

## Equality Impact Assessment (EQIA)

The Equality Impact Assessment (EQIA) form is a template for analysing a policy or proposed decision for its potential effects on individuals with protected characteristics covered by the Equality Act 2010.

The council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not

The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.

Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

### 1. Responsibility for the Equality Impact Assessment

<b>Name of proposal:</b>	Repurpose Customer Services Space for Homelessness Prevention Hub
<b>Service Area:</b>	Customer Services
<b>Officer Completing Assessment:</b>	David Plank
<b>Equalities Advisor:</b>	
<b>Cabinet meeting date (if applicable):</b>	9 <sup>th</sup> February 2026
<b>Director/Assistant Director</b>	Kari Manovitch

### 2. Executive summary

Please complete this section *after* completing the rest of the form and summarise:

- The policy proposal, its aims and objectives, the decision in consideration. Please focus on the change that will result from this decision.
- Results of the analysis: potential positive and negative equality impacts
- Mitigations that will be taken to minimise negative equality impacts (if relevant)
- Next steps (this may include: if/when the EQIA will be refreshed, planned consultation, future stages of the project).

Customer services at Marcus Garvey/Tottenham Leisure Centre opened in 2016, however historically Wood Green Customers Services has attracted 50% more footfall than Marcus Garvey due to its central location, transport links and proximity to other amenities.

The unplanned temporary closure of Marcus Garvey Customer Services on 3 October 2025 was due to staff shortages, and the footfall fully transferred to Wood Green Customer Centre with minimal disruption. Wait times for customers to be seen have reduced due and both customers and staff have experienced the benefits of a bigger team all in one location.

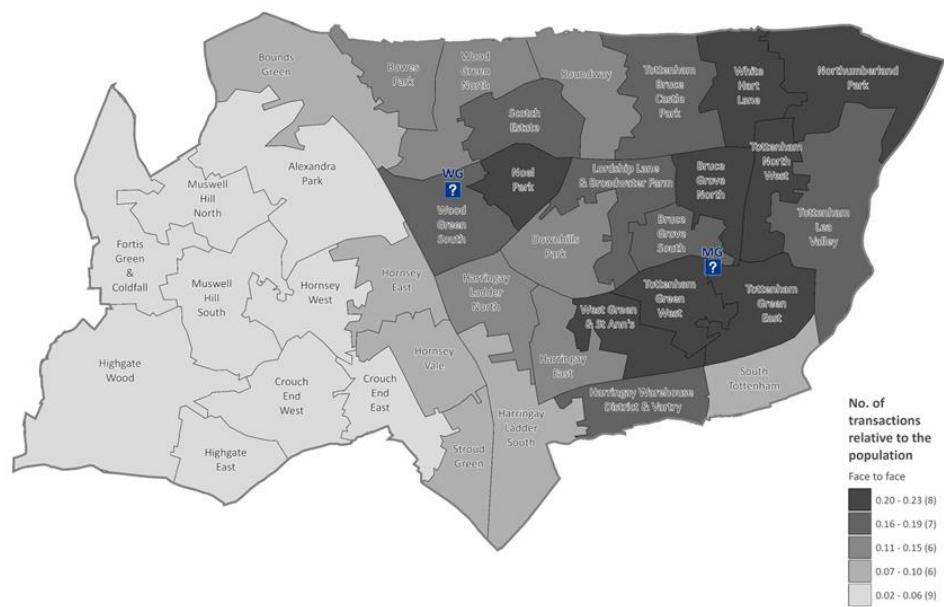
The EQIA considers the impacts of making this change permanent on those with protected characteristics.

### 3. Consultation and engagement

The closure of Marcus Garvey Customer Services impacts residents who rely on face-to-face interactions to access council services. In the 12 months prior to closure (Oct 2024 – 3 Oct 2025), Marcus Garvey recorded 16,141 visits, demonstrating significant demand.

Analysis shows that most face-to-face customers come from the east of the borough, meaning the change creates longer travel times for many residents.

The map in this slide shows only transactions rates for F2F interactions. Here the skew towards neighbourhoods in the East is even stronger.



## 1. Impact on Protected Groups

The profile of the 16,141 visitors reveals that the closure disproportionately impacts residents who fall under protected characteristics. 4,765 visits were related to homelessness, and therefore will resume at Marcus Garvey when the Hub opens.

## 2. Engagement and Feedback Gap

There is a notable tension between the high usage numbers and the "limited" feedback received since the closure.

- The lack of formal complaints does not necessarily equate to satisfaction. Residents with low literacy, mental health conditions, or English as a second language are statistically less likely to navigate formal complaint procedures.
- While the majority of residents have made no mention of the change, there is some anecdotal feedback from residents mentioning they miss the Marcus Garvey service.

## 3. Facility Quality and Resilience

While the consolidation at Wood Green offers operational resilience, the engagement data suggests the physical environment is a step backward for the user experience:

- Environment: Wood Green Library is a poor quality environment for staff and residents, with old furniture and décor and no natural light in the Customer Centre. The lack of private meeting rooms at Wood Green is particularly concerning for residents discussing sensitive housing or financial issues.
- Operational Trade-off: The larger and therefore more resilient service available at Wood Green Customer Centre is a benefit, with this showing in reduced wait times, and a wider pool of CS staff is helpful for ensuring query resolution, but it may be inaccessible to the east-borough residents who cannot make the longer journey.

