitable that making such a change will take time to embed and we need to change the environment to reflect the new service, for example removing the large reception desk and improving signage and communications.

Volume comparisons for the month of September each year are shown below:

Year (Sept only)	Appointments
2019	2781
2020	11
2021	85

In terms of consultation, the proposal was taken to the Community and Corporate organisation policy and scrutiny panel in November 2020 and will be discussed at an online session with the Citizens Panel in December 2020. It is anticipated that there will be consultation in January 2021 with the Equalities Group and further consultation as we move forward with the proposal.

Summary of changes:

Appointments which are usually carried out by the Agilisys reception team will be by appointment only and arranged after triage. Arrangements for support with Blue badge enquiries will be reviewed further.

Some investment will be made into the Council Connect contact centre to support any additional calls and to triage and arrange appointments.

Is this a continuation of a previous medium-term financial plan saving?

Yes **No**

If yes, please insert reference number and year of assessment?

CSD S3 - Gateway

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people		X					X
People from different ethnic groups			X				X
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income		X					X
People in particular age groups			X				X
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	
Transgender people				X		X	
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:							

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

Some investment has been made into the Council Connect contact centre to support additional calls and to triage and arrange appointments.

- Whilst the opportunity to have a face-to-face appointment still exists, it requires a phone call in order to be triaged.
- It is no longer possible to walk into the building and expect to be seen immediately. Having said that, in practice we have helped those in most need as quickly as possible, for example those presenting as homeless.
- There are more limited times in which people can be seen face to face, although in reality we could be flexible where needed.
- It may be more expensive for some people to call than to walk in if they live locally.
- If English is not your first language, you may have a preference for seeing someone face to face. This is still possible, but not on demand.
- Some older people may have a preference for talking directly to someone, but again, this is possible but not on demand.
- There may be an impact on some disabled people, for example those who have poor motor skills so cannot complete forms online or those with hearing impairments that cannot use the phone may prefer to talk to someone face to face.
- Discussions are ongoing with Libraries Services over the wider provision of elementary customer contact services at all Libraries across the authority.
- The 2022 Customer Service Strategy will consider the adoption of a community hub model which would provide targeted support for vulnerable customer groups via dispersed in locations around the authority.

Through consultation and review of the information held about the service thought is being given to the mitigating actions that will be implemented to continue to support those who cannot access services online and or over the phone.

4. Staff equality impact summary

Are there any staffing implications for this proposal? No Yes

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

There will be an impact on the staff who currently provide the service. More detailed information will be provided in the detailed Equality Impact Assessment.

5. Consolidation savings

Please complete for medium or high impact areas

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

<u>Service area</u>	<u>Value of saving</u>
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

Is a further detailed equality impact assessment needed? No **Yes**

If 'yes', when will the further assessment be completed?

January 2022

Service Manager: Simone Woolley

Date: 6 December 2021

Medium Term Financial Plan

Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Corporate Services
Service area:	Support Services
Budget reference:	CSD S3
Budget reduction proposal:	Contracted Support Services - Business Support
Budget saving for this financial year:	£50,000

Description of the proposal:

The budget reduction proposed relates to the opportunity to reduce costs in areas positively impacted by changed working arrangements through the increased use of Teams and Microsoft 365 and working from home. They relate to the costs of physical and electronic storage, business support requirements (both those contracted and provided in-house) and a reduction in print.

Summary of changes:

The review of contracted Business Support relates to a review of the council's specification for business support services to ensure that it reflects new ways of working and meets the council's requirements. Changes may be triggered by changed business requirements, the introduction of new technology (existing) or new developments in automation.

The budget reduction associated with the review for 2022/23 is £50,000. It will require engagement with all the council services that current receive business support through the support services contract. Savings from 2021/22 focused on reductions in Adults and Children's services and while the review will concentrate on the other directorates there is an acknowledged challenge to deliver this level of savings.

Is this a continuation of a previous medium-term financial plan saving?

Yes

No

If yes, please insert reference number and year of assessment?

CSD S3 - Business Support 2021/22

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people				X			
People from different ethnic groups				X			
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income				X			
People in particular age groups				X			
People in particular faith groups				X			
People who are married or in a civil partnership				X			
Transgender people				X			
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X			

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

The proposal outlined are not predicated on delivering different outcomes or impact to customers.

4. Staff equality impact summary

Are there any staffing implications for this proposal? **Yes** **No**

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

The proposal has no direct impact on council staff because resources form part of the Agilisys contract. Any service change effects will be managed to minimise the impact on customers (retained staff).

5. Consolidation savings

Please complete for medium or high impact areas

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

<u>Service area</u>	<u>Value of saving</u>
<hr/>	
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

Is a further detailed equality impact assessment needed? **Yes** **No**

If 'yes', when will the further assessment be completed?

