



**Oversight and Governance**

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## Delegated Decisions

### Delegated Executive/Officer Decisions

Delegated Executive and Officer decisions are published every week when required and are available at the following link - <https://tinyurl.com/ms6umor>

Cabinet decisions subject to call-in are published at the following link - <http://tinyurl.com/yddrql6>

Notice of call-in for non-urgent decisions must be given to the Democratic Support Unit by 4.30pm on Thursday 3 November 2022. Please note – urgent decisions and non-key Council Officer decisions cannot be called in. Copies of the decisions together with background reports are available for viewing as follows:

- on the Council's Intranet Site at <https://modgov/mgDelegatedDecisions.aspx>
- on the Council's website at <https://tinyurl.com/jhnax4e>

The decision detailed below may be implemented on Friday 4 November 2022 if not called-in.

The urgent decision detailed below may be implemented immediately.

## **Delegated Decisions**

### **I. The Leader - Councillor Richard Bingley:**

I.1. Urgent Decision - Household Support Fund Round 3

**(Pages 1 - 22)**

I.1. Changes to Contact Centre Services

**(Pages 23 - 36)**

# EXECUTIVE DECISION

made by a Cabinet Member




## REPORT OF ACTION TAKEN UNDER DELEGATED AUTHORITY BY AN INDIVIDUAL CABINET MEMBER

Executive Decision Reference Number – L16 22/23

Decision	
1	<b>Title of decision:</b> Household Support Fund Round 3
2	<b>Decision maker (Cabinet member name and portfolio title):</b> Councillor Richard Bingley
3	<b>Report author and contact details:</b> Rachel Silcock, Community Empowerment Operational Lead, 01752 307176
4	<b>Decision to be taken:</b> To approve the distribution of Household Support Fund monies through the proposed Framework for Round 3
5	<p><b>Reasons for decision:</b></p> <p>Funding from central government for the Household Support Fund (HSF) round 3 was confirmed on the 22nd September, to support vulnerable households during the winter months including with food and energy costs. This funding round has been publicised to start from October 1<sup>st</sup> 2022 to March 31<sup>st</sup> 2023. The previous round of funding ended on 30<sup>th</sup> September 2022. The DWP require a delivery plan to be submitted by the 28<sup>th</sup> October 2022. In order to meet deadlines for half-term a decision has already been taken to fund food vouchers for free school meals families during the school holidays. An urgent decision now needs to be approved for the remaining spend to allow the delivery plan to be submitted on time.</p>
6	<p><b>Alternative options considered and rejected:</b></p> <p><b>Option 1: Do Nothing</b> This is not an option as the Council has been awarded grant funding to support vulnerable households during the winter. To not use or accept this funding would be to the detriment of Plymouth households at a time of rising energy costs.</p> <p><b>Option 2: Deliver food parcels</b> Food parcels - PCC (CATERed) does not have the capacity or capability to deliver a cost effective solution due to the practicalities that would be required to produce and distribute food parcels on the scale required.</p> <p><b>Option 3: Provide cash payments or post office vouchers directly to claimants</b> This option would require a significant amount of staff capacity which wouldn't be in place in time to deliver the funding. Additionally, the procurement of pre-payment cards would incur service charges.</p>
7	<p><b>Financial implications:</b></p> <p>The funding for this contract is provided by the Department for Work and Pensions. The total grant for the Council is £2,294,796.82, to cover the winter of 2022/23.</p> <p>£930,000 has already been allocated for food vouchers for FSM families for the school holidays:</p>

	October half term, Christmas holidays, February half term and Easter holidays – a total of 6 weeks.			
8	Is the decision a Key Decision? (please contact <a href="#">Democratic Support</a> for further advice)	Yes	No	Per the Constitution, a key decision is one which:
			√	in the case of <b>capital</b> projects and contract awards, results in a new commitment to spend and/or save in excess of <b>£3million</b> in total
			√	in the case of <b>revenue</b> projects when the decision involves entering into new commitments and/or making new savings in excess of <b>£1 million</b>
		√	is <b>significant</b> in terms of its effect on communities living or working in an area comprising <b>two or more</b> wards in the area of the local authority.	
	If yes, date of publication of the notice in the <a href="#">Forward Plan of Key Decisions</a>	The Monitoring Officer has confirmed that this can be considered to be an Urgent Key Decision, due to the need to submit the delivery plan to the DWP by the 28 <sup>th</sup> October. As central government funding was not announced until the 22 <sup>nd</sup> September, it has not been practicable to include the decision in the Forward Plan.		
9	Please specify how this decision is linked to the Council's corporate plan/Plymouth Plan and/or the policy framework and/or the revenue/capital budget:	This proposal links to the Child Poverty agenda for the city and also A Bright Future 2021 – 26 in supporting children to stay safe and well, through the provision of adequate nutrition.		
10	Please specify any direct environmental implications of the decision (carbon impact)	None		
<b>Urgent decisions</b>				
11	Is the decision urgent and to be implemented immediately in the interests of the Council or the public?	Yes	√	(If yes, please contact Democratic Support ( <a href="mailto:democraticsupport@plymouth.gov.uk">democraticsupport@plymouth.gov.uk</a> ) for advice)
		No		(If no, go to section 13a)
12a	Reason for urgency: This decision is urgent because of the late confirmation of funding by the Government (September 22 <sup>nd</sup> 2022). There is an urgent need to approve and submit a delivery plan for the funding to the DWP by the 28 <sup>th</sup> October 2022 and to ensure that comms are in place for the general public who are anticipating this funding being available.			
12b	Scrutiny Chair Signature:	Councillor Laing (agreed via email)	Date	27 October 2022
	Scrutiny Committee name:	Chair of the Education and Children's Social Care OSP		

