

## EQUALITY IMPACT ASSESSMENT

The Equality Act 2010 places a ‘General Duty’ on all public bodies to have ‘due regard’ to the need to:

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

In addition the Council complies with the Marriage (same sex couples) Act 2013.

### Stage 1 – Screening

Please complete the equalities screening form. If screening identifies that your proposal is likely to impact on protect characteristics, please proceed to stage 2 and complete a full Equality Impact Assessment (EqIA).

### Stage 2 – Full Equality Impact Assessment

An EqIA provides evidence for meeting the Council’s commitment to equality and the responsibilities under the Public Sector Equality Duty.

When an EqIA has been undertaken, it should be submitted as an attachment/appendix to the final decision making report. This is so the decision maker (e.g. Cabinet, Committee, senior leader) can use the EqIA to help inform their final decision. The EqIA once submitted will become a public document, published alongside the minutes and record of the decision.

Please read the Council’s Equality Impact Assessment Guidance before beginning the EqIA process.

1. Responsibility for the Equality Impact Assessment	
Name of proposal	Registrars fees review
Service area	Registrars
Officer completing assessment	Paul Oram
Equalities/ HR Advisor	Christiana Kyriacou
Cabinet meeting date (if applicable)	
Director/Assistant Director	Fiona Alderman

## 2. Summary of the proposal

*Please outline in no more than 3 paragraphs*

- The proposal which is being assessed*
- The key stakeholders who may be affected by the policy or proposal*
- The decision-making route being taken*

The proposal is to change some of the fees charged by the Haringey Registration and Citizenship Service (Register Office) for people getting married, forming a civil partnership, registering births and deaths or attending citizenship services. Some fees are statutory, are set by government and cannot be changed.

It is proposed for all non-statutory fees to be increased in line with inflation (currently 3.5%), and fees have been benchmarked against nearby boroughs to ensure that they remain competitive. The fees structure aims to be fair and proportionate and to enable the delivery of a sustainable and competitive service. The diversity of actual and possible future demands on the service has been considered when setting the fees.

The Register Office serves a diverse range of customers consisting of both Haringey residents and people who live outside the borough, changes to the fees does not impact negatively or positively on any individual with protected characteristics. Every person that requires access to the service is able to do so unless they are required to contact their local register office because of a legal requirement.

## 3. What data will you use to inform your assessment of the impact of the proposal on protected groups of service users and/or staff?

*Identify the main sources of evidence, both quantitative and qualitative, that supports your analysis. Please include any gaps and how you will address these*

*This could include, for example, data on the Council's workforce, equalities profile of service users, recent surveys, research, results of relevant consultations, Haringey Borough Profile, Haringey Joint Strategic Needs Assessment and any other sources of relevant information, local, regional or national. For restructures, please complete the restructure EqIA which is available on the HR pages.*

<b>Protected group</b>	<b>Service users</b>	<b>Staff</b>
Sex	Data from Haringey at a glance – State of the Borough, April 2021	N/A

	Data from registrations	
Gender Reassignment	No data available although the service is aware of transgender people using the service	N/A
Age	Data from Haringey at a glance – State of the Borough, April 2021  Data from registrations	N/A
Disability	Data from Haringey at a glance – State of the Borough, April 2021	N/A
Race & Ethnicity	Data from Haringey at a glance – State of the Borough, April 2021 Observations from the Notice Book  Data from registrations	N/A
Sexual Orientation	Data from Haringey at a glance – State of the Borough, April 2021  Data from some registrations	N/A
Religion or Belief (or No Belief)	Office for National Statistics	N/A
Pregnancy & Maternity	Census 2011	N/A
Marriage and Civil Partnership	Census 2011	N/A

**Outline the key findings of your data analysis. Which groups are disproportionately affected by the proposal? How does this compare with the impact on wider service users and/or the borough's demographic profile? Have any inequalities been identified?**

*Explain how you will overcome this within the proposal.*

*Further information on how to do data analysis can be found in the guidance.*

The proposal to change the fees will not affect any particular group differently or disproportionately from other groups and no equalities issues have been identified.