## 4. Summary

The engagement data indicates that while the move achieves administrative efficiency, it places a challenge on residents who are face digital and socio-economic exclusion. When the new Homelessness Prevention Hub at Marcus Garvey opens it will attract the residents in housing need that previously visited Customer Services, and the aim is that these residents will get a much better experience via the new Hub than Customer Services was able to offer.

It is also important to note that everything that Customer Services supports residents with can be done over the phone, except for two very low-volume tasks. Attending a customer centre in person is therefore chosen by residents who prefer it, or those who struggle to communicate over the phone. During the 2025 calendar year, Customer Services processed 4,765 enquiries regarding housing advice and homelessness

Customer Services has been given temporary additional budget to recruit four staff in our telephony contact centre team who will start in early 2026 and reduce the long telephone wait times that customers have been experiencing over the last six months and make the phone a more accessible access channel for residents. This in turn should reduce the number of residents who choose to visit us in person.

**3a. 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? Detail how your approach will facilitate the inclusion of protected groups likely to be impacted by the decision.**

The Hub will require a communications campaign to inform residents of the change to the purpose of the space at Marcus Garvey library. This is likely to include physical signage in the space, informing customers of the upcoming change, posts on social media informing customers of the change and where they can go to have their queries resolved, and information in routing communications including Haringey People Extra and HomeZone.

Given that Customer Services at Marcus Garvey stopped on 3<sup>rd</sup> October 2025, residents have already adapted to this change, as footfall has wholly transferred to the Customer Centre at Wood Green. The communications about the new change is ensuring that residents in housing need visit the Hub not Customer Services, and that residents who need access with anything else including temporary accommodation and housing tenancy matters go to Wood Green.

**3b. 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.**

A consultation exercise has not been completed as the closure of Marcus Garvey Customer Services on 3 October 2025 was an unplanned change due to staff shortages, however the staff have transferred to Wood Green Customer Centre and engage daily with residents who might have previously visited Marcus Garvey, and limited feedback positive or negative has been provided.

## **4. Data and Impact Analysis**

**Note:** officers may want to complement their analysis with data from the State of the Borough and ward profiles, found here: <https://www.haringey.gov.uk/local-democracy/about-council/state-of-the-borough>.

**Please consider how the proposed change will affect people with protected characteristics.**

There are two main data sources that have been used in the development of this Equality Impact assessment. These are as follows:

- Data from the 2021 Census commissioned by the Office for National Statistics (ONS). This was used to establish a baseline for the population of the Borough as a whole.
- Locally held data on households approaching Customer Services. This includes:
  - o The postcode of the customer
  - o Information about the reason for contact
  - o Limited information about support needs

Equalities data is not currently captured by Customer Services.

As a proxy, however, we have used postcode data and corresponding data from the Census to infer the makeup of residents that contact customer services. Although imperfect, it does have the advantage of going beyond a simple “borough average” and hopefully better reflecting our residents at a more local level.

Key limitations and assumptions are:

- Information is held at case reference level covering November 2024 and November 2025. Only records with a matching Haringey postcode are included, and duplicate contacts with the same case reference are excluded. By extension this means that contacts by the same household but with different case reference numbers will all be included.
- Many residents have a query that does not require their postcode to be captured, so they cannot be included in the geographic analysis
- The geographic distribution of contacts is uneven across the borough and may differ from the density of households. This is evidenced by mapping the customer contacts for the respective time periods.
- Data is collected at the most granular level available and aggregated to borough level.
- The likelihood of a contact with Customer Services is solely dependent upon where the person lives, and not upon any other protected characteristic. This is an oversimplification but necessary within the limits of the available data. Factors including systemic racism<sup>1</sup>, and inequality even at the most local levels<sup>2</sup> will almost certainly impact some communities more than others.
- Estimates of demographics are based upon extrapolating household data to resident level. This inherently assumes that the likelihood of different

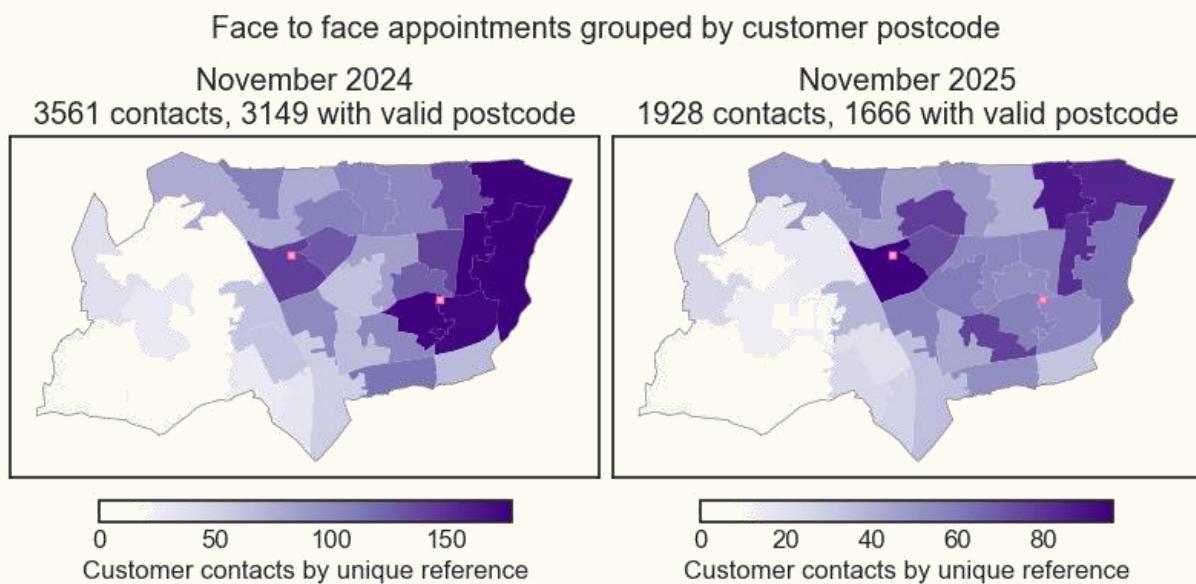
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<sup>1</sup> S. Fitzpatrick, G. Bramley, J. McIntyre, N. Ayed, & B. Watts-Cobbe, Race, Ethnicity and Homelessness in the UK: Final report of a knowledge and capacity building programme (2025). Available at <https://doi.org/10.17861/D78C-M498>.