<b>Print Name:</b>		Councillor Jemima Laing		
<b>Consultation</b>				
I3a	<b>Are any other Cabinet members' portfolios affected by the decision?</b>	<b>Yes</b>		
		<b>No</b>	√	<b>(If no go to section I4)</b>
I3b	<b>Which other Cabinet member's portfolio is affected by the decision?</b>	n/a		
I3c	<b>Date Cabinet member consulted</b>			
I4	<b>Has any Cabinet member declared a conflict of interest in relation to the decision?</b>	<b>Yes</b>		If yes, please discuss with the Monitoring Officer
		<b>No</b>	√	
I5	<b>Which Corporate Management Team member has been consulted?</b>	<b>Name</b>	Ruth Harrell	
		<b>Job title</b>	Office of the Director of Public Health	
		<b>Date consulted</b>	14/10/2022	
<b>Sign-off</b>				
I6	<b>Sign off codes from the relevant departments consulted:</b>	<b>Democratic Support (mandatory)</b>	DS65 22/23	
		<b>Finance (mandatory)</b>	DJN22.23.230	
		<b>Legal (mandatory)</b>	EJ/38851/26.10.22	
		<b>Human Resources (if applicable)</b>	N/A	
		<b>Corporate property (if applicable)</b>	N/A	
		<b>Procurement (if applicable)</b>		
<b>Appendices</b>				
I7	<b>Ref.</b>	<b>Title of appendix</b>		
	A	Household Support Fund Framework Round 3: October 2022 to March 2023		
	B	Equalities Impact Assessment		
<b>Confidential/exempt information</b>				
I8a	<b>Do you need to include any confidential/exempt information?</b>	<b>Yes</b>		If yes, prepare a second, confidential ('Part II') briefing report and indicate why it is not for

		<b>No</b>	√	publication by virtue of Part I of Schedule 12A of the Local Government Act 1972 by ticking the relevant box in <b>18b</b> below.  (Keep as much information as possible in the briefing report that will be in the public domain)				
		<b>Exemption Paragraph Number</b>						
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
<b>18b</b>	<b>Confidential/exempt briefing report title:</b>							
<b>Background Papers</b>								
<b>19</b>	Please list all unpublished, background papers relevant to the decision in the table below.  Background papers are <u>unpublished</u> works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based. If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part I of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.							
<b>Title of background paper(s)</b>		<b>Exemption Paragraph Number</b>						
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
<b>Cabinet Member Signature</b>								
<b>20</b>	I agree the decision and confirm that it is not contrary to the Council's policy and budget framework, Corporate Plan or Budget. In taking this decision I have given due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not. For further details please see the EIA attached.							
<b>Signature</b>			<b>Date of decision</b>			27 October 2022		
<b>Print Name</b>	Councillor Richard Bingley, Leader of Plymouth City Council							

# HOUSEHOLD SUPPORT FUND FRAMEWORK

Round 3: October 2022 to March 2023



## I. BACKGROUND

On 26 May 2022, the Chancellor announced that the Household Support Fund (HSF) would be extended from 01 October 2022 to 31 March 2023. The draft launch letter for the scheme was sent to Local Authorities on August 26<sup>th</sup>, however, Local Authorities were only notified of the proposed funding allocation on the 22nd September and will be £2,294,796.82 for Plymouth. Final guidance including the confirmed funding allocation was received on 30<sup>th</sup> September 2022.

There have been a number of changes to the guidance compared with previous schemes. The first, is that there will be no ring-fence of any proportion of funding for any particular cohort of people. Also amongst the changes is a requirement for all Authorities to operate at least part of their scheme on an application (i.e. self-referral) basis i.e. residents should have the opportunity to come forward to ask for support.

There is also an expectation that the fund should be used to support households in the most need – particularly those who may not be eligible for the other support government has recently made available, including the Cost of Living Payments set out on 26 May 2022 and the energy support detailed on 29 July, but who are nevertheless in need.

The final guidance received on 30<sup>th</sup> September includes a new paragraph stating that Authorities should also consider providing support to disabled people in their area. Disabled people in particular may be facing acute challenges due to the disproportionate impact that rising costs bring for the additional services they need in order to manage their conditions, remain independent and avoid becoming socially isolated. For example, some disabled people may have increased utility bills due to the usage of equipment, aids or adaptations associated with their disability. They may also have additional heating, water or transport costs. Authorities are therefore encouraged to explore ways in which this group may be supported.

It is important to stress that the fund is intended to cover a wide range of low income households in need including families with children of all ages, pensioners, unpaid carers, care leavers, and people with disabilities. Another vulnerable group will be the working poor who may be unfamiliar with financial difficulty and/or with the benefits system. Whilst Local Authorities can support any group in need, there will be management reporting to the DWP which includes a breakdown of funding to the following groups: families with children, pensioners, and people with disabilities and ‘others’.

In terms of type of support, energy bills may be of particular concern to low-income households during the period of the scheme, and Authorities should prioritise supporting households with the cost of energy. The fund can also be used to provide support with food, essentials linked to energy and water, wider essentials, and housing costs in exceptional cases of genuine emergency, all of which is the same as rounds 1 and 2 of HSF.

## 2. RATIONALE FOR THE USE OF THE HOUSEHOLD SUPPORT FUND ROUND 3

### 2.1 Experience of Rounds 1 & 2

The first two rounds of the Household Support Fund have helped inform the proposals in this paper.

In the first two rounds of the Fund, aid was distributed through a variety of routes:

- Food vouchers for the school holidays for children eligible for free school meals and other families in hardship known to schools
- Front line council teams working with households, e.g children’s social care, Community Connections

- Grants to VCSE organisations such as Improving Lives Plymouth for carers support; and food banks/food organisations of all types
- Energy aid through Plymouth Energy Community (PEC) and Citizens Advice Plymouth
- In round 2, Age UK provided support to people of pension age as there was a requirement to provide 33% of the fund to this group (people aged 66+)

### Lessons Learned from Rounds 1 & 2

- Providers distributing large volumes of aid consumed a lot of staff time; for example, PEC had to scale down their offer in round 2 due to the pressure that round 1 put on staffing
- The increasing levels of demand for help with energy costs proved challenging, funding ran out early for many organisations, particularly for non-pensioner groups; this may disadvantage people who don't traditionally come forward such as people with mental ill-health or isolation
- Many providers struggled with distributing aid for energy bills, with difficulties in making payments via energy accounts; alternative funding mechanisms should be considered such as cash or post office vouchers
- Single people sometimes appear to be left out, particularly as in rounds 1 & 2 the funding was focussed on families with children and pensioners in particular
- Some smaller grant holders reported concerns about decision making around eligibility; for example, people demanding support because their neighbour got a voucher.
- There was an online grant application process for the smaller organisations in order to receive funding so there was no control over which organisations applied and some struggled to spend their funding. This suggests funding didn't necessarily match need. The criteria for distributing grants could be tightened up and made clearer. In addition a more integrated approach to food support through a Food Alliance is being explored which would take a more structured approach to referrals
- Some of the food aid charities / organisations run out of funding and food supplies at the end of each HSF round, which suggests there is an element of unsustainability in the food aid sector. A more sustainable model of food support is needed but this will take time to put in place
- Linking people to debt and benefit advice through PEC & Citizens Advice helps to ensure people get holistic and sustainable support, with signposting through Food Plymouth / PFAN
- Larger VCSE organisations liked having the practical help to offer alongside their other advice services

## **2.2 Evidence of population groups most in need**

### **(i) Research into food insecurity in Plymouth**

During December 2021 and January 2022 [as the pandemic was tailing-off and before the Cost of Living Crisis / Challenge], Transform Research investigated food insecurity in Plymouth including the impact of the pandemic on levels of food insecurity.

