

# SSA EQUALITY IMPACT AND NEEDS ANALYSIS

Directorate	Resources
Service Area	Resources – Cost of Living
Service/policy/function being assessed	Cost of Living Programme
Which borough (s) does the service/policy apply to	Richmond
Staff involved in developing this EINA	Patrice Kusi-Appouh, Katie McElligott, Eleni Ioannou, Bethany Pepper
Date approved by Directorate Equality Group (if applicable)	
Date approved by Policy and Review Manager	4 <sup>th</sup> April 2023
Date submitted to Directors’ Board	11 <sup>th</sup> May 2023

## 1. Summary

The cost of living (CoL) crisis has resulted in unprecedented pressures on people already struggling, and thousands of people in Richmond are having to make tough decisions. We want to do as much as possible to help our residents. We have concentrated our efforts on 8 workstreams to ensure we provide a comprehensive package of support to our residents. These are: - Cost of Living Hub, Community Resilience, Data Analytics, Financial Resilience, Food, Warm Homes, Warm Spaces, and Wellbeing and Inclusion.

**CoL Hub:** We have set up the CoL Online Hub, which brings together information on CoL-related topics, such as support with money and energy bills, as well as a support calculator tool which advises residents what they are eligible for to ensure they are maximising their income. The hub is being updated regularly as support is extended and new information emerges. In late 2022, CoL leaflets were delivered to every household, as well as other targeted locations, setting out a condensed version of this information.

**Community Resilience:** We are working with communities across the borough, including the local voluntary, community and business sectors, to increase their resilience to CoL impacts. Some of the initiatives include: a virtual CoL-focussed Community Conversation, giving residents and businesses an opportunity to ask questions and share their views about the crisis and the Council’s response; the establishment of a £150k grant fund, which voluntary and community sector (VCS) organisations can bid to with their own proposals to respond to CoL crisis; and direct support and advice to local small businesses about how to be more resource efficient and save costs.

**Data Analytics:** We are using a data-led approach to develop a single view of council debt and arrears as well as adopting a specialised tool to identify low-income families. This will enable us to identify key community groups such as those in crisis, at risk, struggling or coping. It will also help us to distinguish eligible and non-eligible residents for Government payments to allow us to target our support to those most in need.

**Financial Resilience:** We are bringing together a range of activities targeted at reducing financial pressures on households and preventing them falling into crisis, including the expansion of existing advice contracts such as the general advice service for residents (via Citizens Advice

Richmond), the benefits advice service for older adults (via Age UK Richmond) and the Benefits Advice service for people with physical and learning disabilities (via Richmond AID). We are also developing a training and awareness programme to ensure organisation-wide literacy in CoL and financial resilience issues, to ensure staff (and partners) working directly with service users are able to advise and signpost appropriately, in line with the principles of Making Every Contact Count.

**Food:** We will be supporting residents in or at risk of food poverty to access affordable food by signposting to food support in the borough via the CoL Hub; including Richmond Food Bank's four distribution points, information about Free School Meals, ideas for reducing food costs and retail discounts and offers. We will be providing access to food in Youth and Children Centres as part of our Warm Spaces offer, as well as promoting the uptake of Free School Meals through the adoption of a data analytic tool which aims to identify low income families, and local children eligible for free school meals who are not already receiving them. In addition, the £150k CoL grant fund for VCS organisations lists food provision as one of the three priorities.

**Warm Homes:** The Warm Homes workstream is focussed on ensuring more Richmond residents live in energy efficient and affordably warm homes. The actions being developed through this programme seek to significantly invest in scaling up existing initiatives and increasing the number of households benefiting from them. This is in partnership with VCS organisations in the borough such as Habitats & Heritage carrying out increased engagement and outreach work on energy efficiency and support on energy bills; SWLEAP providing an extended energy advice outreach service, including home visits and detailed energy advice available to residents; and Thinking Works providing the Council's WRAP (Wandsworth and Richmond Assessment Point) service, helping residents who are older, vulnerable or on a low income, with energy advice and impactful interventions in the home. In addition, 'warm packs', containing basic interventions to reduce energy consumption and bills, will be supplied by SWLEAP and made available to households in the borough that are considered to be in fuel poverty.

