

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

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### Section one – information about the service and service change

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

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

## Engagement and consultation

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

### Has any pre-consultation engagement been carried out?

(Delete as appropriate)

No
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### Describe the consultation or engagement you have performed or are intending to perform.

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

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

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

## **Section two: Assessment**

**Table 1 Impact Assessment**

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

**Table 2 Geographical impact**

Does the proposal impact on a specific area?

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

**Section three: Equality Statement**

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

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

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

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

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

<sup>1</sup> Indices of Multiple Deprivation, Ministry of Housing, Communities and Local Government 2019.



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

**Table 4 Explanation and mitigation for medium and high impacts**

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

**Table 5 Consideration of and explanation for positive impacts**

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

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

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

**Box 2**

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

N/A