Pre-pandemic, most UK households were food secure, with high (87%) or marginal (6%) security. Only a minority were food insecure, with low (4%) or very low food security (4%). However, this research has found significantly higher numbers of households in the low (8%) and very low (12%) food security categories in Plymouth. While the finding that 20% of Plymouth households are food insecure (either with very low or low security) is clearly of great concern, the research found that levels of insecurity were even higher in some types of households. Specifically, the impact of the pandemic on food security had been most severe in households with:

- Income below £20,000 pa:
- 1+ person with mental health condition:
- Children present: and/or
- Single adult households.



Reflecting the diverse levels of deprivation and prosperity in the city, significant differences in food security were found in different areas of Plymouth. A quarter of households in the Western & Waterfront wards were currently food insecure (27%). Those in social housing or private rented accommodation are also much more likely to be food insecure than those people with mortgages.

Households with children/young people were significantly more likely to be experiencing food insecurity (28%) than those without (16%). Nearly half of lone adult households with children/young people said that they were experiencing insecurity (45%), making them among the most likely of all groups to need food support. In addition, those households with more children/young people were significantly more likely to be experiencing food insecurity: half (50%) of those with 3+ children/young people compared with a quarter (24%) of those with 1 or 2 and just one in six (16%) of those without any

There is a direct correlation between higher household income and greater food security. Over two fifths of Plymouth households with annual income under £16,190 were experiencing food insecurity (42%), as were over a quarter of those with income between £16,191 and £19,999 (28%). These compared with just 9% of those households with income of £40,000+ and 10% of those with income between £20,000 and £39,999.

Households with at least one person with a health condition (28%) were more likely to be experiencing food insecurity than those households without anyone with a condition (11%). There were very significant differences between the likelihood of the household experiencing food insecurity, in terms of whether the health condition was physical or mental. Nearly half of household with at least one person with a mental health condition (46%) were experiencing food insecurity, compared with 12% of those households with at least one person experiencing a physical health condition

## **(ii) Groups not qualifying for government cost of living payments**

In May the government announced additional support for people to cope with increased living costs. This includes:

- A £650 payment for people in receipt of some benefits (including Universal Credit)
- A £300 payment for pensioners who receive the winter fuel payment
- A £150 payment for people in receipt of disability benefits

The draft guidance suggests that local authorities should focus funding on those people who will not receive one or more of the above payments but who will still struggle to pay bills. The full guidance for HSF round 3 (when received) will give further indication of these groups. Citizens Advice suggest these are likely to be:

- People where the energy costs are included in their rent, e.g. some people in houses of multiple occupation, some of whom may be students
- Households (Single or Families) that are on low incomes but don't qualify for benefits
- People who work full time but who are off sick and not eligible for support
- People who have 'no recourse to public funds'
- Self employed

## **(iii) Homelessness**

A recent report presented to the Local Care Partnership outlined:

- Plymouth has an increasing number of households approaching the Council as homeless or with concerns about the security of their home;
- Included in the above, there has been an increase in the number of working households presenting as at risk of homelessness or homeless;
- There are more households than ever before in temporary accommodation including bed and breakfast;
- Households are in temporary accommodation for longer periods of time;

## 2.2 Eligibility

The above data and the fund guidance demonstrate that the focus of the funding should be:

- Families with children on low incomes, including single parent households
- Single adults on low incomes, in particular those living in private rented/ HMOs
- People with physical disabilities and serious mental illness on low incomes
- People at risk of homelessness or in temporary accommodation
- People on low incomes who are not able to receive/ eligible for cost of living payments;

## 3. GRANT PROPOSALS

### 3.1 Overview

Clearly a focus of this round of HSF is help with energy costs, and support with energy will be via our partner organisations, e.g. PEC, Citizens Advice and Community Connections. In terms of food support, during the COVID-19 emergency, when access to food was a real issue for many, funding has been spent on providing increasing levels of food aid/ food support. However, some of the smaller food aid organisations have cycles of running out of food and funding. This suggests that the food aid sector has become somewhat inflated and is not wholly sustainable. Across the country, infrastructure organisations with a food aid dimension have been involved in a complex transition from what was expected to be peak need during the COVID pandemic which is now running into new uncertainty because of the Cost of Living Crisis / Challenge.

The long-term aim should be to develop a system whereby food aid is available in an emergency only and a more sustainable and strategic system of food support is developed that is wrapped around with other support and advice. The Council is working with Food Plymouth and other partners to roll out a package of community resilience measures to move the city in this direction. For example, work is being undertaken on a 'Food Alliance' which would focus on food clubs and pantries rather than food banks and be a centralised system of referrals, supported by FareShare food supply and with access to holistic support and advice on finance and energy etc. Other developments in the pipeline are a social supermarket (bulk buying food co-op) and a worker setting up food co-ops at neighbourhood level.

The proposal for round 3 of HSF is therefore to use the food element to provide funding to organisations that will help them to transition away from providing solely food aid, but with an element of crisis support still to be available. There will also be more emphasis on a Cash First approach and other forms of support from the larger VCSE organisations. The aim of a Cash First approach is to reduce the need for emergency food aid by helping people access any existing financial entitlements and advice on income maximisation and debt advice; supporting people to improve skills and access employment; as well as providing cash directly to people where possible.

### 3.2 Detailed proposals

#### 3.2.1 Free School Meal Eligible Children/ Families in Hardship – School Holiday Vouchers

The provision of food vouchers/ funding for FSM children during the school holidays was started by government as part of the COVID-19 emergency response and continued in Plymouth during rounds 1 & 2 of the HSF. Given the short notice of the HSF funding allocation for round 3, an Urgent Decision has been signed-off to award food vouchers to these families for October half-term, Christmas, February half-term and Easter holidays. This will be to the value of £13 per child per week. In the longer term the aim would be to transition away from food vouchers towards a 'cash first' approach with these families in future so that they can spend the money on the most important priority for them, whether that's food, energy or other essentials.

