

Equality Impact and Outcome Assessment (EIA)

EIAs make services better for everyone and support value for money by getting services right first time.

EIAs enable us to consider all the information about a service, policy or strategy from an equalities perspective and then action plan to get the best outcomes for staff and service-users¹.

They analyse how all our work as a council might impact differently on different groups².

They help us make good decisions and evidence how we have reached these decisions³.

See end notes for full guidance.

For further support or advice please contact Community Partnerships

1. Equality Impact and Outcomes Assessment (EIA) Template

First, consider whether you need to complete an EIA, or if there is another way to evidence assessment of impacts, or that an EIA is not needed⁴.

Title of EIA⁵	Leisure Venues – William Penn Leisure Centre, South Oxhey Leisure Centre and Rickmansworth Golf Course	ID No.⁶	
Team/Service ⁷			
Focus of EIA⁸			

2. Update on previous EIA and outcomes of previous actions ⁹

What actions did you plan last time? (List them from the previous EIA)	What improved as a result? What outcomes have these actions achieved?	What <u>further</u> actions do you need to take? (add these to the Action plan below)
Improve the health and wellbeing of the population through self sustainable programmes, both in and out of the centre	An 8% increase in participation across the facilities. 7% in adults and 1% in juniors.	
Improve the health and wellbeing of the population through working with external partners	We attended 10+ events and activities outside of the leisure venues providing sport and physical activity for the communities in their local venues.	
Increase number of events in the centre to promote health and wellbeing and improve experiences for Children and Young People	5 events completed throughout the year	

3. Review of information, equality analysis and potential actions

Protected characteristics groups from the Equality Act 2010	What do you know ¹⁰ ? Summary of data about your service-users and/or staff	What do people tell you ¹¹ ? Summary of service-user and/or staff feedback	What does this mean ¹² ? Impacts identified from data and feedback (actual and potential)	What can you do ¹³ ? All potential actions to: • advance equality of opportunity, • eliminate discrimination, and • foster good relations
Age ¹⁴	<i>Service users vary in age from 1-90 years</i>	<i>Feedback on the facilities is very good with minor cleaning complaints received</i>		<i>Continue outreach work to local community groups to increase usage in Children and older adults.</i>
Disability ¹⁵	Many varying disability users attend the facilities using all sort of activity space and equipment	Feedback is very good and also audit scores returned are very good. Recent audit completed through Quest and the Inclusive Fitness Initiative.	Whilst some very specific equipment could further improve the offering, we have a lot of inclusive equipment within the fitness facilities and changing places facilities.	
Gender reassignment ¹⁶	Not many users at present	No feedback received	Due to changes in law we are awaiting further updates from UK Active in regards to specific processes. At present we utilise unisex toilet spaces and cubicled changing villages.	
Pregnancy and maternity ¹⁷	Not currently tracked in terms of usage.	No feedback received.	N/A	No issues highlighted with current offerings.
Race/ethnicity ¹⁸ Including migrants, refugees and asylum seekers	We have all data regarding the ethnicity of our users.	No specific feedback but we do operate ladies only activities to cater for the demographics of the facilities.	No negative impacts identified.	

Protected characteristics groups from the Equality Act 2010	What do you know¹⁰? Summary of data about your service-users and/or staff	What do people tell you¹¹? Summary of service-user and/or staff feedback	What does this mean¹²? Impacts identified from data and feedback (actual and potential)	What can you do¹³? All potential actions to: <ul style="list-style-type: none"> • advance equality of opportunity, • eliminate discrimination, and • foster good relations
Religion or belief¹⁹	We do collect our users religious beliefs but this not a required field for data entry and so information levels are low.	N/A	N/A	N/A
Sex/Gender²⁰	This is a required field when registering to use the facilities and we can see we have a 49-51% split between make and female users.	Again no specific feedback has been received regarding sex/gender.	N/A	N/A
Sexual orientation²¹	Again not a required field so data on our users is minimal.	No specific feedback received	N/A	N/A
Marriage and civil partnership²²	Again not a required field so data on our users is minimal.	No specific feedback received	N/A	N/A
Community Cohesion²³	Again not a required field so data on our users is minimal.	No specific feedback received	N/A	N/A
Other relevant groups²⁴	Again not a required field so data on our users is minimal.	No specific feedback received	N/A	N/A
Cumulative impact²⁵	Again not a required field so data on our users is minimal.	No specific feedback received	N/A	N/A