<sup>2</sup> C. D. Lloyd et al., An ethnic group specific deprivation index for measuring neighbourhood inequalities in England and Wales (2024), *The Geographical Journal*, 190, e12563. Available at <https://doi.org/10.1111/geoj.12563>.

household types, for example single households and families, is the same (which may not be the case).

Where other data sources have been used, these shall be referenced in the relevant section of this EqIA. Throughout this EqIA figures with raw counts of less than three have been suppressed to prevent disclosure of individuals and are denoted by an asterisk (\*).



There has been a drop in the total number of contacts made to Customer Services between November 2024 and November 2025. Proportionally the greatest drop has been for customers living close to Marcus Garvey.

## 4a. Age

### Data

Figures reflect the total number of residents. Percentages use the “People” figure as the denominator and may not total to 100% due to rounding.

The age profile reveals the problem in using a statistical technique to infer the age of those who visit us in Customer Services, because we only directly serve and capture data from and about adults, and a disproportionate number of those who visit us are in the older age groups, but this is not evident from the data below.

Age group	Borough <sup>3</sup>	Face-to-face appointments	
		November 2024	November 2025
0-4	14,948 (5.7%)	473 (5.8%)	246 (5.7%)

<sup>3</sup> Population estimates for England and Wales: mid-2024 – [Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

5-14	30,297 (11.5%)	950 (11.6%)	495 (11.5%)
15-24	30,935 (11.7%)	1,051 (12.8%)	539 (12.5%)
25-34	49,898 (18.9%)	1,566 (19.1%)	825 (19.2%)
35-44	44,753 (16.9%)	1,363 (16.7%)	725 (16.9%)
45-54	37,690 (14.3%)	1,150 (14.0%)	604 (14.0%)
55-64	27,975 (10.6%)	851 (10.4%)	448 (10.4%)
65-74	15,957 (6.0%)	448 (5.5%)	240 (5.6%)
75+	11,753 (4.4%)	334 (4.1%)	179 (4.2%)
People	264,206	8,186	4,302
Median age (years)	36	35	35

### Detail the findings of the data.

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- b) Might members of this group be disproportionately affected by this proposal as a result of a need related to their protected characteristic?

### Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

Older residents are over represented in those who choose to access Customer Services in person rather than over the phone or digitally, and older people are more likely to struggle with travelling longer distances, therefore this is likely to have a negative impact on older residents who need support in-person.

## 4b. Disability

### Data

#### Borough Profile

- Disabled under Equality Act – 13.7%<sup>4</sup>
  - Day to day activities limited a lot – 6.1%
  - Day to day activities limited a little – 7.5%
- 7.5% of residents people diagnosed with depression<sup>5</sup>
- 1.7% of residents diagnosed with a severe mental illness<sup>6</sup>
- 0.4% of people in Haringey have a learning disability<sup>7</sup>

<sup>4</sup> Census, 2021 – [Disability, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://disability-england-and-wales.ons.gov.uk/)

<sup>5</sup> NHS Quality Outcomes Framework – [Prevalence of diagnosed depression among GP registered population age 18+](https://www.england.nhs.uk/statistics/statistical-work-areas/quality-and-outcomes-framework-prevalence-of-diagnosed-depression-among-gp-registered-population-age-18/)

<sup>6</sup> NHS Quality Outcomes Framework – [Prevalence of diagnosed mental health diagnosis among GP registered population age 18+](https://www.england.nhs.uk/statistics/statistical-work-areas/quality-and-outcomes-framework-prevalence-of-diagnosed-mental-health-diagnosis-among-gp-registered-population-age-18/)

<sup>7</sup> PHE Learning disability profiles – <https://fingertips.phe.org.uk/learning-disabilities#page/0/gid/1938132702/pat/6/par/E12000007/ati/102/are/E09000014>

## Target Population Profile

**What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

Data from Customer Services	Face to face appointment		Not face-to-face	
	November 2024	November 2025	November 2024	November 2025
Customer contacts where main reason was related to a disability <sup>8</sup>	55 (1.5%)	42 (2.2%)	140 (3.9%)	62 (0.7%)
Customer support needs include “accessibility”	Not recorded	68 (3.5%)	Not recorded	85 (1.0%)
Sample size	3,561	1,928	3,561	8,639

**Detail the findings of the data.**

- Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**
- Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?**

There is insufficient data to draw conclusions.

## Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

The closure of Marcus Garvey is likely to have had a slightly negative impact with respect to the protected characteristic of disability. This is due to the reduction in availability of a local face-to-face service offer for disabled residents in the East of the borough. This is mitigated by the very good public transport access of the Wood Green Customer Service Centre.