#### 3.2.2 Energy

PEC and Citizens Advice Plymouth will provide help towards energy bills - prepay and credit grants for families and others, including people with disabilities. They will also help with other essentials and with plumbing and heating repairs or replacement, goods such as electric blankets, slow cookers,

microwaves and white goods. PEC take referrals but Citizens Advice work on a drop-in basis which fulfils our obligation to have a self-referral/ application process as part of Round 3

### **3.2.3 Voluntary Sector support**

Direct funding to Voluntary Sector organisations that support people in the target groups for HSF – e.g. Improving Lives Plymouth support carers, people with disabilities and serious mental illness; PATH and asylum seeker/ refugee groups support single people and people with no recourse to public funds; Pause supports particularly vulnerable parents; and Barnardos supports young carers.

### **3.2.4 Food Support**

To work with the emerging Food Alliance on a food supply model that will be sustainable beyond the HSF funding. Some grant funding would be available, distributed to organisations that are able to move away from aid (except in an emergency) and towards for example, community larders in which users pay a small contribution for the food, where there may also be an element of advice and support such as recipe cards and cookery lessons.

### **3.2.5 Warm Spaces**

A fund to provide 'warm spaces' would be included once there is a full picture about what is already available to ensure the city is covered geographically. There would be a minimum specification for a warm space to promote an element of 'self-help', e.g. food and refreshments on a 'pay forward' or donation basis, or community cooking and sharing of food. The warm spaces would also provide pop-up financial and energy advice and other support such as homework spaces.

### **3.2.6 Children's Social Care**

Funding to support extremely vulnerable families and care leavers.

### **3.2.7 Community Connections**

Funding to people at risk of homelessness or in temporary accommodation for:

- food and utility bills
- moving costs for moving on from temporary accommodation
- energy saving devices such as slow cookers, microwaves

## **4. COMMUNICATION**

Details of the support available from this round of the Household Support Fund will be shared through PCC website, Plymouth Online Directory, VCS promotion, Social Media. Details will be shared with Work Coaches at Job Centre Plus and other groups to help point people to support.

Household Support Fund September 2022 to March 2023 Expenditure Plan £2,294,796.82											
Provision	FOOD (£)			ENERGY & WATER (£)			ESSENTIALS (£)			Admin (£)	(£)
	Children	Disabilities/ Pensioners	Other	Children	Disabilities/ Pensioners	Other	Children	Disabilities/ Pensioners	Other		Totals
FSM V'chers	936,000									0	<b>936,000</b>
Childrens Social Care				10000			10000			0	<b>20,000</b>
Community Connections		40,000	40,000		75,000	75,000		35,000	35,000	12,000	<b>312,000</b>
Warm Spaces					30,000	30,000				0	<b>60,000</b>
PEC				120,000	20,000	60,000				40,000	<b>240,000</b>
CA Plymouth				165,000	82,500	27,500				50,000	<b>325,000</b>
Adult Carers					10,000			10,000		2,500	<b>22,500</b>
Young Carers							10,000				<b>10,000</b>
VCSE/ Foodbanks	30,000	30,000	30,000	10,000	40,000	40,000	10,000	10,000	10,000	0	<b>210,000</b>
PCC ADMIN										20,000	<b>20000</b>
Totals											<b>2,155,500</b>
Unallocated											139,296.82*

\* The unallocated amount can be used where it is most needed when we review spend in the period after Christmas

Children	£	%
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FOOD	£	%
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OAP	£	%
Other	£	%
unallocated	£	
Admin	£	
Total	£	

ENERGY	£	%
ESSENTIALS	£	%
unallocated	£	
Admin	£	
Total	£	



# EQUALITY IMPACT ASSESSMENT - HOUSEHOLD SUPPORT FUND ROUND 3

STAGE I: What is being assessed and by whom?	
<p>What is being assessed - including a brief description of aims and objectives?</p>	<p>When considering this EIA it is important to have due regard to the public sector equalities duties imposed upon the Council by section 149 Equalities Act 2010.</p> <p>In Plymouth there are 9,900 (18.6%) children living in poverty, which is one in five. Data shows that 7,308 children under 16 are living in income deprived households with 79% living in workless households, indicating that they are more likely to be experiencing child poverty. For example, eight out of 10 children living in the Barne Barton neighbourhood are affected by income deprivation.</p> <p>According to the Index of Multiple Deprivation 2019 Plymouth has:</p> <ul style="list-style-type: none"> <li>Two LSOAs (1.2%) in the most deprived 1% in England. These LSOAs have a combined population of 3,617 (1.4% of Plymouth’s population).</li> <li>Three LSOAs (1.9%) in the most deprived 3% in England. These LSOAs have a combined population of 5,418 (2.1% of Plymouth’s population).</li> <li>28 LSOAs (17.4%) in the most deprived 10% in England. These LSOAs have a combined population of 46,075 (17.6% of Plymouth’s population).</li> <li>47 LSOAs (29.2%) in the most deprived 20% in England. These LSOAs have a combined population of 78,048 (29.9% of Plymouth’s population)</li> </ul> <p>Research undertaken during December 2021 to January 2022 found that 20% of Plymouth households are food insecure (either with very low or low security), levels of insecurity were even higher in some types of households. Specifically, the impact of the pandemic on food security had been most severe in households with:</p> <ul style="list-style-type: none"> <li>• Income below £20,000 pa:</li> <li>• 1+ person with mental health condition:</li> <li>• Children present: and/or</li> <li>• Single adult households.</li> </ul> <p>Furthermore, reflecting the diverse levels of deprivation and prosperity in the city, significant differences in food security were found in different areas of Plymouth. A quarter of households in the Western &amp; Waterfront wards were currently food insecure (27%). Those in social housing or private rented accommodation are also much more likely to be food insecure than those people with mortgages.</p>

<b>STAGE 1: What is being assessed and by whom?</b>	
	<p>Households with children/young people were significantly more likely to be experiencing food insecurity (28%) than those without (16%). Nearly half of lone adult households with children/young people said that they were experiencing insecurity (45%), making them among the most likely of all groups to need food support</p> <p>The Household Support Fund grant has been agreed for the winter of 2022/23, to provide all vulnerable people, but particularly households with families, people with disabilities and pensioners with support with food and energy costs during the coldest months of the year. The intention is to target it at those households that are most vulnerable to financial and food insecurity.</p>
Responsible Officer	Ruth Harrell
Department and Service	Director of Public Health
Date of Assessment	14/10/22
Author	Rachel Silcock, Community Empowerment Operational Lead