Protected characteristics groups from the Equality Act 2010	What do you know¹⁰? Summary of data about your service-users and/or staff	What do people tell you¹¹? Summary of service-user and/or staff feedback	What does this mean¹²? Impacts identified from data and feedback (actual and potential)	What can you do¹³? All potential actions to: <ul style="list-style-type: none"> • advance equality of opportunity, • eliminate discrimination, and • foster good relations
Assessment of overall impacts and any further recommendations²⁶				
<p><i>We collect a lot of data from our users regarding protected characteristics and use this to tailor our activities and facilities to meet the demands of the communities we serve.</i></p>				

4. List detailed data and/or community feedback that informed your EIA

Title (of data, research or engagement)	Date	Gaps in data	Actions to fill these gaps: who else do you need to engage with? (add these to the Action Plan below, with a timeframe)
Customer Feedback	Ongoing	Regularly reviewed to ensure the facilities and activities meet the needs of the community.	Ongoing reviews of the data presented.

5. Prioritised Action Plan²⁷

Impact identified and group(s) affected	Action planned (Action Owner)	Expected outcome	Measure of success	Timeframe
NB: These actions must now be transferred to service plans and/or PDRs and monitored to ensure they achieve the outcomes identified.				
Under 5s	Active Antz – fun soft play, arts and crafts and interactive sessions for children under 5 Baby group – weekly session for babies and parents under 1 to explore sensory play Coffee morning – free drop in sessions for first time parents to chat and learn	Increased social interaction with under 5s Improved physical and sensory skills Chance for families to meet and connect	AA sessions and Baby Group going well with steady numbers. Coffee morning starting in late Jan	Ongoing
CYP from low income families	HAPpy camps – free camps at RGC for families on benefits related free school meals HCF junior memberships – offering free junior memberships over holiday periods to kids on FSM	Chance for children to meet and socialise Children to try new sports and learn new skills Respite for parents	HAPpy camps running every holiday with good funding coming in Memberships steady across summer period	Ongoing
Older adults	Senior drop in sessions – senior racket sessions at WP and SO for 55+ Art group – low cost art session at SO for older adults	Chance for people to meet and socialise Increased physical skills, reducing chances of conditions and falls	All sessions well attended across both sites	Ongoing
Women and girls	Buggies and Bands – exercise sessions for mums to work out with	Chance for families to meet and connect	B+B and girls football to start this year	Ongoing

	<p>their babies</p> <p>Girls football – low cost FA sessions for girls under 12</p> <p>Walking Netball and Back2Netball – low cost England Netball sessions</p>	<p>Girls to try football in safe and inclusive environment</p>	<p>Netball sessions always well attended</p>	
MSK conditions	<p>GoodBoost – tailored sessions for people with MSK conditions in the pool</p>	<p>Reduced risk of falls, increased strength in older adults</p> <p>Chance to exercise for people new / worried</p>	<p>Sessions run at both sites with steady numbers</p>	Ongoing
Adults in quiet centre times	<p>Pickleball – a variety of adult pickleball sessions across daytime</p>	<p>Learning new sport, increased socialisation and good utilisation of sports hall in quiet times</p>	<p>All sessions well attended in both sites</p>	Ongoing
Older adults	<p>Shape Up – football sessions ran by Watford for older adults with high BMI</p> <p>Swim after Stroke – programme for stroke survivors to learn to swim</p>	<p>Increase health and wellbeing for older adults</p> <p>Reduced chance of illness in future, reducing LTHC risk</p>	<p>Shape Up steady numbers</p> <p>Swim After Stroke fully booked for each block of sessions</p>	Ongoing
Parkinsons	<p>Parkinsons Table Tennis – ran with Community Champion, free sessions for people with Parkinsons</p> <p>Parkinsons Golf – low cost sessions for people with Parkinsons, funded by Parkinsons UK</p> <p>Parkinsons Dance – Dance sessions run by JK dance for people with Parkinsons</p>	<p>Increased cognitive and motor function</p> <p>Increased socialisation</p> <p>Respite for carers</p>	<p>All sessions well attended and good feedback received</p>	Ongoing