## 4c. Gender Reassignment

**Under the Equality Act 2010, a person has the protected characteristic of gender reassignment if “the person is proposing to undergo, is undergoing or**

<sup>8</sup> Defined as if the main reason for contact was related to a Blue Badge, companion badge, disabled parking bay, disabled Freedom Pass, or new aids and adaptations within a property.

has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex.” In this context the term “trans” is used in this EqIA to describe anyone who defines as having their gender identity different to their sex registered at birth. This includes those who identify as a trans man, trans woman, non-binary, another minority gender identity, or no specific gender identity.

## Data

### Borough Profile<sup>9</sup>

Updated guidance has recently been published by the ONS (26 March 2025) regarding the applicability and suitability of gender identity figures obtained from the 2021 Census.<sup>10</sup> This states that “The Census 2021 gender identity estimates should not be used to provide estimates of the sizes of the population who identified as trans man, trans woman, non-binary, and all other gender identities”.

For context a strong spatial correlation can be seen (at both local and London-wide levels) between areas with a higher proportion of residents identifying as a gender different from the sex registered at birth and those with residents reporting little or no English language proficiency.<sup>11,12</sup> In Haringey this is particularly evident in the east of the borough. At the same time, there may be systematic under-reporting from certain communities, especially in cases where the Census return was filled out by the head of the household on behalf of younger family members.

	Haringey
Proportion of 2021 Census respondents who <ul style="list-style-type: none"> <li>were coded as a trans man or a trans woman and provided a response to the gender identity write-in that was different to their response to the sex question, for example, sex female and gender identity write-in “man”, and/or</li> <li>provided a gender identity write-in that was an unambiguously trans response, for example, “non-binary”, “trans man”, “gender fluid”</li> </ul>	0.32%
Proportion that identified as having a gender identity different from their sex assigned at birth	1.24%

<sup>9</sup> Census, 2021 – [Gender identity, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/censuses/census/2021/genderidentity)

<sup>10</sup> [Census 2021 gender identity estimates for England and Wales, additional guidance on uncertainty and appropriate use - Office for National Statistics](https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/censuses/census/2021/genderidentity/guidanceonuncertaintyandappropriateuse)

<sup>11</sup> [Quality of Census 2021 gender identity data - Office for National Statistics](https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/censuses/census/2021/genderidentity/guidanceonuncertaintyandappropriateuse)

<sup>12</sup> [ONS letter to the OSR on Census 2021 gender identity estimates - Office for National Statistics](https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/censuses/census/2021/genderidentity/guidanceonuncertaintyandappropriateuse)

The true proportion of residents in Haringey that identify as trans is likely between these two bounds. The first value is a lower bound as it is probable that the categorisation used may have genuinely missed some residents identifying as trans, specifically those that did not provide a response in the gender identity write-in box. Meanwhile the second value is a lower bound for the reasons highlighted above.

### Target Population Profile

**What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

Data about a person's gender identity (including the protected characteristic of gender reassignment) is not recorded within existing Customer Services data.

**Detail the findings of the data.**

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- b) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?

### Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

Due to a lack of suitable and reliable information we are unable to determine what the impact of the Hub will have on the protected characteristic of gender reassignment. However, there is no current reason to believe that the impact on residents with this protected characteristic will be disproportionately felt compared to cisgender residents.

### 4d. Marriage and Civil Partnership

**Note:** Only the first part of the equality duty (“*Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act*”) applies to this protected characteristic.

#### Data

##### Borough Profile <sup>13</sup>

- Divorced or formerly in a same-sex civil partnership which is now legally dissolved: (9.9%)
- Married or registered civil partnership: (35.8%)

<sup>13</sup> Census, 2021 – [Marriage and civil partnership status in England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

- Separated (but still legally married or still legally in a same-sex civil partnership): (2.9%%)
- Single (never married or never registered a same-sex civil partnership): (45.3%)
- Widowed or surviving partner from a same-sex civil partnership: (6.1%)

### Target Population Profile

What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

Unfortunately data about a person's marital status is not recorded within existing Customer Services data within an easily reportable format.

Detail the findings of the data.

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- b) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?

### Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

Due to this data being unavailable, it is not possible to determine what impact there will be (if any) on residents with this protected characteristic.

## 4e. Pregnancy and Maternity

Note<sup>14</sup>:

- Pregnancy is the condition of being pregnant or expecting a baby.
- Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

### Data

#### Borough Profile

Borough

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<sup>14</sup> Equality and Human Rights Commission, 2022 – [Pregnancy and maternity discrimination](#).

Pregnant <sup>15</sup>	2,450 – 2,670
Within 26 weeks of giving birth	1,530
Total	3,980 – 4,200 (6.4 to 6.8%)
Sample size	62,138

### Target Population Profile

**What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

**Unfortunately data about a person's marital status is not recorded within existing Customer Services data within an easily reportable format.**

**Detail the findings of the data.**

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- b) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?

### Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

As this data is unavailable, it is not possible to determine what impact there will be (if any) on residents with this protected characteristic. However it is logical to assume that those experiencing pregnancy or maternity in the east of the borough who need to access Customer Services will experience more barriers on average to travel to the Wood Green location than those not experiencing pregnancy or maternity.