<b>STAGE 2: Evidence and Impact</b>				
<b>Protected Characteristics (Equality Act)</b>	<b>Evidence and information (e.g. data and feedback)</b>	<b>Any adverse impact?</b>	<b>Actions</b>	<b>Timescale and who is responsible?</b>
Age	There 60,200 CYP aged 0-19 in the city (22.9% 2015). CYP under 18 account for 19.8 per cent of our population, within this 88.8 per cent are under 16. In Plymouth there are 9,900 (18.6%) children living in	NO. The Household Support Fund grant will help our ambition to support the most vulnerable people, during these challenging times. Funding has already been allocated to FSM families	Promote the HSF fund to the most vulnerable people in our society, across the full range of ages.	October 2022 – March 2023 Ruth Harrell ODPH



<b>STAGE 2: Evidence and Impact</b>				
<b>Protected Characteristics (Equality Act)</b>	<b>Evidence and information (e.g. data and feedback)</b>	<b>Any adverse impact?</b>	<b>Actions</b>	<b>Timescale and who is responsible?</b>
	<p>poverty, which is one in five. Data shows that 7,308 children under 16 are living in income deprived households with 79% living in workless households, indicating that they are more likely to be experiencing child poverty.</p> <p>Average age in Plymouth (38.6 years) is below the England average (40 years), and the South West (44.1 years).</p> <p>The proportion of the working age population (aged 15 – 64 years) is higher at 64.3% than regionally (61.1%) but similar to the national proportion (64.5%).</p> <p>16.3% are aged 65 or over in Plymouth (Census 2011) which is in line with England.</p>	<p>with children through food vouchers in the school holidays. People aged over 66 will be receiving additional cost of living payments from the DWP and adults of all ages will be able to apply to the HSF for help.</p>		
Disability	<p>There are 3,142 children with disability. Plymouth schools report that of every</p>	<p>No adverse disability related impact has been identified. People with a</p>	<p>Ensure people with disabilities are able to access the HSF fund</p>	<p>October 2022 – March 2023 Ruth Harrell ODPH</p>

<b>STAGE 2: Evidence and Impact</b>				
<b>Protected Characteristics (Equality Act)</b>	<b>Evidence and information (e.g. data and feedback)</b>	<b>Any adverse impact?</b>	<b>Actions</b>	<b>Timescale and who is responsible?</b>
	<p>1,000 children 17.5 have a learning difficulty.</p> <p>A total of 31,164 people (from 28.5 per cent of households) declared themselves as having a long-term health problem or disability (national figure 25.7 per cent of households), compared with the total number of people with disabilities in UK (11,600,000). 10% of our population have their day-to-day activities limited a lot by a long-term health problem or disability. 1,297 adults registered with a GP in Plymouth have some form of learning disability (2013/14). There are 27166 adults with a disability in work. There are 23,407 carers aged between 18 and 64 in Plymouth known to our services. There are 17,937 state pension age people with disability.</p>	<p>disability will be targeted for help with HSF money through organisations that support this cohort such as Improving Lives Plymouth, Caring for Carers and Adult Social Care</p>	<p>through key partner organisations</p>	
Faith, Religion or Belief	Data shows 32.9% of the Plymouth population stated	The HSF will not discriminate against faith,	Faith groups are involved in designing and	October 2022 – March 2023

<b>STAGE 2: Evidence and Impact</b>				
<b>Protected Characteristics (Equality Act)</b>	<b>Evidence and information (e.g. data and feedback)</b>	<b>Any adverse impact?</b>	<b>Actions</b>	<b>Timescale and who is responsible?</b>
	they had no religion. Those with a Hindi, Buddhist, Jewish or Sikh religion combined totalled less than 1%. 58.1% of those who responded declared themselves Christian. 0.8% declared that they were of Islam, 0.3% Buddhist; 0.2% Hindu; 0.1% Jewish; 0.1% Sikh. 0.5% of the population had a current religion that was not Christian, Islam, Buddhism, Hinduism, Judaism, or Sikh such as Paganism or Spiritualism.	religion or belief. The food funding will be distributed by a wide range of organisations including faith groups of all kinds	distributing HSF programmes	Ruth Harrell ODPH
Gender - including marriage, pregnancy and maternity	Overall 50.3 per cent of our population are female and 49.7 per cent are male: this reflects the national figure of 50.6 per cent females and 49.4 per cent males (ONS MYE 2019).  Life expectancy at birth in Plymouth is 78.8 for males and 82.5 for females (OHID 2018-2020).  Healthy life expectancy in Plymouth is 61.8 for males	No adverse impact on gender has been identified		

<b>STAGE 2: Evidence and Impact</b>				
<b>Protected Characteristics (Equality Act)</b>	<b>Evidence and information (e.g. data and feedback)</b>	<b>Any adverse impact?</b>	<b>Actions</b>	<b>Timescale and who is responsible?</b>
	and 58.3 for females (OHID 2018-2020)..			
Gender Reassignment	<p>There are no official estimates for gender reassignment at either national or local level.</p> <p>However, in a study funded by the Home Office, the Gender Identity Research and Education Society (GIRES) estimate that between 300,000 and 500,000 people aged 16 or over in the UK are experiencing some degree of gender variance.</p> <p>The 2021 Census included for the first time questions asking respondents to indicate their sexual orientation and gender identity. The collection of this information will provide a much clearer picture of the profile of this community going forward and the issues that they face. We anticipate that this will go some way in</p>	No gender reassignment related impact has been identified.		October 2022 – March 2023 Ruth Harrell ODPH

<b>STAGE 2: Evidence and Impact</b>				
<b>Protected Characteristics (Equality Act)</b>	<b>Evidence and information (e.g. data and feedback)</b>	<b>Any adverse impact?</b>	<b>Actions</b>	<b>Timescale and who is responsible?</b>
	allowing us to understand the data at a local level.			
Race	<p>At the time of the 2001 census, 97 per cent of Plymouth’s population was White British, by 2011 this had decreased to 93 per cent. Our ethnic minority communities are diverse with the Polish, Chinese and Kurdish communities amongst the largest. We also have a small resident Gypsy and Traveller community. The Census records that there are at least 43 main languages spoken in the city, and over 100 different languages spoken in our schools</p> <p>Some areas of the city are more diverse than others: the area around the university, the city centre, Stonehouse and the East End are among the most diverse.</p> <p>Plymouth is a dispersal area for asylum seekers and</p>	No adverse impact has been identified with regards to race. Some of the HSF will be distributed to groups that support people with no recourse to public funds – mostly asylum seekers and some migrants.	<p>PCC will ensure service accessibility via on-going commissioning management.</p> <p>Appropriate measures need to be put in place to ensure that language barriers do not adversely affect ability to access help</p>	<p>October 2022 – March 2023</p> <p>Ruth Harrell ODPH</p>