Service Manager: Stuart Anstead
Date: 6 December 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2021/22

Please add content where << XXX >> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Corporate Services
Service area:	Support Services
Budget reference:	CSD S4
Budget reduction proposal:	Contracted Support Services - Review of contracted support cost base provision
Budget saving for this financial year:	£50,000

Description of the proposal:

Changes and reductions within the Support Services contract, including Value for Money service reviews and release of inflation provision within the base budget. The proposal includes a reduce the support services budget associated with the inflation growth from the previous year.

Summary of changes:

Inflationary reduction - previous budget provision established for contract inflation is not required and can be released as an ongoing reduction of **£50,000** for 22/23. This has no impact on service delivery or detrimental customer impact.

Is this a continuation of a previous medium-term financial plan saving?

Yes No

If yes, please insert reference number and year of assessment?

CSD S5 – Support Services Contract

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

	Impact Level				Impact type		
	H	M	L	N	+	=	-
Disabled people				X			
People from different ethnic groups				X			
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income				X			
People in particular age groups				X			
People in particular faith groups				X			
People who are married or in a civil partnership				X			
Transgender people				X			
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:							

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

It is not anticipated that there will be any impact on customers as a result of this proposal.

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes **No**

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

None.

5. Consolidation savings

Please complete for medium or high impact areas

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

Is a further detailed equality impact assessment needed? Yes **No**

If 'yes', when will the further assessment be completed?

Service Manager: Stuart Anstead

Date: 8 December 2021

**Medium Term Financial Plan
Initial Equality Impact Assessment 2022/23**

**Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.**

1. The Proposal

Directorate:	Corporate Services
Service area:	Whole directorate
Budget reference:	CSD S5
Budget reduction proposal:	Internal Support Services - Review of operational staffing and support costs
Budget saving for this financial year:	£100,000

Description of the proposal:

To review and reduce the costs of internally managed teams who provide support services.

Summary of changes

A review of the staffing and support costs has been undertaken for services and changes will be made to the budgets which align them to actual levels of cost and activity.

Examples of changes include;

- reducing the mileage and travel budgets as these sums are not being fully spent following changes to new ways of working;
- reducing other supplies and services budgets (e.g. conferences) as a lot of professional networking, conference activity and broader learning and development is being provided online at lower costs;
- an increase in the turnover factor from 4% to 5% for internal support service teams to better reflect recruitment profiles and timescales across the directorate; and
- a review of starters and leavers to align staffing budgets to the current establishment.

Is this a continuation of a previous medium-term financial plan saving?

Yes **No**

If yes, please insert reference number and year of assessment?

N/A

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X		X	
People from different ethnic groups				X		X	
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income				X		X	
People in particular age groups				X		X	
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	
Transgender people				X		X	
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X		X	

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

There should be no impact on customers either internally or externally

Please describe how you will communicate these changes to your customers
N/A

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected. Please state whether they are vacant or filled permanently or temporarily.

Although there will be no direct impact on current staff within this proposal, the increased vacancy management targets may result in slightly longer periods before recruitment activity is completed.

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

<u>Service area</u>	<u>Value of saving</u>
	Total

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

The proposals will be consistently applied to all teams who manage and deliver internal support services within the corporate services directorate.

Is a further detailed equality impact assessment needed? Yes No

If 'yes', when will the further assessment be completed?

Service Manager:

Amy Webb

Date:

24th November 2021

Medium Term Financial Plan

Initial Equality Impact Assessment 2022/23

Please add content where << XXX >> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Corporate Services Directorate
Service area:	Corporate Finance
Budget reference:	CSD S6 and S7
Budget reduction proposal:	Reductions in Former Employees Pension Costs & Premises
Budget saving for this financial year:	£50,000 and £50,000

Description of the proposal:

To reduce the expenditure budgets associated with former employees and operational buildings.

Summary of changes:

The council's revenue budget currently has provision of approximately £1.5m to cover the costs associated with employees leaving, or those that have historically left the organisation.

The majority of the budget relates to ongoing pension related costs of former employees and it is this cost which reduces naturally over time as the council's obligations cease. The savings proposal does not relate to a change in policy or approach, it reflects the realignment of the budget mapped to actual levels of cost.

The savings proposal also seeks to realign the budgets associated with the council's operational building costs that are likely to be incurred in the future following changes to the way the council works and how services are delivered.

The Covid-19 pandemic has shown that there are different ways of working and that it is not necessary for staff to attend the office as much, which means that there have been some natural efficiencies associated with the buildings and it has not been necessary to incur as much cost – this change of approach also supports the council's vision for climate change. It is

anticipated that the new ways of working will continue into the future and become part of the council's updated target operating model.

Is this a continuation of a previous medium-term financial plan saving?

Yes No

If yes, please insert reference number and year of assessment?

CSD S8 – 2021/22 MTFP budget reduction proposal to reduce pension costs

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

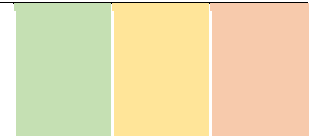
+ = Positive, = = Neutral, - = Negative

Impact Level

Impact type

	H	M	L	N	+	=	-
Disabled people				X		X	
People from different ethnic groups				X		X	
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income				X		X	
People in particular age groups				X		X	
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	
Transgender people				X		X	
Other specific impacts, for example: carers, parents, impact on health and wellbeing.				X		X	

Please specify:



3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

There should be no impact on customers either internally or externally

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected. Please state whether they are vacant, or filled permanently or temporarily.