**Warm Spaces:** We have set up Warm Spaces within the community using council owned buildings such Libraries, Youth and Children Centres. These spaces are free and offer a warm, safe place for everyone. The Libraries are offering a warm space with comfy seating area, a free hot drink, activities, games as well as relevant advice and information as required. The Children and Youth Centres are offering a safe, welcoming place which can provide young people and families with hot drinks, food and a range of activities to support their needs. We have also welcomed organisations within the VCS to join our network of Warm Spaces although we will not measure their impact for the purpose of this assessment.

**Wellbeing and Inclusion:** It is recognised that the CoL crisis is likely to impact not only personal finances, but also individual health and wellbeing, including mental health. Initiatives included in this workstream include ensuring the impact of the CoL crisis is considered in delivering a new Mental Health Strategy, providing a series of money management workshops (primarily to people engaged with the work match service), and holding a CoL Jobs Fair for Richmond residents.

In 2019, Richmond was ranked least deprived borough in London and ranked amongst the 10% least deprived Local Authorities in England. The borough has a high proportion of older residents compared to London (16.1% vs 12.2%) and a much higher percentage of White-British residents compared with London (65.9% vs 38.6%). The percentage of residents on Universal Credit and claiming out of work benefits is much lower compared to London (7.8% vs 15.3% and 2.4% vs 4.7% respectively) and the percentage of households considered to be in fuel poverty (7.5%) is again much lower than London (11.5%) and England (13.2%).

However, a significant number of residents will be facing hardships during this crisis, many for the first time. There are an estimated 12,614 people within the borough experiencing income deprivation, including 2,945 children and 3,971 older people. 6,431 of these people are considered to be in fuel poverty. Overall, the top five wards with the most income-deprived populations are estimated to be: Heathfield; Hampton North; Ham, Petersham & Richmond Riverside; Mortlake & Barnes Common; and West Twickenham. Despite Richmond being generally an affluent borough, there are many residents who need the Council’s support, help and advice through this crisis, and will be aided by its response through the CoL programme.

2. Evidence gathering and engagement

a. What evidence has been used for this assessment? For example, national data, local data via DataRich or DataWand

Evidence	Source
2011 Census	Office for National Statistics (ONS)
2021 Census	ONS
Population statistics	DataRich
GLA 2020 Data	Greater London Authority
Joint Strategic Needs Assessment 2014	DataRich
Indices of Deprivation 2019	DataRich
Richmond Carers Needs Assessment	DataRich
Children and Young People’s Needs Assessment 2019	Achieving for Children / Richmond Council
Marmot Indicators 2018-2020	ONS
Business, Energy & Industry Strategy 2020	DataRich

b. Who have you engaged and consulted with as part of your assessment?

Individuals/Groups	Consultation/Engagement results	Date	What changed as a result of the consultation
n/a	n/a	n/a	n/a

3. Analysis of need

Potential impact on this group of residents and actions taken to mitigate impact and advance equality, diversity and inclusion

Protected group	Findings		
Protected Characteristics			
Age	GLA 2020 Data:		
	Age Group	Richmond population %	London population %
	0-15	20.3	19.3
	16-64	63.6	68.5
	64+	16.1	12.2