<b>STAGE 2: Evidence and Impact</b>				
<b>Protected Characteristics (Equality Act)</b>	<b>Evidence and information (e.g. data and feedback)</b>	<b>Any adverse impact?</b>	<b>Actions</b>	<b>Timescale and who is responsible?</b>
	around 350 people will be accommodated in the city at any given time.			
Sexual Orientation -including Civil Partnership	<p>There are no official estimates for sexual orientation at a local level. There is no precise local data on sexual orientation in Plymouth.</p> <p>Findings from the annual population survey have revealed the number of people identifying as lesbian, gay or bisexual in the UK has increased from 1.9% in 2015 to 2.7% in 2019, an increase of more than a third.</p> <p>The 2021 Census will include for the first time a question asking respondents to indicate their sexual orientation. The collection of this information will provide a much clearer picture of the profile of this community going forward and the issues that they face. We anticipate that this will</p>	No adverse impact has been identified in terms of sexual orientation with this funding		October 2022 – March 2023 Ruth Harrell ODPH

<b>STAGE 2: Evidence and Impact</b>				
<b>Protected Characteristics (Equality Act)</b>	<b>Evidence and information (e.g. data and feedback)</b>	<b>Any adverse impact?</b>	<b>Actions</b>	<b>Timescale and who is responsible?</b>
	go some way in allowing us to understand the data at a local level.			

<b>STAGE 3: Are there any implications for the following? If so, please record 'Actions' to be taken</b>		
<b>Local Priorities</b>	<b>Implications</b>	<b>Timescale and who is responsible?</b>
<b>Reduce the inequality gap, particularly in health between communities.</b>	The actions identified above will positively impact on vulnerable people. This project aims to minimise the impact of the cost of living crisis during the winter season, by delivering energy food support to those that most need it.  Vulnerable CYP and families will experience improved support, not only during the winter months, but beyond.	October 2022 – March 2023 Ruth Harrell ODPH
<b>Good relations between different communities (community cohesion).</b>	No adverse impact on community cohesion has been identified, as services will be funded to enable vulnerable people to access good quality support and services whatever their circumstances.	October 2022 – March 2023 Ruth Harrell ODPH
<b>Human Rights</b>	It is important that all individuals are treated fairly, their views are taken into account and that their human rights	October 2022 – March 2023 Ruth Harrell ODPH

<b>STAGE 3: Are there any implications for the following? If so, please record 'Actions' to be taken</b>		
<b>Local Priorities</b>	<b>Implications</b>	<b>Timescale and who is responsible?</b>
	have been respected. No adverse impact on human rights has been identified.	

<b>STAGE 4: Publication</b>			
Director, Assistant Director/Head of Service approving EIA.	Ruth Harrell	Date	14th October 2022



# EXECUTIVE DECISION

made by a Cabinet Member




## REPORT OF ACTION TAKEN UNDER DELEGATED AUTHORITY BY AN INDIVIDUAL CABINET MEMBER

Executive Decision Reference Number – L15 22/23

Decision				
1	<b>Title of decision:</b> Changes to Contact Centre Services			
2	<b>Decision maker:</b> Councillor Richard Bingley, Leader of the Council			
3	<b>Report author and contact details:</b> Anna Constantinou – Service Manager, Business Support - <a href="mailto:Anna.constantinou@plymouth.gov.uk">Anna.constantinou@plymouth.gov.uk</a>			
4	<b>Decision to be taken:</b>  To review the Contact Centre service offer and staffing resources to only meet the needs of priority/statutory Council services or customers who will be digitally excluded, support those wishing to make payments and promoting online services for all other services, as detailed below.			
5	<b>Reasons for decision:</b>  To support the Council to deliver a planned and sustainable budget and enhance performance for priority lines whilst also supporting the City's most vulnerable and digitally excluded.  The recommendation service offer will continue to support customers needing to access statutory services and customers that are digitally excluded or wishing to make a payment. Customers are also able to access some support through their local library.			
6	<b>Alternative options considered and rejected:</b>  Option 1 – Cease all Contact Centre service offer. Not recommended due to impact on the access and provision of statutory services, supporting vulnerable/digitally excluded customers and income to the Council.  Option 2 – Continue offering current service provision. Not recommended due as this will not offer any savings to support the Council's ability to deliver a planned and sustainable budget.			
7	<b>Financial implications and risks:</b> This decision will create £50k in savings in year through the reduction in staff resource from posts currently vacant. There are no financial risks.			
8	<b>Is the decision a Key Decision?</b>  (please contact <a href="#">Democratic Support</a> for further advice)	<b>Yes</b>	<b>No</b>	<b>Per the Constitution, a key decision is one which:</b>  in the case of <b>capital</b> projects and contract awards, results in a new commitment to spend and/or save in excess of <b>£3million</b> in total
			x	

			x	in the case of <b>revenue</b> projects when the decision involves entering into new commitments and/or making new savings in excess of <b>£1 million</b>
			X	is <b>significant</b> in terms of its effect on communities living or working in an area comprising <b>two or more</b> wards in the area of the local authority.
	<b>If yes, date of publication of the notice in the <a href="#">Forward Plan of Key Decisions</a></b>	21 September 2022		
<b>9</b>	<b>Please specify how this decision is linked to the Council's corporate plan/Plymouth Plan and/or the policy framework and/or the revenue/capital budget:</b>	This supports the Corporate Plan by offering Fair access to our services for those who cannot support themselves, focusing resources and prioritising the city's most vulnerable. It reflects our need to provide value for money and support the Council's desire to ensure that we are making the most of the benefits of digital and technology for our staff, residents and visitors.		
<b>10</b>	<b>Please specify any direct environmental implications of the decision (carbon impact)</b>	Promoting digital first will continue to reduce unnecessary journeys around Plymouth to gain access to services or information available via our website.		
<b>Urgent decisions</b>				
<b>11</b>	<b>Is the decision urgent and to be implemented immediately in the interests of the Council or the public?</b>	<b>Yes</b>		(If yes, please contact Democratic Support ( <a href="mailto:democraticsupport@plymouth.gov.uk">democraticsupport@plymouth.gov.uk</a> ) for advice)
		<b>No</b>	x	<b>(If no, go to section 13a)</b>
<b>12a</b>	<b>Reason for urgency:</b>			
<b>12b</b>	<b>Scrutiny Chair Signature:</b>		<b>Date</b>	
	<b>Scrutiny Committee name:</b>			
	<b>Print Name:</b>			
<b>Consultation</b>				
<b>13a</b>	<b>Are any other Cabinet members' portfolios affected by the decision?</b>	<b>Yes</b>	x	
		<b>No</b>		<b>(If no go to section 14)</b>
<b>13b</b>	<b>Which other Cabinet member's portfolio is affected by the decision?</b>	Cabinet Member for Customer Services, Culture, Leisure & Sport - Councillor Pat Patel		