Although there are no posts effected by this proposal, the council's New Ways of Working will impact upon the way that our employees work, any equality impacts of this are being given careful consideration through the development of the Council's Accommodation Strategy.

5. Consolidation savings

Please complete for medium or high impact areas

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

<u>Service area</u>	<u>Value of saving</u>
	Total

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

N/A

Is a further detailed equality impact assessment needed?

Yes

No

If 'yes', when will the further assessment be completed?

N/A

Service Manager:

Melanie Watts

Date:

24 November 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Corporate Services Directorate
Service area:	Corporate Finance
Budget reference:	CSD S8 and S9
Budget reduction proposal:	Increase in investment interest following rise in market rates AND Reduction in debt costs and charges (Avon Loan Debt & RIF)
Budget saving for this financial year:	£281,000 (£162,000 and £119,000)

Description of the proposal:

The council will seek to achieve a net reduction in the amount it pays for its capital financing costs and also increase the investment yields it achieves on its external investments.

Summary of changes:

The council currently generates interest on its surplus cash balances by investing these sums in accordance with the approved treasury management strategy – it is anticipated that more income could be generated through a combination of rising bank interest rates and also changes within levels of cash-flow and the portfolio mix.

The council has a series of long-term loans which have been taken out in previous years to finance expenditure charged to the capital programme, which are largely fixed in terms of both interest rate and repayment period. The revenue budget is charged with the associated capital financing costs, which include the annual interest payable to the lender, as well as a sum set aside in respect of the repayment of the principal sums. The council is also responsible for a share of the long-term debt balance for the former Avon County Council, which is managed by Bristol City Council. Both of these debt balances show that some loans will mature in future years which will reduce the charge to the annual revenue budget.

Is this a continuation of a previous medium-term financial plan saving?

Yes No

If yes, please insert reference number and year of assessment?

CSD S27 – 2020/21 MTFP budget reduction proposal to reduce borrowing costs

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

	Impact Level				Impact type		
	H	M	L	N	+	=	-
Disabled people				X		X	
People from different ethnic groups				X		X	
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income				X		X	
People in particular age groups				X		X	
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	
Transgender people				X		X	
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X		X	

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

There should be no impact on customers either internally or externally

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected. Please state whether they are vacant, or filled permanently or temporarily.

N/A

5. Consolidation savings

Please complete for medium or high impact areas

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
	Total

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

N/A

Is a further detailed equality impact assessment needed? Yes No

If 'yes', when will the further assessment be completed? N/A

Service Manager: Melanie Watts

Date: 24 November 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Corporate Services Directorate
Service area:	Corporate Finance
Budget reference:	CSD S10
Budget reduction proposal:	Transformation initiatives relating to contracted support services
Budget saving for this financial year:	£75,000

Description of the proposal:

To reduce expenditure across the directorate following the implementation of projects within the directorate transformation programme.

Summary of changes:

Over the past 18 months the Covid-19 pandemic has shown that there are many different ways of working to deliver services and so change that was previously considered as difficult to implement or potentially not possible, has been delivered and potentially at a much faster pace than would have been thought possible.

The directorate has therefore developed a series of individual projects aimed at delivering change, efficiencies and improvements within its services. These projects form the basis of the directorate priorities for the year ahead and have been categorised into the following themes as part of its overarching transformation programme;

- Digital and ICT strategy
- Customer and communications
- Smarter working
- Information management and data insight
- Service reviews
- People's strategy

Several of the projects link with each other and so there are dependencies and cross cutting benefits, although the outcomes for each project vary, which means that some of the benefits will unlock operational capacity (e.g.

smarter working and people's services proposals), whilst others will bring cashable savings (e.g. digital proposals).

Is this a continuation of a previous medium-term financial plan saving?

Yes **No**

If yes, please insert reference number and year of assessment?

N/A

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level

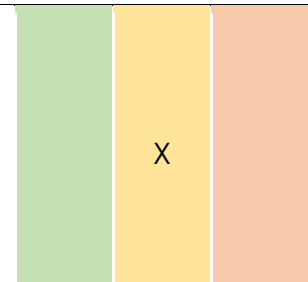
Impact type

	H	M	L	N	+	=	-
Disabled people			X				X
People from different ethnic groups				X		X	
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income			X				X
People in particular age groups			X				X
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	
Transgender people				X		X	

Other specific impacts, for example: carers, parents, impact on health and wellbeing.

Please specify:

X



3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

The projects within the transformation programme are aimed at improving customer experiences, whether that be internal or external customers. Examples include; implement changes to MyAccount, introduction of Chatbox facilities, improving the council's website, updating the corporate training database system.