Older adults	World Health Day – running event on 7 April to bring together health partners and showcase things on offer	Showcase what we / local partners have to help people in terms of health and wellbeing	Partners confirming for 7 April	Ongoing
CYP	Holiday Parties – running christmas, easter and summer parties for kids at low cost	Promote parties and other kids sessions we have Kids have experience with bouncy castle and soft play	Ran Xmas and Halloween parties, all with great feedback	Ongoing
Under 5s	Christmas Grotto – chance for kids to meet Santa, get a present and take part in Xmas arts and crafts	Promote other offers we have for under 5s	Ran for first time this Christmas and plans to do again for next Christmas	Ongoing
Adults	Pickleball festival – all day event for pickleball players to play, take part in raffle, win prizes etc Glow events – ran glow in the dark pickleball	Good income for site, and can promote all of our sessions	Plans to run 1 or 2 in 2026, with other events at other sites too Plans for other glow events soon – junior tennis etc	Ongoing

EIA sign-off:

Staff member competing Equality Impact Assessment:

Date:

Head of Service

Date:

TRDC Equality lead:

Date:

Guidance end-notes

¹ The following principles, drawn from case law, explain what we must do to fulfil our duties under the Equality Act:

- **Knowledge:** everyone working for the council must be aware of our equality duties and apply them appropriately in their work.
- **Timeliness:** the duty applies at the time of considering policy options and/or before a final decision is taken – not afterwards.
- **Real Consideration:** the duty must be an integral and rigorous part of your decision-making and influence the process.
- **Sufficient Information:** you must assess what information you have and what is needed to give proper consideration.
- **No delegation:** the council is responsible for ensuring that any contracted services which provide services on our behalf can comply with the duty, are required in contracts to comply with it, and do comply in practice. It is a duty that cannot be delegated.
- **Review:** the equality duty is a continuing duty. It applies when a policy is developed/agreed, and when it is implemented/reviewed.
- **Proper Record Keeping:** to show that we have fulfilled our duties we must keep records of the process and the impacts identified.

NB: Filling out this EIA in itself does not meet the requirements of the equality duty. All the requirements above must be fulfilled or the EIA (and any decision based on it) may be open to challenge. Properly used, an EIA can be a tool to help us comply with our equality duty and as a record that to demonstrate that we have done so.

² Our duties in the Equality Act 2010

As a public sector organisation, we have a legal duty (under the Equality Act 2010) to show that we have identified and considered the impact and potential impact of our activities on all people with 'protected characteristics' (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership).

This applies to policies, services (including commissioned services), and our employees. The level of detail of this consideration will depend on what you are assessing, who it might affect, those groups' vulnerability, and how serious any potential impacts might be. We use this EIA template to complete this process and evidence our consideration.

The following are the duties in the Act. You must give 'due regard' (pay conscious attention) to the need to:

- **avoid, reduce or minimise negative impact** (if you identify unlawful discrimination, including victimisation and harassment, you must stop the action and take advice immediately).
- **promote equality of opportunity.** This means the need to:
 - Remove or minimise disadvantages suffered by equality groups
 - Take steps to meet the needs of equality groups
 - Encourage equality groups to participate in public life or any other activity where participation is disproportionately low
 - Consider if there is a need to treat disabled people differently, including more favourable treatment where necessary
- **foster good relations between people who share a protected characteristic and those who do not.** This means:
 - Tackle prejudice
 - Promote understanding

³ EIAs are always proportionate to:

- The size of the service or scope of the policy/strategy
- The resources involved
- The numbers of people affected
- The size of the likely impact
- The vulnerability of the people affected

The greater the potential adverse impact of the proposed policy on a protected group (e.g. disabled people), the more vulnerable the group in the context being considered, the more thorough and demanding the process required by the Act will be.