	Richmond has a higher proportion of the oldest group (64+) at 16.1% compared to London at 12.2%. Richmond also has a slightly higher proportion of young population (20.3%) compared to London (19.3%)																							
Disability	<u>ONS 2011 Census Data:</u>  The 2011 Census identified that 11.5% of the population of the Borough indicated that they had a long-term health problem or disability that affected their day-to-day life.																							
Sex	<u>GLA Data 2020</u> <table><tr><td>Gender</td><td colspan="2">Richmond Population %</td></tr><tr><td>Female</td><td>51.39</td><td></td></tr><tr><td>Male</td><td>48.61</td><td></td></tr></table> The percentage of female residents is higher at 51.39%.			Gender	Richmond Population %		Female	51.39		Male	48.61													
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Female	51.39																							
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Gender reassignment	<u>Joint Strategic Needs Assessment 2014</u>  The number of people presenting to health services and Gender Identity Clinics for gender dysphoria is growing rapidly – an estimated 15-20% increase per annum. This is thought to be due to a number of factors including increased public awareness and knowledge, NHS provision of services, legislative changes, mutual support within the growing Transgender community and more respectful press coverage. Using the 2009 Gender Identity Research and Education Society (GIREs) incidence estimate and predicted growth, incidences in 2013 of presenting would be roughly 6 per 100,000 aged 15 and over per year.  Assuming uniform distribution of individuals geographically, there may be between 16 and 39 people with gender dysphoria in Richmond Borough, and the potential for 12 presentations for treatment in 2013 in those over 15 years old.  According to the Stonewall LGBT in Britain - Home and Communities Report, only half of trans people feel able to open up about their sexual orientation or gender identity to everyone in their family. There is limited data on gender identity currently, this needs to be borne in mind when developing new services and conducting Equality Impact Assessments so that relevant data is collected, and any needs addressed.																							
Marriage and civil partnership	<u>ONS 2011 Census Data:</u> <table><tr><td>Marital Status</td><td>Richmond Population %</td><td>London Population %</td></tr><tr><td>Divorced</td><td>7.9</td><td>7.4</td></tr><tr><td>Same sex civil partnership</td><td>0.4</td><td>0.4</td></tr><tr><td>Married</td><td>47.3</td><td>39.8</td></tr><tr><td>Separated</td><td>2.2</td><td>3.2</td></tr><tr><td>Single</td><td>36.7</td><td>44.1</td></tr><tr><td>Widowed</td><td>5.4</td><td>5</td></tr></table>			Marital Status	Richmond Population %	London Population %	Divorced	7.9	7.4	Same sex civil partnership	0.4	0.4	Married	47.3	39.8	Separated	2.2	3.2	Single	36.7	44.1	Widowed	5.4	5
Marital Status	Richmond Population %	London Population %																						
Divorced	7.9	7.4																						
Same sex civil partnership	0.4	0.4																						
Married	47.3	39.8																						
Separated	2.2	3.2																						
Single	36.7	44.1																						
Widowed	5.4	5																						

	Richmond has a higher proportion of married residents (47.3%) compared to London (39.8%).		
Pregnancy and maternity	<u>ONS birth summary statistics</u>  In 2012, there were 2,916 live births to women living in Richmond. The live birth rate was 72 per 1,000 women aged 15-44 years in the borough which is predicted to remain fairly stable over the next ten years.		
Race/ethnicity	<u>GLA 2020 Data:</u>		
	<i>Ethnicity</i>	<i>Richmond Population %</i>	<i>London Population %</i>
	Arab	0.8	1.6
	Bangladeshi	0.5	2.9
	Black African	1	7.3
	Black Caribbean	0.6	3.8
	Chinese	0.9	1.7
	Indian	3.1	7.1
	Other Asian	3.2	5.6
	Other Black	0.2	2.3
	Other Ethnic Group	1.1	2.4
	Other Mixed	1.2	1.8
	Other White	15.1	15.8
	Pakistani	0.9	3.1
	White & Asian	1.7	1.4
	White & Black African	0.5	0.9
	White & Black Caribbean	0.8	1.5
	White – British	65.9	38.6
	White – Irish	2.9	2
	Richmond has a much higher percentage of White-British residents (65.9%) compared with London (38.6%). Richmond also has a slightly higher percentage of White-Irish residents (2.9% vs 2%) and White & Asian residents (1.7% vs 1.4%) compared to London.		
Religion and belief, including non belief	<u>ONS 2011 Census Data:</u>		
	<i>Religion</i>	<i>Richmond Population %</i>	<i>London Population %</i>
	Buddhist	0.8	1
	Christian	55.3	48.4
	Hindu	1.6	5
	Jewish	0.8	1.8
	Muslim	3.3	12.4
	Sikh	0.8	1.5
	Other Religion	0.5	0.6
	No Religion	28.4	20.7