<b>I3c</b>	<b>Date Cabinet member consulted</b>	02/09/2022		
<b>I4</b>	<b>Has any Cabinet member declared a conflict of interest in relation to the decision?</b>	<b>Yes</b>	<input type="checkbox"/>	If yes, please discuss with the Monitoring Officer
		<b>No</b>	<input checked="" type="checkbox"/>	
<b>I5</b>	<b>Which Corporate Management Team member has been consulted?</b>	<b>Name</b>	Andy Ralphs	
		<b>Job title</b>	Strategic Director of Customer and Corporate Services Customer and Corporate Services	
		<b>Date consulted</b>	25 August 2022	
<b>Sign-off</b>				
<b>I6</b>	<b>Sign off codes from the relevant departments consulted:</b>	<b>Democratic Support (mandatory)</b>	DS63 22/23	
		<b>Finance (mandatory)</b>	DJN22.23.229	
		<b>Legal (mandatory)</b>	MS/39367	
		<b>Human Resources (if applicable)</b>		
		<b>Corporate property (if applicable)</b>		
		<b>Procurement (if applicable)</b>		
<b>Appendices</b>				
<b>I7</b>	<b>Ref.</b>	<b>Title of appendix</b>		
	A	Equalities Impact Assessment		
<b>Confidential/exempt information</b>				
<b>I8a</b>	<b>Do you need to include any confidential/exempt information?</b>	<b>Yes</b>	<input type="checkbox"/>	If yes, prepare a second, confidential ('Part II') briefing report and indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box in <b>I8b</b> below.  (Keep as much information as possible in the briefing report that will be in the public domain)
		<b>No</b>	<input checked="" type="checkbox"/>	

		Exemption Paragraph Number						
		1	2	3	4	5	6	7
<b>18b</b>	<b>Confidential/exempt briefing report title:</b>							
<b>Background Papers</b>								
<b>19</b>	<p>Please list all unpublished, background papers relevant to the decision in the table below.</p> <p>Background papers are <u>unpublished</u> works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based. If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</p>							
Title of background paper(s)		Exemption Paragraph Number						
		1	2	3	4	5	6	7
<b>Cabinet Member Signature</b>								
<b>20</b>	<p>I agree the decision and confirm that it is not contrary to the Council's policy and budget framework, Corporate Plan or Budget. In taking this decision I have given due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not. For further details please see the EIA attached.</p>							
<b>Signature</b>		<b>Date of decision</b>	27/10/2022					
<b>Print Name</b>	Councillor Richard Bingley, Leader of Plymouth City Council							

**Recommendation Detail:**

The Contact Centre currently offers first point of contact telephone and email enquiries for:

Service	Priority status
Adult Social Care	Priority – statutory service
Building Control	Non-priority
Children’s Social Care	Priority - statutory service
Client Financial Services	Priority - income
Community Connections	Non-priority and priority – statutory service
Corporate Property	Non-priority
Electoral Services	Priority - statutory service
General main PCC enquiry line	Non-priority and priority
Highways	Non-priority
Parking & Public Transport	Non-priority
Public Protection	Non-priority
Registration	Priority - statutory service
Waste & Streets	Non-priority

Between 1<sup>st</sup> January and 31<sup>st</sup> July 2022 there were 114,712 calls to the Contact Centre of which 53,109 (46%) were for non-priority services and 61,603 (54%) priority line callers.

**Proposal**

To focus staff resources on supporting the following priority lines and create new lines to support customers who are digitally excluded or wish to make a payment.

Service	Priority status
Adult Social Care	Priority – statutory service
Children’s Social Care	Priority - statutory service
Community Connections	Priority – statutory homeless services
Electoral Services	Priority - statutory service
Registration	Priority - statutory service
Customer Digital Assistance (new)	Non-priority and priority
Payments (new)	Non-priority and priority for those customers not able to make payments though digital offers

Services to be removed and support via self-serve functions:

<b>Service</b>	
Building Control	Digital offer - payments through new line
Parking & Public Transport	Digital offer - payments through new line
Public Protection	Digital offer - payments through new line
Client Financial Services	Payments can be made through new line
Community Connections	Digital Offer - other than homelessness queries
Corporate Property	Digital Offer
Highways	Digital Offer
Waste & Streets	Digital offer - payments through new line

This recommendation will:

- ensure that staff are focusing on supporting customers needing to access statutory services and those that are digitally excluded
- protects the Council's income through providing a payment line for those not able to do so through digital offers
- customers are also able to access some support through their local library
- the Council's desire to ensure that we are making the most of the benefits of digital and technology for our staff, residents and visitors
- support the Council to deliver a planned and sustainable budget
- through closing non-priority lines and transferring more focus onto priority lines will improve priority line performance

<b>Risks</b>	
<b>Description</b>	<b>Mitigation</b>
Customers who are not digitally excluded using the new Customer Digital Assistance line	<ul style="list-style-type: none"> <li>• Messaging to be clear to callers the purpose of the offer and average waiting times and reminder of self-serve options</li> <li>• Monitor impact to contact centre with the digitally excluded support line, monitor volume of calls, and with strong support from contact centre to confirm their enquiry must be dealt with online to see demand to this phone queue reduce over time</li> </ul>