### 4f. Race

**In the Equality Act 2010, race can mean ethnic or national origins, which may or may not be the same as a person's current nationality.<sup>16</sup>**

### Data

<sup>15</sup> ONS - [Births in England and Wales: birth registrations - Office for National Statistics](#). In 2023 there were 3,064 reported live births in Haringey. Assuming that 80-90% of all pregnancies go to term ([Baby loss statistics | Tommy's](#)), and an average gestation period of 38 weeks, this gives a range of the number of residents that are likely to be pregnant at any one time. Denominator for percentage is the ONS 2023 mid-year estimate for females aged 16-44 years old (62,138 people).

<sup>16</sup> [Race discrimination | Equality and Human Rights Commission \(equalityhumanrights.com\)](#)

The "Other ethnic group" category includes residents from a Latin American background. There is a local commitment to better capture and record information from this group, however at the time of writing this has not been fully implemented within the council.

Ethnic group	Borough <sup>17</sup>	Face to face appointments	
		November 2024	November 2025
<b>Asian</b>	<b>8.7%</b>	<b>842 (10.0%)</b>	<b>431 (9.8%)</b>
Bangladeshi	1.8%	192 (2.3%)	102 (2.3%)
Chinese	1.5%	175 (2.1%)	83 (1.9%)
Indian	2.2%	170 (2.0%)	89 (2.0%)
Pakistani	0.8%	76 (0.9%)	39 (0.9%)
Other Asian	2.4%	229 (2.7%)	118 (2.7%)
<b>Black</b>	<b>17.6%</b>	<b>2,028 (24.3%)</b>	<b>998 (22.9%)</b>
Black African	9.4%	1,109 (13.3%)	548 (12.6%)
Black Caribbean	6.2%	692 (8.3%)	331 (7.6%)
Other Black	2.0%	227 (2.7%)	119 (2.7%)
<b>Mixed</b>	<b>7.0%</b>	<b>586 (7.0%)</b>	<b>298 (6.8%)</b>
White & Asian	1.5%	94 (1.1%)	49 (1.1%)
White & Black African	1.0%	90 (1.1%)	47 (1.1%)
White & Black Caribbean	2.0%	196 (2.3%)	96 (2.2%)
Other Mixed	2.5%	206 (2.5%)	106 (2.4%)
<b>Other</b>	<b>9.7%</b>	<b>964 (11.6%)</b>	<b>500 (11.4%)</b>
Arab	1.0%	99 (1.2%)	50 (1.1%)
Any Other Ethnic Group	8.7%	865 (10.4%)	450 (10.3%)
<b>White</b>	<b>57.0%</b>	<b>3,933 (47.0%)</b>	<b>2,133 (48.9%)</b>
White British	31.9%	1,957 (23.4%)	1,054 (24.2%)
White Irish	2.2%	137 (1.6%)	75 (1.7%)
Gypsy or Irish Traveller	0.1%	10 (0.1%)	5 (0.1%)
Roma	0.8%	66 (0.8%)	36 (0.8%)
Other White	22.1%	1,763 (21.1%)	962 (22.1%)
<b>Prefer not to say</b>			
<b>Unknown</b>			
Sample size	264,234		
Sample size ex. unknown	264,234		

**Detail the findings of the data.**

<sup>17</sup> Census 2021 - [Ethnic group, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**
- b) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?**

Ethnic group	Face to face appointment			Not face to face appointment		
	November 2024	November 2025	Change in share	November 2024	November 2025	Change in share
Asian	842 (10.0%)	431 (9.8%)	-1.9%	2,677 (9.9%)	1,980 (9.9%)	+0.8%
Black	2,028 (24.3%)	998 (22.9%)	-5.7%	6,347 (23.4%)	4,583 (23.1%)	-1.6%
Mixed	586 (7.0%)	298 (6.8%)	-2.6%	1,913 (7.1%)	1,402 (7.0%)	-0.1%
Other	964 (11.6%)	500 (11.4%)	-0.6%	3,025 (11.2%)	2,231 (11.2%)	+0.5%
White British	1,957 (23.4%)	1,054 (24.2%)	+3.2%	7,070 (26.1%)	5,199 (26.1%)	+0.2%
White - not White British	1,976 (23.7%)	1,078 (24.7%)	+4.5%	6,084 (22.5%)	4,507 (22.7%)	+0.9%
Total	8,353	4,359		27,116	19,902	

*In the above table, change in share is defined as how much that category's respective share has changed between November 2024 and November 2025. For example, if 20% of appointments in November 2024 were made by White residents, but only 10% in November 2025, then the change in share would be: (10% - 20%) divided by 20% = -50%.*

Residents with an ethnicity other than White are overrepresented in those who visit Customer Services

### Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

The closure of Marcus Garvey Customer Service Centre may have had a negative impact on residents from non-white ethnic groups within the Asian, Black, Mixed and Other categories, because they are overrepresented in the East of the borough and those who visit Marcus Garvey. This is based solely upon the home postcode of the customer. Mitigations are set out in section 7.

### 4g. Religion or belief Data

## Borough Profile <sup>18</sup>

- Christian: 39%
- Buddhist: 0.9%
- Hindu: 1.3%
- Jewish: 3.6%
- Muslim: 12.6%
- No religion: 31.6%
- Other religion: 2.3%
- Religion not stated: 8.0%
- Sikh: 0.3%

## Target Population Profile

### What data will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

Data about a person's religion is not recorded within existing Customer Services data within an easily reportable format.

## Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

As this data is unavailable, it is not possible to determine what impact there will be (if any) on residents with the protected characteristic of religion.