	Richmond has higher percentage of Christians (55.3%) compared to London (48.4%), as well as residents who identify as having ‘no religion’ (28.4% vs 20.7%).		
Sexual orientation	Data from the Office for National Statistics (published in October 2017) shows that in 2016, 2% of the UK population identified themselves as lesbian, gay or bisexual (LGB), up from 1.7% in 2015. The largest proportion of the population who identified themselves as LGB came in London (2.7%), while the lowest was the east of England (1.2%). Figures show that one in 50 Britons are LGB.		
	<u>Richmond ONS data 2013-2015</u>		
	Sexual orientation	Richmond population %	
	Heterosexual/straight	93.2	
	Lesbian, gay or bisexual (LGB)	1.8 (approx. 3000 people)	
Don't know/ refuse or other	5		
Across groups i.e. older LGBT service users or Black, Asian & Minority Ethnic young men.	No data currently available for the borough.		
Socio-economic status (to be treated as a protected characteristic under Section 1 of the Equality Act 2010)			
Deprivation (measured by the 2019 English Indices of Deprivation)	<u>Indices of Deprivation 2019</u>		
	Richmond was within the 10% least deprived Local Authorities (LAs) in England between 2015 and 2019 and was the least deprived London borough. Richmond ranked amongst the least deprived third of LAs for five of seven deprivation domains (Barriers to Housing & Services; Education, Skills & Training; Employment; Health Deprivation & Disability; Income) and ranked the least deprived in England for Education, Skills and Training.  However, there are still an estimated 12,614 people within the borough experiencing income deprivation, including 2,945 children and 3,971 older people. In general, the top five wards with the most income-deprived populations are estimated to be: Heathfield; Hampton North; Ham, Petersham & Richmond Riverside; Mortlake & Barnes Common; and West Twickenham. For older people, this changes slightly to: Mortlake & Barnes Common; South Richmond; Hampton North; Heathfield; and Barnes.		
Low-income groups & employment	<u>DWP – December 2022</u>		
	Group	Richmond Population %	London Population %
	People on Universal Credit (UC)	7.8	15.3
	People claiming out of work benefits	2.4	4.7
Richmond has a significantly lower percentage of residents claiming UC or out of work benefits compared to London.			

	<u>Business, Energy &amp; Industrial Strategy 2020</u>			
	<i>Group</i>	<i>Richmond</i>	<i>London</i>	<i>England</i>
	No. of households in fuel poverty – LILEE*	6,431	403,807	3,158,206
	% of households in fuel poverty – LILEE*	7.5	11.5	13.2
	Richmond has a lower percentage of households considered to be in fuel poverty compared to London or England.			
	*LILLE = Low Income / Low Energy Efficiency			
Carers	<u>Richmond Carers Needs Assessment 2019</u>			
	The 2011 census reported that a total of 15,802 people in the borough were carers, and this is projected to have grown to 17,000 in 2018.			
	The proportion of Richmond’s population providing unpaid care (8.5%) is similar to the average for SW London (8.4%) and London as a whole (8.5%) and lower than the average in England (10.2%).			
Care experienced people	<u>Richmond Children and Young People’s Needs Assessment 2019</u>			
	The 2019 Children and Young People’s Needs Assessment reported that in 2018, Richmond had 105 Children Looked After compared to 5,630 in Outer London and 75,420 in England.			
Single parents	<u>ONS 2021 Census</u>			
	The 2021 census reported that Richmond had a lower percentage of lone parent families (8.8%) compared to London (13.3%) and England (11.1%).			
Health inequalities	<u>ONS Marmot Indicators</u>			
	<u>Inequality in life expectancy at birth (2018-2020)</u>			
	<i>Group</i>	<i>Richmond (yrs)</i>	<i>London (yrs)</i>	<i>England (yrs)</i>
	Females	1.2	5.4	7.9
	Males	5.3	7.5	9.7
	This data shows that Richmond has a lower inequality in life expectancy at birth compared to both London and England in female and male residents.			
	<u>Life expectancy in least and most deprived decile (2018-2020)</u>			
	<i>Group</i>	<i>Richmond (yrs)</i>	<i>England (yrs)</i>	
	Females (least deprived decile)	85.9	86.3	
	Females (most deprived decile)	83.4	78.3	

	Males (least deprived decile)	84.3	83.2
	Males (most deprived decile)	77.2	73.5
	This data shows that Richmond has a higher life expectancy in its least and most deprived deciles compared to England, for both female and male residents.		
Refugee status	No data currently available for the borough.		