However, we are aware of the potential for a negative impact on some of our customer groups including disabled people, those who are older and who may have a low income so each project listed in the Summary of Changes will be subject to a separate Equality Impact Assessment as the project develops to ensure thorough analysis and consideration of mitigating actions is taken.

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected. Please state whether they are vacant, or filled permanently or temporarily.

N/A

5. Consolidation savings

Please complete for medium or high impact areas

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
	Total

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

N/A

Is a further detailed equality impact assessment needed?	Yes	No
If 'yes', when will the further assessment be completed?	N/A	

Service Manager:

Melanie Watts

Date:

24 November 2021

Equality Impact Assessments

2022/23 Medium Term Financial Plan

Place Directorate – December 2021

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Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Place
Service area:	Recycling and Waste
Budget reference:	PD S1
Budget reduction proposal:	Increase of recycling materials income
Budget saving for this financial year:	£500,000

Description of the proposal:

From 27 March 2021, NSC are now, via North Somerset Environment Company (NSEC), financial responsible for the sale of recycling material collected by kerbside collections and at the Household Waste Recycling Centres. The budget for this was set at a time when the value of recycling materials was at a low point and since this time, prices have risen and NSEC have successfully managed the processing of materials to achieve a higher price. This proposal is based on the expectation that the recycling market will continue to be buoyant during 22/23 with prices paid for recycling material will further increase by the budget saving amount

Summary of changes:

There are no changes being made to the existing process other than NSEC will continue to try and achieve above market prices for the sale of material and further refine the processing on site to maximise prices paid.

Is this a continuation of a previous medium-term financial plan saving?

Yes **No**

If yes, please insert reference number and year of assessment?

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X		X	
People from different ethnic groups				X		X	
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income				X		X	
People in particular age groups				X		X	
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	
Transgender people				X		X	
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X		X	

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Place
Service area:	Recycling and Waste
Budget reference:	PD S2
Budget reduction proposal:	Re-base garden waste income budget to align to actual levels
Budget saving for this financial year:	£230,000

Description of the proposal:

Charging for garden waste collections were introduced from 1 April 2021 and subject to an EIA. This proposal recognises the realignment of the budget for 22/23 (compared to 21/22) recognising the likely number of households signing up and changes to early bird discount, which was for the first year only.

Summary of changes:

Re-alignment of the budget to take account of numbers of households expected to sign up and removal of early bird discount which was for year 1.

Is this a continuation of a previous medium-term financial plan saving?

No **Yes**

If yes, please insert reference number and year of assessment?

DE10 21/22

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X		X	
People from different ethnic groups				X		X	
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income			X				X
People in particular age groups				X		X	
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	
Transgender people				X		X	
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X		X	

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

The group impacted is likely to be those in the low-income group but these residents will be eligible for payment relief at the same rate as their council tax relief.

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

<<Text here>>

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

Is a further detailed equality impact assessment needed? No Yes

If 'yes', when will the further assessment be completed?

When next year's low income discount is proposed, the EIA will form a part of the approval process.

Service Manager:

Colin Russell

Date:

13 December 2021

**Medium Term Financial Plan
Initial Equality Impact Assessment 2022/23**

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Place
Service area:	Highways & Transport
Budget reference:	PD S4
Budget reduction proposal:	Use income from permit scheme to fund existing staff
Budget saving for this financial year:	£50,000

Description of the proposal:

The permit scheme was introduced in 2020/21 which generated income in order to enhance the management and co-ordination for works on the highway networks. Some of the activity is being delivered by existing posts, it is therefore appropriate for their time to be funded through the income generated as opposed to the existing revenue budget.

Summary of changes:

A change in the way staff are funded.

Is this a continuation of a previous medium-term financial plan saving?

Yes

No

If yes, please insert reference number and year of assessment?

DE13 2020/21

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X			
People from different ethnic groups				X			
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income				X			
People in particular age groups				X			
People in particular faith groups				X			
People who are married or in a civil partnership				X			
Transgender people				X			
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X			

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

It is not anticipated that this proposal will have any impact on any customers.

Please describe how you will communicate these changes to your customers
N/A

4. Staff equality impact summary

Are there any staffing implications for this proposal? No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

N/A

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

<u>Service area</u>	<u>Value of saving</u>
	Total

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

No change to service provision or reduction in staffing structure.

Is a further detailed equality impact assessment needed? Yes
No

If 'yes', when will the further assessment be completed? N/A

Service Manager:

Darren Coffin-Smith

Date:

6th December 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Place
Service area:	Neighbourhoods and Transport
Budget reference:	PD S7
Budget reduction proposal:	Revisit safe Home to Schools Transport routes
Budget saving for this financial year:	£100,000

Description of the proposal:

The continuation of the review and implement safe walking routes in compliance with the adopted North Somerset Council Home to School Transport policies.

To improve the Safe Walking Routes in the following school areas; Broakoak, Churchill, St Anne's, Wraxall and Wrington.