Services are offered in accordance with registration legislation and Haringey equalities procedures and principles are followed. The services are accessible to all sections of society and adjustments made as required, such as the use of translations and low level desks.

**4. a) How will consultation and/or engagement inform your assessment of the impact of the proposal on protected groups of residents, service users and/or staff?**  
*Please outline which groups you may target and how you will have targeted them*  
**Further information on consultation is contained within accompanying EqIA guidance**

The service interacts with all groups that need to register a birth, death, marriage or civil partnership under its statutory obligation to provide registration services. As life events affect all groups equally any consultation or engagement covers all sections of society.

Services are delivered in accordance with rules, regulations and processes set by statute and are underpinned by statutory fees to ensure accessibility and fairness to all service users and the proposal does not affect the basic statutory fees for these services.

A change of fees will have no impact on staff.

The service has a customer engagement strategy which is agreed with the General Register to cover engagement with its customers. The strategy includes reviewing complaints, analysing government / official data and customer feedback.

**4. b) Outline the key findings of your consultation / engagement activities once completed, particularly in terms of how this relates to groups that share the protected characteristics**  
*Explain how will the consultation's findings will shape and inform your proposal and the decision making process, and any modifications made?*

The service has high rates of customer compliance with their obligations to register life events, which indicates that the service is accessible to all groups. The service attracts customers from the full spectrum of society, including people with protected characteristics, and they are accessing the full range of services from the basic statutory offer to full enhanced service at a higher fee. Customer satisfaction is high

and complaint rates are low. The General Register Office, that oversees registration, is satisfied with the services performance and current customer engagement strategy.

**5. What is the likely impact of the proposal on groups of service users and/or staff that share the protected characteristics?**

*Please explain the likely differential impact on each of the 9 equality strands, whether positive or negative. Where it is anticipated there will be no impact from the proposal, please outline the evidence that supports this conclusion.*

Further information on assessing impact on different groups is contained within accompanying EqlA guidance

**1. Sex** *There is a statutory obligation to register life events regardless of a persons protected characteristics or not, this proposal will have no impact on any group with protected characteristics*

Positive		Negative		Neutral impact	X	Unknown Impact	
----------	--	----------	--	----------------	---	----------------	--

**2. Gender reassignment** *There is a statutory obligation to register life events regardless of a persons protected characteristics or not, this proposal will have no impact on any group with protected characteristics*

Positive		Negative		Neutral impact	X	Unknown Impact	
----------	--	----------	--	----------------	---	----------------	--

**3. Age** *There is a statutory obligation to register life events regardless of a persons protected characteristics or not, this proposal will have no impact on any group with protected characteristics*

Positive		Negative		Neutral impact	X	Unknown Impact	
----------	--	----------	--	----------------	---	----------------	--

**4. Disability** *There is a statutory obligation to register life events regardless of disability. The service provides a range of appointment times and days, plus DDA compliant facilities.*

Positive		Negative		Neutral impact	X	Unknown Impact	
----------	--	----------	--	----------------	---	----------------	--

**5. Race and ethnicity** *There is a statutory obligation to register life events regardless of race or ethnicity, this proposal will have no impact on any group with protected*

characteristics. The service provides a range of support tools including scripts in different languages and of varying complexities. Services are provided on different days and times to meet individual needs.

Positive		Negative		Neutral impact	X	Unknown Impact	
----------	--	----------	--	----------------	---	----------------	--

**6. Sexual orientation** *There is a statutory obligation to register life events regardless of a persons protected characteristics or not, this proposal will have no impact on any group with protected characteristics*

Positive		Negative		Neutral impact	X	Unknown Impact	
----------	--	----------	--	----------------	---	----------------	--

**7. Religion or belief (or no belief)** *There is a statutory obligation to register life events regardless of religion or belief, this proposal will have no impact on any group with protected characteristics.. The service provides a range of services to support people of different religions or beliefs including a faith out of hours death support service. Appointments are available at different times and days. All services are provided in a civil non-religious manner except when registering at a religious venue where the service is open to all faiths.*

Positive		Negative		Neutral impact	X	Unknown Impact	
----------	--	----------	--	----------------	---	----------------	--