Data gaps

Data gap(s)	How will this be addressed?
Refugee Status	This data is currently being collated by the Policy and Review team; this EINA will be updated once the data is available.



4. Impact

Protected group	Positive	Negative
Age	<p>The programme delivers the following benefits for all residents:</p> <ul style="list-style-type: none"><li>• The CoL hub means there will be easily accessible, helpful CoL information available online to everyone including income maximisation and debt advice. The fact it is online makes it easier for those who may otherwise feel stigmatized to access the help and support they need.</li><li>• All will be able to benefit from extra funding provided to VCS organisations to support their local communities with the CoL crisis.</li><li>• This programme will help foster stronger community spirit during a very difficult time for many residents and may also inspire them to become volunteers in the community.</li><li>• Data Analytics will improve data quality and collection to ensure data is complete and captured in a standardised format. This will minimise data gaps and allow easier linking of data. This approach will help deliver efficiencies which will increase our capacity to respond to the CoL crisis as well as future emergency situations through quicker data-sharing. This work will help us gain an improved picture of our population, to be able to better support their needs in a more informed and targeted way.</li><li>• The programme will help to reduce financial pressures on households and prevent them from falling into crisis through advice and assistance to maximise their income where possible.</li><li>• The expansion of the existing general advice contract with Citizens Advice Richmond will mean more capacity to help more residents in a meaningful way.</li></ul>	<p>The following potential negative impacts have been identified for this group:</p> <ul style="list-style-type: none"><li>• The CoL Hub being online could negatively impact residents who are digitally excluded, who are more likely to be older residents. However, we have delivered CoL leaflets to all residents in the Borough to ensure everyone has access to the same information, and the Customer Services team will help any resident that calls the Council’s Customer Service line.</li><li>• Although warm spaces offer a refuge during the winter months, older residents (who are more likely to have mobility issues and/or age-related health conditions) may struggle to get out and access warm spaces during adverse weather conditions. However, all warm spaces are well-connected via public transport routes.</li><li>• Emerging data and analytics tools and techniques, such as the use of algorithms could reinforce existing biases. We are not yet at a position with our data and analytics to utilise these tools. However, it’s something that may need to be considered as we progress on this journey and become more advanced.</li></ul>

	<ul style="list-style-type: none"><li>• The development of a training and awareness programme, organisation-wide for literacy in cost of living and financial resilience issues, will help staff to better advise residents and be more efficient in signposting.</li><li>• There will be additional support for residents in or at risk of food poverty to access affordable food.</li><li>• There will be signposting to existing food support in the borough via CoL online hub.</li><li>• Funding is available to VCS organisations to offer food as part of their response in the local communities.</li><li>• We aim to provide more energy efficiency and water saving devices to all council homes.</li><li>• Residents can access additional support from our partners SWLEAP who will provide an energy efficiency outreach service which includes energy debt advice.</li><li>• Our Warm Spaces venues provide a free warm, safe space for everyone without judgement, and are easily accessible via public transport routes.</li><li>• Residents can also access additional support at our Warm Spaces venues such as cost of living advice regarding income maximisation and debt advice.</li><li>• There will be additional support around employment with initiatives such as jobs events.</li><li>• The additional funding and partnership on this programme will help strengthen support for those experiencing domestic abuse, particularly related to the CoL-crisis.</li></ul> <p>In addition, the following benefits have been identified for specific age groups:</p> <ul style="list-style-type: none"><li>• Older residents will be able to access information, advice and support specifically for them via the online CoL hub e.g., pension credit and free tv license.</li></ul>	
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	<ul style="list-style-type: none"><li>• Older residents will often need to keep their heating on for longer periods during winter due to age-related health conditions. Combined with rising energy costs, many could be left unable to adequately heat their homes. Warm Spaces provide additional options for older residents to keep warm free of charge during the winter months. Also, the energy efficiency advice available could greatly assist older residents to be more economical in the winter months without putting their health at further risk.</li><li>• Older residents (65+) can benefit from the Council’s WRAP service – providing energy advice, or home interventions (e.g. via a handyperson or gas engineer).</li><li>• Some of the VCS organisations that have received VCS grant funding have offers specifically targeted at older residents.</li><li>• Older residents are more likely to have mobility issues due to age-related health conditions. All Council-owned Warm Spaces venues have accessible entrances.</li><li>• Older residents are more at risk of isolation from the community. Warm Spaces promotes wellbeing and inclusion with activities available at many venues.</li><li>• Campaigns using the specialised data tool will likely include pension credit take-up (benefitting older residents).</li><li>• Expansion of the Benefits Advice service for Older Adults via supporting capacity within Age UK Richmond will benefit older residents.</li></ul>	
<b>Disability</b>	<p>As above re key programme benefits for all residents. In addition, the following benefits have been identified for this group:</p> <ul style="list-style-type: none"><li>• There is a lot of information, advice and guidance available specifically for disabled households e.g. Disability cost of living payments.</li><li>• The expansion of the Benefits Advice service for People with Physical and Learning Disabilities via Richmond AID.</li></ul>	<p>The following potential negative impacts have been identified for this group:</p> <ul style="list-style-type: none"><li>• People with disabilities are more likely to be digitally excluded, so the fact that the CoL hub is online could negatively impact on these residents. However, leaflets summarising this information have been delivered to all households in the borough, and Customer Services will help any resident that calls the Council’s Customer Service line.</li></ul>