## 4h. Sex

### Data

		Face to face appointments	
Sex	Borough <sup>19</sup>	November 2024	November 2025
Female	137,540 (52.1%)	4,378 (52.5%)	2,274 (52.2%)
Male	126,310 (47.9%)	3,968 (47.5%)	2,083 (47.8%)
Sample size	263,850	8,346	4,357

<sup>18</sup> Census, 2021 – [Religion, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

<sup>19</sup> Population estimates for England and Wales: mid-2024 – [Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- b) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?

Data is inconclusive.

### Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

The proposed decision will likely have a neutral impact with respect to the protected characteristic of a person's sex, other than the fact that those assigned female at birth are the only people who experience pregnancy and maternity according to UK definitions, who are more likely to find it hard to travel a longer distance than those not experiencing pregnancy or maternity.

## 4i. Sexual Orientation

### Data

#### Borough profile <sup>20</sup>

- Straight or heterosexual: 83.4%
- Gay or Lesbian: 2.7%
- Bisexual: 2.1%
- All other sexual orientations: 0.8%
- Not answered: 11.0%

### Target Population Profile

**What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

**Unfortunately data about a person's sexual orientation (including the protected characteristic of gender reassignment) is not recorded within existing Customer Services data within an easily reportable format.**

### Detail the findings of the data.

- c) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?

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<sup>20</sup> Census, 2021 – [Sexual orientation, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

d) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?

### Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

As this data is unavailable, it is not possible to determine what impact there will be (if any) on residents with this protected characteristic.

## 4j. Socioeconomic Status

### Data

#### Income

- 7.7% of the population of Haringey aged 16-64 were claiming unemployment benefit as of October 2025.<sup>21</sup>
- 27.1% of residents aged 16-65 were claiming Universal Credit as of October 2025.<sup>22</sup>
- Around 29% (CI: 23.3 to 33.9%) of jobs in Haringey are paid below the London Living Wage.<sup>23</sup>

#### Educational Attainment

- Haringey ranks 24<sup>th</sup> out of 32 in London for GCSE attainment (% of pupils achieving strong 9-5 pass in English and Maths).<sup>24</sup>
- Around 6.1% (CI: 2.8 to 9.4%) of Haringey's working age population had no qualifications as of 2024.<sup>25</sup>
- 5.0% were qualified to level one only (equivalent to grade 1-3 at GCSE).<sup>26</sup>

#### Area Deprivation

As measured by the overall 2025 Index of Multiple Deprivation (IMD 2025), Haringey is either the 3<sup>rd</sup> (by average score) or 6<sup>th</sup> (by average rank) most deprived London borough. These figures, however, hide the deep rooted and multifaceted inequality within the borough. The most deprived LSOAs (Lower Super Output Areas, or small neighbourhood areas) are more heavily concentrated in the east of the borough, as shown in the map below.

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<sup>21</sup> ONS Nomis – [ONS Claimant Count by sex and age](#)

<sup>22</sup> DWP, StatXplore – [Universal Credit statistics, People on Universal Credit - GOV.UK \(www.gov.uk\)](#)  
ONS – [Population estimates for the UK, England, Wales, Scotland and Northern Ireland - Office for National Statistics](#)

<sup>23</sup> ONS – [Number and proportion of employee jobs with hourly pay below the living wage - Office for National Statistics](#)

<sup>24</sup> Department for Education - [Explore data - Create your own tables on key stage 4 performance](#)

<sup>25</sup> ONS Annual Population Survey – [Your Data - Nomis - Official Census and Labour Market Statistics](#)

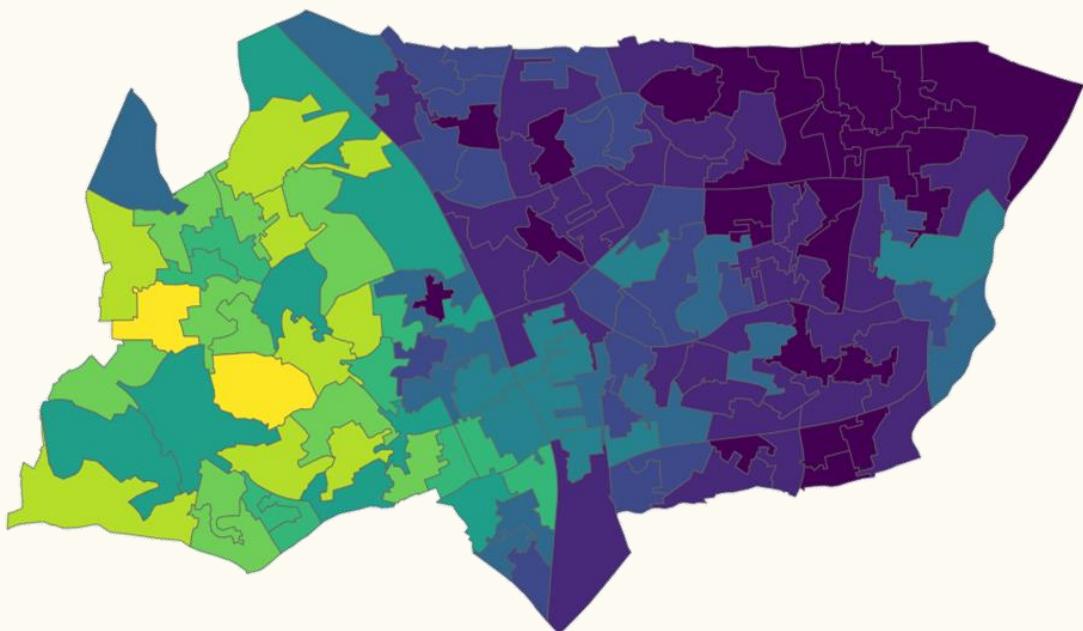
<sup>26</sup> LG Inform – [Data and reports | LG Inform \(local.gov.uk\)](#)