**8. Pregnancy and maternity** *There is a statutory obligation to register life events regardless of pregnancy or maternity. The service provides a range of appointment times and days to be as flexible as possible towards those coming in to register. This proposal will have no impact on any group with protected characteristics.*

Positive		Negative		Neutral impact	X	Unknown Impact	
----------	--	----------	--	----------------	---	----------------	--

**9. Marriage and Civil Partnership** *There is a statutory obligation to register life events regardless of a person's marital status or not, this proposal will have no impact on any group with protected characteristics. The service is opening up civil partnerships to all couples once they become law, all couples are charged the same fee for the same ceremony category.*

Positive		Negative		Neutral impact	X	Unknown Impact	
----------	--	----------	--	----------------	---	----------------	--

**10. Groups that cross two or more equality strands e.g. young black women**

Our groups of customers are very diverse with many people covering multiple protected characteristic areas, the service is accessible to all regardless of background or protected characteristic.

**Outline the overall impact of the policy for the Public Sector Equality Duty:**

- Could the proposal result in any direct/indirect discrimination for any group that shares the protected characteristics?
- Will the proposal help to advance equality of opportunity between groups who share a protected characteristic and those who do not?  
This includes:
  - a) Remove or minimise disadvantage suffered by persons protected under the Equality Act
  - b) Take steps to meet the needs of persons protected under the Equality Act that are different from the needs of other groups
  - c) Encourage persons protected under the Equality Act to participate in public life or in any other activity in which participation by such persons is disproportionately low
- Will the proposal help to foster good relations between groups who share a protected characteristic and those who do not?

This proposal will not result in direct or indirect discrimination for any group that shares the protected characteristics and those who do not, registration services are delivered in compliance with government rules, regulation and law.

Statutory fees are available to ensure accessibility and amending some the of fees will not affect the statutory provision for the services offered by the registration team. All fees are charged the same regardless of group although statutory fees are available to ensure accessibility. This fees proposal will enable a fair and sustainable service to be delivered with a range of appointment days, times and variation of services to meet specific needs. Legislation have provision for fees to be waived on the grounds of compassion and hardship to further ensure accessibility and fairness to all.

**6. a) What changes if any do you plan to make to your proposal as a result of the Equality Impact Assessment?**

Further information on responding to identified impacts is contained within accompanying EqIA guidance

Outcome	Y/N
<p><b>No major change to the proposal:</b> the EqIA demonstrates the proposal is robust and there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken. <u>If you have found any inequalities or negative impacts that you are unable to mitigate, please provide a compelling reason below why you are unable to mitigate them.</u></p>	Y
<p><b>Adjust the proposal:</b> the EqIA identifies potential problems or missed opportunities. Adjust the proposal to remove barriers or better promote</p>	N

equality. Clearly <u>set out below</u> the key adjustments you plan to make to the policy. If there are any adverse impacts you cannot mitigate, please provide a compelling reason below	
<b>Stop and remove the proposal:</b> the proposal shows actual or potential avoidable adverse impacts on different protected characteristics. The decision maker must not make this decision.	N

**6 b) Summarise the specific actions you plan to take to remove or mitigate any actual or potential negative impact and to further the aims of the Equality Duty**

Impact and which protected characteristics are impacted?	Action	Lead officer	Timescale
N/A			

Please outline any areas you have identified where negative impacts will happen as a result of the proposal but it is not possible to mitigate them. Please provide a complete and honest justification on why it is not possible to mitigate them.

N/A

**6 c) Summarise the measures you intend to put in place to monitor the equalities impact of the proposal as it is implemented:**

The service will continue to monitor the mix of customers coming in to use the service and customer engagement strategy will be amended as necessary and scrutinised and approved by the General Register Office.



Any areas of concern will be addressed in accordance with legislation, equality policy and in agreement with the General Register Office where necessary.

### 7. Authorisation

EqlA approved by .....Fiona Alderman ..... (Assistant Director/ Director)	Date .....08/10/21.....
---	----------------------------

### 8. Publication

*Please ensure the completed EqlA is published in accordance with the Council's policy.*

Please contact the Policy & Strategy Team for any feedback on the EqlA process.