	<ul style="list-style-type: none"><li>Residents who have a long-term health condition or disability can benefit from the Council’s WRAP service – providing energy advice, or home interventions (e.g. via a handyperson or gas engineer)</li><li>All our Council owned venues being used as Warm Spaces have accessible entrances.</li></ul>	<ul style="list-style-type: none"><li>Some venues do not have accessible toilets which may be required by people with certain disabilities. However, these are clearly signposted on the Council's Warm Spaces Directory.</li></ul>
<b>Sex</b>	<p>As above re key programme benefits for all residents. In addition, the following benefits have been identified for this group:</p> <ul style="list-style-type: none"><li>Women are more likely to experience domestic abuse, which has been greatly exacerbated by the CoL crisis. In a study by Women’s Aid (2022), they found 66% of survivors said that the CoL crisis was being used as a tool for coercive control and 73% of women living with and having financial links with their abuser said the CoL crisis had prevented them from leaving or made it harder to leave. This programme has provided funding for an additional Independent Domestic Violence Advocate, who specialises in financial abuse and mental health.</li><li>Women are more likely to have caring responsibilities. There is specific information, advice and guidance for households with carers e.g. Caring for children with special educational needs and disabilities.</li></ul>	No negative impact identified for this particular group.
<b>Gender reassignment</b>	<p>As above re key programme benefits for all residents. In addition, the following benefit has been identified for this group:</p> <ul style="list-style-type: none"><li>Although there is limited data available, it is generally consistent within literature that rates of domestic abuse are estimated to be higher for transgender people in the UK compared to cisgender people (Galop, 2019). In addition, a recent survey of frontline workers (Galop, 2022) found that 80% said that the CoL crisis has made it much harder for LGBTQ+ survivors to flee abuse. This programme has provided funding for an additional Independent Domestic Violence Advocate for the borough, who specialises in financial abuse and mental health.</li></ul>	No negative impact identified for this particular group.