Summary of changes:

To implement the following to enable a Safe Walking Route to school and to reduce the need for school transport.

Broakoak - Increase footway width to at least 2m average with construction of new footway

Churchill - A PROW over fields crossing Sandmead Rhyne connecting onto Churchill Green, for access through to Churchill Academy. Provide missing links of footway between Sandford & Churchill along A368 Dinghurst Rd. This will result in continuous footway link, a Safe Route to School between the two villages

(PROW, Sandmead Rhyne & Churchill Green): land negotiation and purchase on Churchill Green

(A368 Dinghurst Rd): Progress legal work to secure land through (CPO) for the missing link of footway along A368 Dinghurst Road between Sandford and Churchill.

Design work required on Hill Rd part of route between Winscombe & Sandford.

St Anne's - Increase footway width to at least 2m average with maintenance (approx. 300 – 400mm gained) and increase in width by a further (600mm – 700mm)

Wraxall - Provide, virtual footway or footway in hedge row or on road

Wrington - Provide, virtual footway or footway on roads.

Is this a continuation of a previous medium-term financial plan saving? Yes

If yes, please insert reference number and year of assessment?

2021/22

DE7

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level

Impact type

	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X		X	
People from different ethnic groups				X		X	
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income			X			X	
People in particular age groups			X		X		
People in particular faith groups				X		X	

People who are married or in a civil partnership	X		X	
Transgender people	X		X	
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify: Health and wellbeing	X	X		

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

It is anticipated that the implementation of Safe Walking Routes will have positive health impacts for both parents and children.

Students with additional needs will continue to receive transport in accordance with our application and award processes. This increases the available resources for those that need transport assistance.

The impacts are on parents/carers who currently have transport that will need to consider the accompaniment of their children to school. If this is not possible parents and carers have the opportunity to present their circumstances to the council for consideration alongside our Home to School Transport policy.

Please describe how you will communicate these changes to your customers

Where established routes could be affected, a consultation will be held with stakeholders and due notice will be given ensuring students and communities are aware of any planned changes. The Council will engage with schools and community council/parish councils to collectively agree a robust and effective communications strategy that is tailored towards those communities concerned

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes

No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

Is a further detailed equality impact assessment needed? **Yes**
No

If 'yes', when will the further assessment be completed?

As each safer walking scheme is developed it will be subject to an Equality Impact Assessment and consultation with stakeholders.

Service Manager: Huw Jones
Date: 15th December 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23



Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Place
Service area:	Transport Planning
Budget reference:	PD S8
Budget reduction proposal:	Safer roads initiatives (additional sites meeting criteria)
Budget saving for this financial year:	£30,000

Description of the proposal:

This proposal will focus on bus lane enforcement cameras based upon either road safety or the impact on bus services.

Summary of changes:

There are currently eleven bus lanes that we will consider for camera enforcement based upon traffic survey data, impact on bus services and/or safety considerations. We propose a phased approach to consider safety related schemes such as Worle interchange, ASDA junction, and the new bus interchange in W-s-M centre followed by major arterial route hotspots such as A369, long Ashton bypass and Congresbury. Other sites would arise out of further phases and review

The affected areas of highways are existing bus lanes and gated areas in North Somerset, that will be enforced by Camera technology as a more stringent deterrent, to the abuse of bus lanes and the subsequent impact on bus efficiency and safety.

The proposal is to implement Industry standard ANPR enforcement technology on existing bus lanes and future critical bus infrastructure, this approach is now mandated by the secretary of state as part of the annual Bus Service Improvement Plans (BSIP) in support of the new 'Bus back better' national bus strategy'.

Buses are recognised as the most effective mass transit system, supporting some of the most vulnerable people in society to access Employment, Education, Health, Retail and Leisure facilities. Robust enforcement of traffic restrictions can bring benefits for buses through less congestion.

Is this a continuation of a previous medium-term financial plan saving?

Yes No

If yes, please insert reference number and year of assessment?

2019/20

DE18

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level

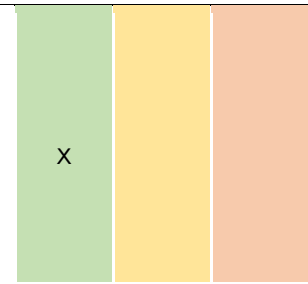
Impact type

	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)			x		x		
People from different ethnic groups				x			
Men or women (including those who are pregnant or on maternity leave)			x		x		
Lesbian, gay or bisexual people				x			
People on a low income			x		x		x
People in particular age groups				x			
People in particular faith groups				x			
People who are married or in a civil partnership				x			
Transgender people				x			

Other specific impacts, for example: carers, parents, impact on health and wellbeing.

x

Please specify: Journeys to school



3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

The impacts reflect that the identified groups are more likely to make use of public transport.