**A total of 43.7% of Haringey's population live in neighbourhoods classified as some of the most deprived in the country (the extent measure). Alternately almost 1 in 5 residents (19.3%) live in the 10% most deprived areas nationally – both figures are the highest proportion of all London boroughs.**

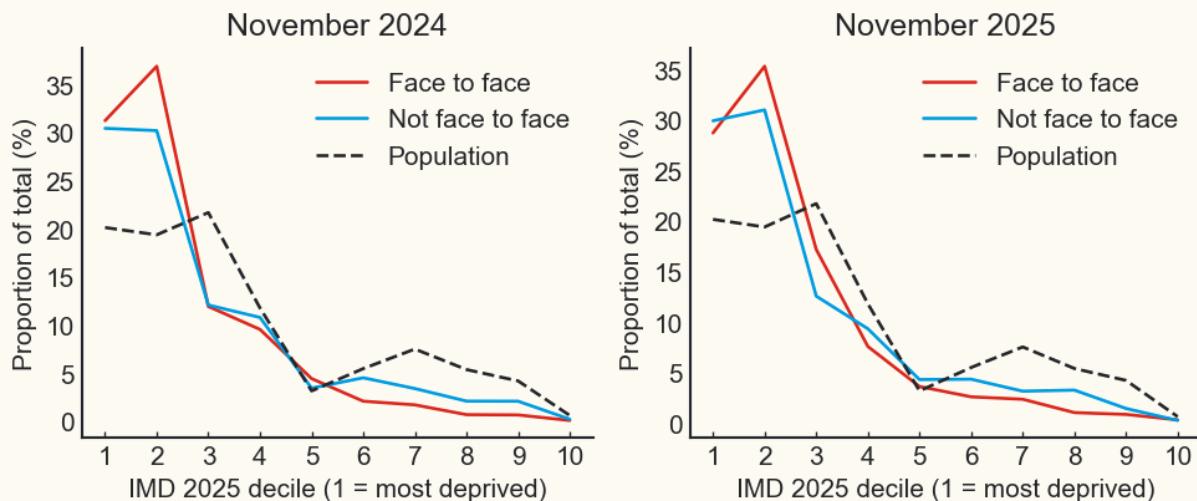
**The IMD is comprised of a series of domains, each weighted to give the overall score. Compared to other London boroughs, Haringey ranks particularly poorly in the Crime and Barriers to Housing and Services domains but does reasonably well in the Education and Health domains.**

Index of Multiple Deprivation (IMD) Decile (where 1 is most deprived 10% of LSOAs)

Decile • 1 • 2 • 3 • 4 • 5 • 6 • 7 • 8 • 9 • 10



### Target Population Profile



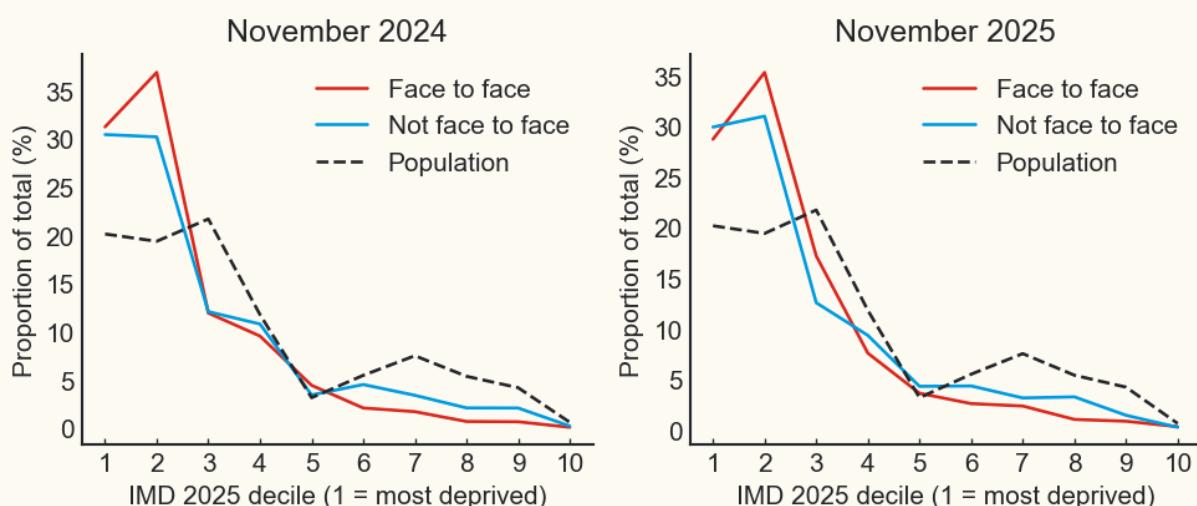
### Detail the findings of the data.

- Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?

Residents contacting Customer Services are more likely to be living in more socioeconomically deprived areas of the borough compared to the borough average. Furthermore residents in the most deprived areas were slightly more likely to have a face-to-face appointment compared to the least deprived. This does, however, not appear to have changed significantly as a result of the closure of Marcus Garvey.

### Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).