<b>Marriage and civil partnership</b>	As above re key programme benefits for all residents.	No negative impact identified for this particular group.
<b>Pregnancy and maternity</b>	As above re key programme benefits for all residents. In addition, the following benefit has been identified for this group: <ul style="list-style-type: none"><li>• There is specific information, advice and guidance for pregnant mothers e.g. healthy start vouchers and sure start maternity grants.</li></ul>	No negative impact identified for this particular group.
<b>Race/ethnicity</b>	As above re key programme benefits for all residents.	No negative impact identified for this particular group.
<b>Religion and belief, including non belief</b>	As above re key programme benefits for all residents.	The following potential negative impacts have been identified for this group: <ul style="list-style-type: none"><li>• Some food provisions may not be culturally appropriate. However, several food provisions will include a generic offer such as soup.</li><li>• Many VCS registrations are faith-specific venues, which may mean some people feel they are unable to enter. However, all warm spaces are inclusive and welcoming to everyone, and this will be promoted in the warm spaces directory.</li></ul>
<b>Sexual orientation</b>	As above re key programme benefits for all residents. In addition, the following benefit has been identified for this group: <ul style="list-style-type: none"><li>• Although there is limited data available, studies have shown that domestic abuse is widely unreported within the LGBTQ+ community, at a rate of 60-80% (Galop, 2020). In addition, a recent survey of frontline workers (Galop, 2022) found that 80% said that the CoL crisis has made it much harder for LGBTQ+ survivors to flee abuse. This programme has provided funding for an additional Independent Domestic Violence Advocate for the borough, who specialises in financial abuse and mental health.</li></ul>	No negative impact identified for this particular group.
<b>Deprivation</b>	As above re key programme benefits for all residents.	The following potential negative impacts have been identified for this group: <ul style="list-style-type: none"><li>• Residents in high deprivation areas are likely to have less computer and internet access. Therefore, we have delivered</li></ul>

		CoL leaflets to every household in the Borough to ensure everyone has access to same information regardless of their circumstances.
<b>Low-income groups &amp; employment</b>	As above re key programme benefits for all residents. In addition, the following benefits have been identified for this group: <ul style="list-style-type: none"><li>• There is specific information, advice and guidance for low-income households e.g. Social tariffs on broadband and phone packages.</li><li>• There is financial support available to low-income families via the Household Support Fund.</li></ul>	No negative impact identified for this particular group.
<b>Carers</b>	As above re key programme benefits for all residents. In addition, the following benefit has been identified for this group: <ul style="list-style-type: none"><li>• There is specific information, advice and guidance for households with carers e.g. Caring for children with special educational needs and disabilities.</li></ul>	No negative impact identified for this particular group.
<b>Care experienced people</b>	As above re key programme benefits for all residents. In addition, the following benefit has been identified for this group: <ul style="list-style-type: none"><li>• There is extra financial support available for Care Leavers from the Council, in the form of one-off payments provided by the Household Support Fund.</li><li>• There is a strong Warm Spaces offer for children and young people through the borough's Children's and Youth Centres, with a range of activities and hot meals available.</li><li>• The programme is promoting the uptake of free school meals and healthy start vouchers.</li></ul>	No negative impact identified for this particular group.
<b>Single parents</b>	As above re key programme benefits for all residents. In addition, the following benefit has been identified for this group: <ul style="list-style-type: none"><li>• There is specific information, advice and guidance for single parent households e.g. Universal Credit Childcare costs.</li></ul>	No negative impact identified for this particular group.
<b>Health inequalities</b>	As above re key programme benefits for all residents.	No negative impact identified for this particular group.
<b>Refugee status</b>	As above re key programme benefits for all residents.	No negative impact identified for this particular group.

5. Actions to advance equality, diversity and inclusion

Guidance

*Put in this table actions you have identified that will be included in your strategy/policy and supporting action plan or mitigating actions you have identified that need to be undertaken.*

*Include how the impact of actions will be measured for example if you resolve to make a service more accessible for older residents say what your current baseline is and what target you want to achieve.*

*These actions will be tracked by your Directorate Equality Group who record all actions on their EINA tracker. As well as sending the final version of this EINA to the Policy & Review Team, please send it to your [Directorate Equality Group](#) and ensure they are updated on the progress of your EINA actions.*

Action	Lead Officer	Deadline
Keep under review whether emerging data and analytics tools and techniques, such as the use of algorithms could reinforce existing biases.	Salman Klar/Bethany Pepper	
Develop and circulate COL information leaflets targeted at specific groups (people with disabilities, older people)	Lisa Poole	
Review webpages and consider whether segmenting some information by user (people with disabilities, older people) could improve user experience and make information suitable for these groups easier to locate.	Bethany Pepper	