Benefits include:

- Home to school transport safety of those using the bus and significant improvement on bus timescales
- Clean air improvements if we develop a scheme linked to Ultra-Low Emission Vehicles (proposed green number plate) providing possible reduction in Internal Combustion Engine car usage and congestion.
- Stabilisation and preservation of bus network (otherwise at risk due to congestion)
- Improving bus services and accessibility advantages some of the most disadvantaged in society including those on low incomes and disabled people.

Negative impacts:

- Fines for misuse of bus lanes may disproportionately impact those on lower incomes.

The introduction of a more robust enforcement approach to the dedicated road space for public buses, has a wider benefit to those who most rely on the bus as a primary mode of transport, and those who could transition to more sustainable forms of transport in future years. Delays to buses often cause anxiety and impact on the reputation and efficiency of the bus services, this in turn effects those who use it as a primary mode of travel statistically this tends to be the young, elderly disabled, habitually resulting in a higher dependency on single occupancy trips or car

Please describe how you will communicate these changes to your customers

In advance of camera enforcement being switched on, the change will be communicated via the NSC website, press release, social media, local

councillors and town/parish councillors. A short period of soft-enforcement would be applied when enforcement goes live.

4. Staff equality impact summary

Are there any staffing implications for this proposal? **Yes** **No**

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

The processing of fines associated with any contraventions will require additional resource to manage, this is anticipated in the scheme to be cost neutral and achievable within overall resource levels.

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

<u>Service area</u>	<u>Value of saving</u>
<hr/>	
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

The Council has recently published its Bus Service Improvement Plan in response to the Government's National Bus Strategy.

Buses are the most effective mass transit mode and support the accessibility of some of the most vulnerable people in our communities to access schools, employment, education, health, leisure and commercial opportunities. Robust enforcement of traffic restrictions can bring benefits for buses through less congestion, providing more reliable journey times.

Bus prioritisation is critical to addressing the council's declared climate emergency and to offer people improved modal choices for their transport around North Somerset.

Is a further detailed equality impact assessment needed?	Yes	No
If 'yes', when will the further assessment be completed?	not	
applicable		

Service Manager:	Bella Fortune
Date:	14 December 2021

**Medium Term Financial Plan
Initial Equality Impact Assessment 2022/23**

**Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.**

1. The Proposal

Directorate:	Place
Service area:	Weston Placemaking Programme
Budget reference:	PD S9
Budget reduction proposal:	Events programme to become cost neutral or minimal support
Budget saving for this financial year:	£65,000

Description of the proposal:

To withdraw NSC subsidy for the strategic events programme

Summary of changes:

To remove £65,000 budget towards the cost of events in Weston and replace with increased income from events.

This would be achieved through a phased increase in events charges, seeking to increase NSC's share of profits from large and major events and by adding more, larger events to the event programme.

Increased charges are likely to be felt most in Weston-super-Mare as the location for the majority of major events sponsored by NSC.

Is this a continuation of a previous medium-term financial plan saving?

Yes **No**

If yes, please insert reference number and year of assessment?

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X		X	
People from different ethnic groups				X		X	
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income			X				X
People in particular age groups				X		X	
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	
Transgender people				X		X	
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X		X	

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

No direct impact on NSC service users.

However, the proposed changes may result in the introduction / increase of charges, so a potential impact on those on a low income. This may impact on visitor numbers and / or the visitor experience.

Please describe how you will communicate these changes to your customers.

Depending on the way in which changes are introduced a communications plan would be developed as part of the wider events programme delivery.

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes **No**

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

None

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

<<Text here>>

Is a further detailed equality impact assessment needed? Yes **No**

If 'yes', when will the further assessment be completed?

Service Manager:

Alex Hearn

Date:

6th December 2021

**Medium Term Financial Plan
Initial Equality Impact Assessment 2022/23**

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Place
Service area:	Building Control
Budget reference:	PDS10
Budget reduction proposal:	Introduce a break- even policy for Building Control
Budget saving for this financial year:	£20,000

Description of the proposal:

Prioritise activities and projects that increase the Building Control teams share of the competitive market and therefore income, by enticing customers away from Approved Inspectors (AIs)

Summary of changes:

No operational procedural changes are required. Management team to prioritise existing commercial marketing activities.

Is this a continuation of a previous medium-term financial plan saving?

No

Yes

If yes, please insert reference number and year of assessment?

n/a

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X		X	
People from different ethnic groups				X		X	
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income				X		X	
People in particular age groups				X		X	
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	
Transgender people				X		X	
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:						X	

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

The proposal is to improve and focus on existing marketing activities and therefore increase market share. There would be no change to the service offered to all our customers and therefore no impact.

Please describe how you will communicate these changes to your customers
Not required

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes
No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

n/a

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
	Total

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

<<Text here>>

Is a further detailed equality impact assessment needed? Yes **No**

If 'yes', when will the further assessment be completed?

Service Manager:

Jason Beale

Date:

14th December 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Place
Service area:	Highways & Transport
Budget reference:	PD S13
Budget reduction proposal:	Parking Charges Review
Budget saving for this financial year:	£150,000

Description of the proposal:

Parking charges review including adjustments to parking fees and charges.