⁴ **When to complete an EIA:**

- When planning or developing a new service, policy or strategy
- When reviewing an existing service, policy or strategy
- When ending or substantially changing a service, policy or strategy
- When there is an important change in the service, policy or strategy, or in the city (eg: a change in population), or at a national level (eg: a change of legislation)

Assessment of equality impact can be evidenced as part of the process of reviewing or needs assessment or strategy development or consultation or planning. It does not have to be on this template, but must be documented. Wherever possible, build the EIA into your usual planning/review processes.

Do you need to complete an EIA? Consider:

- Is the policy, decision or service likely to be relevant to any people because of their protected characteristics?
- How many people is it likely to affect?
- How significant are its impacts?
- Does it relate to an area where there are known inequalities?
- How vulnerable are the people (potentially) affected?

If there are potential impacts on people but you decide not to complete an EIA it is usually sensible to document why.

⁵ **Title of EIA:** This should clearly explain what service / policy / strategy / change you are assessing

⁶ **ID no:** The unique reference for this EIA.

⁷ **Team/Department:** Main team responsible for the policy, practice, service or function being assessed

⁸ **Focus of EIA:** A member of the public should have a good understanding of the policy or service and any proposals after reading this section. Please use plain English and write any acronyms in full first time - eg: 'Equality Impact Assessment (EIA)'

This section should explain what you are assessing:

- What are the main aims or purpose of the policy, practice, service or function?
- Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person/team/body and where other organisations deliver under procurement or partnership arrangements.
- How does it fit with other services?
- Who is affected by the policy, practice, service or function, or by how it is delivered? Who are the external and internal service-users, groups, or communities?
- What outcomes do you want to achieve, why and for whom? Eg: what do you want to provide, what changes or improvements, and what should the benefits be?
- What do existing or previous inspections of the policy, practice, service or function tell you?
- What is the reason for the proposal or change (financial, service, legal etc)? The Act requires us to make these clear.

⁹ **Previous actions:** If there is no previous EIA or this assessment is of a new service, then simply write 'not applicable'.

¹⁰ **Data:** Make sure you have enough data to inform your EIA.

- What data relevant to the impact on protected groups of the policy/decision/service is available?¹⁰
- What further evidence is needed and how can you get it? (Eg: further research or engagement with the affected groups).
- What do you already know about needs, access and outcomes? Focus on each of the protected characteristics in turn. Eg: who uses the service? Who doesn't and why? Are there differences in outcomes? Why?
- Have there been any important demographic changes or trends locally? What might they mean for the service or function?
- Does data/monitoring show that any policies or practices create particular problems or difficulties for any groups?
- Do any equality objectives already exist? What is current performance like against them?
- Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?
- Use local sources of data (eg: JSNA: and Herts Insight <https://www.hertfordshire.gov.uk/microsites/herts-insight/home.aspx>) and national ones where they are relevant.

¹¹ **Engagement:** You must engage appropriately with those likely to be affected to fulfil the equality duty.

- What do people tell you about the services?
- Are there patterns or differences in what people from different groups tell you?
- What information or data will you need from communities?
- How should people be consulted? Consider:
 - (a) consult when proposals are still at a formative stage;
 - (b) explain what is proposed and why, to allow intelligent consideration and response;
 - (c) allow enough time for consultation;
 - (d) make sure what people tell you is properly considered in the final decision.

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- Try to consult in ways that ensure all perspectives can be considered.
 - Identify any gaps in who has been consulted and identify ways to address this.

¹² Your EIA must get to grips fully and properly with actual and potential impacts.