The closure of Marcus Garvey is likely to have had a slightly negative impact for residents with lower incomes. Residents living in the east of the borough may have to make additional journeys to Wood Green that they otherwise may have been able to travel on foot.

Note that this conclusion is solely based upon the postcode of customers contacting Customer Services. The Index of Multiple Deprivation reflects an average across a neighbourhood of approximately 1,500 people; an individual household's experience can differ significantly from their immediate neighbours. Future work is required to fully determine any realised impacts for this locally protected characteristic. This includes a deeper dive into the circumstances around why residents contact Customer Services.

## 5. Key Impacts Summary

### 5a. Outline the key findings of your data analysis.

The closure of Marcus Garvey may have indirectly resulted in a slightly reduced face-to-face offer for residents identifying as from a Black ethnic background, and those with the protected characteristic of disability. This conclusion is reliant upon incomplete data and a series of assumptions.

### 5b. Intersectionality

- **Many proposals will predominantly impact individuals who have more than one protected characteristic, thereby transforming the impact of the decision.**
- **This section is about applying a systemic analysis to the impact of the decision and ensuring protected characteristics are not considered in isolation from the individuals who embody them.**
- **Please consider if there is an impact on one or more of the protected groups? Who are the groups and what is the impact?**

As several data sets are unavailable it has not been possible to complete an analysis on intersectionality.

### 5c. Data Gaps

**Based on your data are there any relevant groups who have not yet been consulted or engaged? Please explain how you will address this**

There is limited data gap with respect to equalities information (including their protected characteristics) recorded by Customer Services. Throughout this EqIA this has been partially mitigated for by using proxy data generated through the customer's postcode.

## 6. Overall impact of the policy for the Public Sector Equality Duty

**Summarise the key implications of the decision for people with protected characteristics.**

**In your answer, please consider the following three questions:**

- **Could the proposal result in any direct/indirect discrimination for any group that shares the relevant protected characteristics?**
- **Will the proposal help to advance equality of opportunity between groups who share a relevant protected characteristic and those who do not?**
- **Will the proposal help to foster good relations between groups who share a relevant protected characteristic and those who do not?**

The closure of Marcus Garvey may have a negative impact on residents from non-white ethnic background, and those with the protected characteristic of disability, and pregnancy and maternity, and those on lower incomes living in the east of the borough.

These conclusions are reliant upon limited data and a series of assumptions, and should, therefore, be treated with a degree of caution. Future ongoing and regular monitoring of any impacts upon protected characteristics should be carried out. This will be aided by a new customer resource management system being adopted in the next few months. Mitigations to reduce any potential impact on residents in the east of the borough, as well as those with a disability, should be considered.

## **7. Amendments and mitigations**

**7a. What changes, if any, do you plan to make to your proposal because of the Equality Impact Assessment?**

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

No changes as mitigations were already in train.

**7b. What specific actions do you plan to take to remove or mitigate any actual or potential negative impact and to further the aims of the Equality Duty?**

**Action:**

While the Council encourages residents who can use alternative channels to do so, we recognise that many customers - such as older people, disabled residents, and those with limited English or digital skills - require tailored support.

To mitigate the impact of closing Marcus Garvey and ensure continuity of service for these residents, the following measures have been / are to be implemented:

- Continued face-to-face access at Wood Green, with a larger team of customer services staff and managers on site and a central location with improved transport links.
- Repurposing Marcus Garvey as a Homelessness Prevention Hub, offering in-person appointments for vulnerable clients in line with statutory guidance.
- Customer Services will provide a reception and triage service at the Hub, continuing the role they have always played for residents in housing need. These staff will be able to answer very basic questions or support residents with digital access via the public PCs which are remaining. The staff will also continue to offer access to a phone for residents who need it to speak to Customer Services in detail and don't have a working phone.
- Customer Services has been given temporary additional budget to recruit four staff in our telephony contact centre team who will start in early 2026 and reduce the long telephone wait times that customers have been experiencing over the last six months and make the phone a more accessible access channel for residents. This in turn should reduce the number of residents who choose to visit us in person.
- Improving the digital offer is being worked on as part of the council's Service Modernisation programme, and a new Digital Inclusion Policy and Roadmap is being brought to Cabinet in March 2026. Together these should enable more residents to access services online instead of in person or over the phone.
- Assisted digital support is offered at Wood Green and over the phone, helping digitally excluded residents complete online forms and access services with staff assistance.
- Ongoing monitoring of visit volumes and customer feedback, ensuring that any emerging issues are identified and addressed promptly.

These mitigations aim to balance operational sustainability with equitable access, safeguarding vulnerable residents while consolidating services into a more resilient model.

Lead officer: David Plank

Timescale: 08/01/2026

**Please outline any areas you have identified where negative impacts will happen because 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 the:**

N/A

## 7. Ongoing monitoring

**Summarise the measures you intend to put in place to monitor the equalities impact of the proposal as it is implemented.**

- Who will be responsible for the monitoring?
- What the type of data needed is and how often it will be analysed.
- When the policy will be reviewed and what evidence could trigger an early revision
- How to continue to involve relevant groups and communities in the implementation and monitoring of the policy?

Ongoing service usage data monitoring and an EQIA refresh within the first 12 months of operation will identify any emerging barriers and any further mitigations required.

**Date of EQIA monitoring review:**

**07/01/2027**

## **8. Authorisation**

EQIA approved by (Assistant Director/ Director) Kari Manovitch

Date 28.01.26

## **9. Publication**

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

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