Summary of changes:

The existing car park charges will be reviewed, and changes will be made to ensure an appropriate level of charge to take into account inflation.

Final charging levels will be subject to an executive report and a full EIA impact will be completed at that point.

Is this a continuation of a previous medium-term financial plan saving?

Yes **No**

If yes, please insert reference number and year of assessment?

N/A

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X			
People from different ethnic groups				X			
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income			X				X
People in particular age groups				X			
People in particular faith groups				X			
People who are married or in a civil partnership				X			
Transgender people				X			
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X			

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

Any increase in charging is likely to disproportionately impact those on a low income. The impact is minimised as the proposed changes will be minimal and will be at a reasonable level.

Please describe how you will communicate these changes to your customers
The charges will be displayed in the car park sites and on the council website and social media channels.

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes
No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

The parking charges have not been increased in line with inflation for a number of years. The proposed increases are minimal and reasonable and will be clearly displayed at the sites that they are relevant.

Is a further detailed equality impact assessment needed?

No

Yes

If 'yes', when will the further assessment be completed?

Before changes are authorised by the executive.

Service Manager:

Gemma Dando

Date:

17th December 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Place
Service area:	Integrated Transport Unit
Budget reference:	PD S14
Budget reduction proposal:	Concessionary Fares Budget – Reduced Patronage
Budget saving for this financial year:	£50,000

Description of the proposal:

Demand for number of concessionary fares has significantly reduced as a result of the global pandemic. This saving is based on a lower level of customers travelling on public transport and making use of this statutory scheme. There is no impact on the number of journeys available/cost to the customer etc.

Summary of changes:

The budget is explicitly linked to demand on public bus services, which remains suppressed due to the global pandemic, and is not expected to recover or exceed previous demand for the next 12 months.

Is this a continuation of a previous medium-term financial plan saving?

No **Yes**

If yes, please insert reference number and year of assessment?

DE12 2020/21

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X			
People from different ethnic groups				X			
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income				X			
People in particular age groups				X			
People in particular faith groups				X			
People who are married or in a civil partnership				X			
Transgender people				X			
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X			

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

There is no change to entitlement, the budget is linked to demand, in the unlikely event the demand rises the council would be required to meet the costs of the scheme. The demand remains suppressed and in decline due to local market conditions, and the effects of the global pandemic. The council is requested to continue to pay pre-pandemic levels of patronage by the DFT as a condition of additional grant support. (adjusted for expected decline in demands)

Please describe how you will communicate these changes to your customers
 No communication required since this is purely a budget adjustment

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes
No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

None

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

The reduction is to reflect reductions in the anticipated demand only.

Is a further detailed equality impact assessment needed?

Yes

No

If 'yes', when will the further assessment be completed?

N/A

Service Manager:

Colin Medus

Date:

6th December 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Place
Service area:	Cross directorate
Budget reference:	PD S15
Budget reduction proposal:	Reduction in Staff Travel Budgets
Budget saving for this financial year:	£25,000

Description of the proposal:

The Directorate is looking to reduce the existing staff travel budgets since there has been a change in working practices due to the pandemic, some of these changes are expected to continue after the pandemic is over so the current level of travel budgets will not be required.

Summary of changes:

Reduction in the existing staff travel budgets.

Is this a continuation of a previous medium-term financial plan saving?

No **Yes**

If yes, please insert reference number and year of assessment?

DE19 2020/21

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X			
People from different ethnic groups				X			
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income				X			
People in particular age groups				X			
People in particular faith groups				X			
People who are married or in a civil partnership				X			
Transgender people				X			
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X			

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

It is not anticipated that there will be any impact on customers as a result of this proposal.

Please describe how you will communicate these changes to your customers

No communication required

4. Staff equality impact summary

Are there any staffing implications for this proposal? No **Yes**

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

Staff will be required to travel less following changing in working practices.

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

Is a further detailed equality impact assessment needed? Yes
No

If 'yes', when will the further assessment be completed?

N/A

Service Manager:

Lucy Shomali

Date:

6th December 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Place
Service area:	Street Lighting
Budget reference:	PD S16
Budget reduction proposal:	Reduction in Utility Costs due to rollout of LED
Budget saving for this financial year:	£40,000

Description of the proposal:

To reduce the street lighting budget by £40,000.

Summary of changes:

Existing streetlights are being replaced with lower energy LED lighting units consequently resulting in a cost saving.

Is this a continuation of a previous medium-term financial plan saving?

No

Yes

If yes, please insert reference number and year of assessment?

DE20 2019/20

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X			
People from different ethnic groups				X			
Men or women (including those who are pregnant or on maternity leave)				X			
Lesbian, gay or bisexual people				X			
People on a low income				X			
People in particular age groups				X			
People in particular faith groups				X			
People who are married or in a civil partnership				X			
Transgender people				X			
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X			

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

The planned replacement of North Somerset's existing street lighting stock with LED technology will result in a significant reduction in energy usage. There is no expected impact on customers as a result of this budget proposal.