- The equality duty does not stop decisions or changes, but means we must conscientiously and deliberately confront the anticipated impacts on people.
- Be realistic: don't exaggerate speculative risks and negative impacts.
- Be detailed and specific so decision-makers have a concrete sense of potential effects. Instead of "the policy is likely to disadvantage older women", say how many or what percentage are likely to be affected, how, and to what extent.
- Questions to ask when assessing impacts depend on the context. Examples:
 - Are one or more protected groups affected differently and/or disadvantaged? How, and to what extent?
 - Is there evidence of higher/lower uptake among different groups? Which, and to what extent?
 - If there are likely to be different impacts on different groups, is that consistent with the overall objective?
 - If there is negative differential impact, how can you minimise that while taking into account your overall aims
 - Do the effects amount to unlawful discrimination? If so the plan must be modified.
 - Does the proposal advance equality of opportunity and/or foster good relations? If not, could it?

¹³ Consider all three aims of the Act: removing barriers, and also identifying positive actions we can take.

- Where you have identified impacts you must state what actions will be taken to remove, reduce or avoid any negative impacts and maximise any positive impacts or advance equality of opportunity.
- Be specific and detailed and explain how far these actions are expected to improve the negative impacts.
- If mitigating measures are contemplated, explain clearly what the measures are, and the extent to which they can be expected to reduce / remove the adverse effects identified.
- An EIA which has attempted to airbrush the facts is an EIA that is vulnerable to challenge.

¹⁴ **Age:** People of all ages

¹⁵ **Disability:** A person is disabled if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. The definition includes: sensory impairments, impairments with fluctuating or recurring effects, progressive, organ specific, developmental, learning difficulties, mental health conditions and mental illnesses, produced by injury to the body or brain. Persons with cancer, multiple sclerosis or HIV infection are all now deemed to be disabled persons from the point of diagnosis.

¹⁶ **Gender Reassignment:** In the Act a transgender person is someone who proposes to, starts or has completed a process to change his or her gender. A person does not need to be under medical supervision to be protected

¹⁷ **Pregnancy and Maternity:** Protection is during pregnancy and any statutory maternity leave to which the woman is entitled.

¹⁸ **Race/Ethnicity:** This includes ethnic or national origins, colour or nationality, and includes refugees and migrants, and Gypsies and Travellers. Refugees and migrants means people whose intention is to stay in the UK for at least twelve months (excluding visitors, short term students or tourists). This definition includes asylum seekers; voluntary and involuntary migrants; people who are undocumented; and the children of migrants, even if they were born in the UK.

¹⁹ **Religion and Belief:** Religion includes any religion with a clear structure and belief system. Belief means any religious or philosophical belief. The Act also covers lack of religion or belief.

²⁰ **Sex/Gender:** Males and Females are covered under the Act. The Equality Act has some exceptions that allow employers or organisations to discriminate because of your sex

²¹ **Sexual Orientation:** Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes. There are a small number of circumstances when being treated differently due to sexual orientation is lawful.

²² **Marriage and Civil Partnership:** Only in relation to due regard to the need to eliminate discrimination.

²³ **Community Cohesion:** What must happen in all communities to enable different groups of people to get on well together.

²⁴ **Other relevant groups:** eg: Carers, people experiencing domestic and/or sexual violence, substance misusers, homeless people, looked after children, ex-armed forces personnel, people on the Autistic spectrum etc

²⁵ **Cumulative Impact:** This is an impact that appears when you consider services or activities together. A change or activity in one area may create an impact somewhere else

²⁶ **Assessment of overall impacts and any further recommendations**

- Make a frank and realistic assessment of the overall extent to which the negative impacts can be reduced or avoided by the mitigating measures. Explain what positive impacts will result from the actions and how you can make the most of these.
- Countervailing considerations: These may include the reasons behind the formulation of the policy, the benefits it is expected to deliver, budget reductions, the need to avert a graver crisis by introducing a policy now and not later, and so on. The weight of these factors in favour of implementing the policy must then be measured against the weight of any evidence as to the potential negative equality impacts of the policy.
- Are there any further recommendations? Is further engagement needed? Is more research or monitoring needed? Does there need to be a change in the proposal itself?

²⁷ **Action Planning:** The Equality Duty is an ongoing duty: policies must be kept under review, continuing to give 'due regard' to the duty. If an assessment of a broad proposal leads to more specific proposals, then further equality assessment and consultation are needed.