Please describe how you will communicate these changes to your customers

No communication required

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes
No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

None

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

Service area	Value of saving
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

To reduce budgets in line with reduction in costs.

Is a further detailed equality impact assessment needed? Yes
No

If 'yes', when will the further assessment be completed?

N/A

Service Manager:

Darren Coffin-Smith

Date:

6th December 2021

Medium Term Financial Plan Initial Equality Impact Assessment 2022/23

Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.

1. The Proposal

Directorate:	Place
Service area:	Recycling and Waste
Budget reference:	PD S17
Budget reduction proposal:	Increase in income levels, e.g. public conveniences
Budget saving for this financial year:	£15,000

Description of the proposal:

Charging for the use of NSC's public conveniences on the seafront has been in place since October 2013 and a detailed EIA was carried out at this time. Due to increased usage of conveniences this year, a surplus £15,000 revenue is forecast and this is expected to continue for next year as well.

Summary of changes:

There are no changes in the way these conveniences are operated.

Is this a continuation of a previous medium-term financial plan saving?

No

Yes

If yes, please insert reference number and year of assessment?

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X		X	
People from different ethnic groups				X		X	
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income				X		X	
People in particular age groups				X		X	
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	
Transgender people				X		X	
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X		X	

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

There are no changes in the way these conveniences are operated.

Please describe how you will communicate these changes to your customers

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

<<Text here>>

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

<u>Service area</u>	<u>Value of saving</u>
Total	

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

Is a further detailed equality impact assessment needed? Yes No

If 'yes', when will the further assessment be completed?

Service Manager: Colin Russell

Date: 13 December 2021

Equality Impact Assessments

2022/23 Medium Term Financial Plan

Public Health and Regulatory Services – December 2021

Contents

Budget Reference	Description	Page
PH S1	Review of operational staffing budgets within public health and regulatory services and align to external funding opportunities	160

**Medium Term Financial Plan
Initial Equality Impact Assessment 2022/23**

**Please add content where << XXX>> is indicated.
Please make Yes or No bold as appropriate.**

1. The Proposal

Directorate:	Public Health and Regulatory Services
Service area:	Regulatory Services
Budget reference:	PH S1
Budget reduction proposal:	Review of operational staffing budgets within public health and regulatory services and align to external funding opportunities
Budget saving for this financial year:	£32,000

Description of the proposal:

The savings will be delivered through minor adjustments across a range of revenue budgets across regulatory services to make up the £32,000 budget target. This can be managed as part of additional investment from the public health budget in these areas of work that target health improvement and health protection outcomes. Investment in streamlined ways of working, including use of a new case management operational system, will create efficiencies across the service areas that will deliver savings.

Summary of changes:

- £6,500 saving from Environmental Protection
- £6,500 saving from Licensing
- £6,000 saving from Trading Standards
- £6,500 saving from Food and Safety
- £6,500 saving from Private Rented Housing

Is this a continuation of a previous medium-term financial plan saving?

No

Yes

If yes, please insert reference number and year of assessment?

n/a

2. Customer equality impact summary

Will the proposal have a disproportionate impact on any of these groups?

Insert X into one box per row, for impact level and type.

H = High, M = Medium, L = Low, N = None

+ = Positive, = = Neutral, - = Negative

Impact Level	Impact type						
	H	M	L	N	+	=	-
Disabled people (Including consideration of neurodiversity)				X		X	
People from different ethnic groups				X		X	
Men or women (including those who are pregnant or on maternity leave)				X		X	
Lesbian, gay or bisexual people				X		X	
People on a low income				X		X	
People in particular age groups				X		X	
People in particular faith groups				X		X	
People who are married or in a civil partnership				X		X	
Transgender people				X		X	
Other specific impacts, for example: carers, parents, impact on health and wellbeing. Please specify:				X		X	

3. Explanation of customer impact

Please describe the reasons for the impact level in the table above.

Investment in streamlined ways of working, including use of new operational systems, will create efficiencies across the service areas that will deliver savings.

Please describe how you will communicate these changes to your customers

Not required as no service impacts will be experienced. A new case management operational system that will be established in 2022/23 will benefit the customer experience across all cohorts.

4. Staff equality impact summary

Are there any staffing implications for this proposal? Yes
No

Explanation of staff impact

If yes, please describe the nature of the impact, including how many posts could be affected, please state whether they are vacant, or filled permanently or temporarily.

n/a

5. Consolidation savings

Please complete only for medium or high impact areas.

Does this budget saving include many service areas/savings/projects?

If so, please identify the areas included in this proposal that could potentially have a medium or high impact for equality groups

<u>Service area</u>	<u>Value of saving</u>
	Total

6. Review and Sign Off

Service Manager Review

Insert any service manager comments here:

Explanation provided above.

Is a further detailed equality impact assessment needed? Yes
No

If 'yes', when will the further assessment be completed?

n/a

Service Manager:

Matt Lenny

Date:

3 December 2021