	<ul style="list-style-type: none"> <li>• Ensure agreed firm criteria for what customers will be entitled to obtain support via phone, and ensure team have a clear process to follow</li> </ul>
Lack of awareness of digital offers for non-priority service	<ul style="list-style-type: none"> <li>• Work with services area to ensure that their digital offer is accessible</li> <li>• Ensure self-serve is promoted via our social media channels, web pages and email <ul style="list-style-type: none"> <li>○ Ensuring customers can self-serve easily and have the information they need available to them online and that web page ownership takes place with frequent checks and updates to information available</li> <li>○ Focus on customers who are not so active with digital means of communication but could use in the future with support such as letters or signing up with family and friend support.</li> </ul> </li> </ul>
Negative Digital Customer experience	<ul style="list-style-type: none"> <li>• Monitor complaints received, manage these customers with sensitivity and support to engage digitally, and monitor complaints reducing over a period</li> </ul>
Meeting any increase in demand for informal IT support and general front door Council queries through libraries.	<ul style="list-style-type: none"> <li>• Currently libraries can assist with the level of requests however this will need to be monitored as increase in traffic volumes will impact both abilities to meet customers expectation and impact the delivery on library functions.</li> <li>• There is also a risk that Libraries could be asked to respond to general council queries or complaints.</li> </ul>
Impact on customers wishing to access non-priority services	<ul style="list-style-type: none"> <li>• Monitor complaints received and provided feedback through service area interface meetings through lesson learned approach</li> </ul>

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# EQUALITY IMPACT ASSESSMENT – CHANGES TO CONTACT CENTRE

## SECTION ONE: INFORMATION ABOUT THE PROPOSAL

<b>Author(s):</b> This is the person completing the EIA template.	Anna Constantinou, Service Manager,	<b>Department and service:</b>	Business Support Service, Customer and Digital Services	<b>Date of assessment:</b>	12/09/2022
<b>Lead Officer:</b> Please note that a Head of Service, Service Director, or Strategic Director must approve the EIA.	Anna Constantinou, Service Manager	<b>Signature:</b>		<b>Approval date:</b>	12/09/2022
<b>Overview:</b>	This Equality Impact Assessment considers the recommendation to focusing limited resources within the Contact Centre to support and prioritise the city’s most vulnerable to access Council Services who are digitally excluded				
<b>Decision required:</b>	To agree to the proposed changes to the Council’s Contact Centre through reducing the service offer and staffing resources to only meet the needs of priority/statutory services or customers who are vulnerable and digitally excluded, supporting those wishing to make payments and promoting online services for all other services. Directing customers who are not digitally excluded to self-service option. No adverse equality impacts are anticipated from the decision to approve and action the changes.				

## SECTION TWO: EQUALITY IMPACT ASSESSMENT SCREENING TOOL

<b>Potential external impacts:</b> Does the proposal have the potential to negatively impact service users, communities or residents with protected characteristics?	<b>Yes</b>	X	<b>No</b>	
<b>Potential internal impacts:</b> Does the proposal have the potential to negatively impact Plymouth City Council employees?	<b>Yes</b>		<b>No</b>	X

Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required and you must complete section three)	<b>Yes</b>	X	<b>No</b>	
If you do not agree that a full equality impact assessment is required, please set out your justification for why not.				

**SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT**

<b>Protected characteristics (Equality Act, 2010)</b>	<b>Evidence and information (e.g. data and consultation feedback)</b>	<b>Adverse impact</b>	<b>Mitigation activities</b>	<b>Timescale and responsible department</b>
<b>Age</b>	<p>Plymouth</p> <ul style="list-style-type: none"> <li>16.4 per cent of people in Plymouth are children aged under 15.</li> <li>65.1 per cent are adults aged 15 to 64.</li> <li>18.5 percent are adults aged 65 and over.</li> <li>2.4 percent of the resident population are 85 and over.</li> </ul> <p>South West</p> <ul style="list-style-type: none"> <li>15.9 per cent of people are aged 0 to 14, 61.8 per cent are aged 15 to 64.</li> <li>22.3 per cent are aged 65 and over.</li> </ul> <p>England</p> <ul style="list-style-type: none"> <li>17.4 per cent of people are aged 0 to 14.</li> </ul>	<p>Whilst we cannot consider a blanket view that ages groups would be impacted by decision to close non-priority service lines and direct to self-service options there is acknowledgement that the older population:</p> <p>1) may have limited access to computer but this does not make this group digitally excluded but required signpost to access online services</p>	<p>1) work with partner agencies, both private, public and third sector organisations to identify locations/support available</p> <p>2) The Council will be providing a specifically</p>	<p>Both the mitigation activities will form part of the Action Plan and will have been carried out or in in place prior to changes being implemented.</p> <p>Responsible:</p> <p>Business Support Service/Customer Hub Service team</p> <p>Anna Constantinou/Pete Spreadborough/Tracey Clarkson/Lydia Cook</p>

	<ul style="list-style-type: none"> <li>64.2 per cent of people are aged 15 to 64.</li> <li>18.4 per cent of people are aged 65 and over.</li> </ul> <p>(Data sourced from the 2021 Census)</p>	2) may be digitally excluded through lack of ability/capacity to do so	Digitally Assisted telephone option to support customers who have lack of ability/capacity to request services or report	
<b>Disability</b>	10 per cent of our population have their day-to-day activities limited a lot by a long-term health problem or disability (2011 Census).	Closing non priority service lines and directing customers to self-serve offers may impact some customers who are digitally excluded	<p>1) work with partner agencies, both private, public and third sector organisations to identify locations/support available</p> <p>2) The Council will be providing a specifically Digitally Assisted telephone option to support customers who have lack of ability/capacity to request services or report</p>	<p>Both the mitigation activities will form part of the Action Plan and will have been carried out or in place prior to changes being implemented.</p> <p>Responsible:</p> <p>Business Support Service/Customer Hub Service team</p> <p>Anna Constantinou/Pete Spreadborough/Tracey Clarkson/Lydia Cook</p>
<b>Gender reassignment</b>	<p>There are no official estimates for gender reassignment at either national or local level (awaiting 2021 Census data).</p> <p>However, in a study funded by the Home Office, the Gender Identity Research and Education Society (GIREs) estimate that between 300,000 and 500,000 people aged 16 or over in the UK are experiencing some degree of gender variance.</p>	No adverse impacts are anticipated.	Not applicable	Not applicable

<b>Marriage and civil partnership</b>	<p>There were 234,795 marriages in England and Wales in 2018.</p> <p>In 2020, there were 7,566 opposite-sex civil partnerships formed in England and Wales, of which 7,208 were registered in England and 358 were registered in Wales.</p> <p>There were 785 civil partnerships formed between same-sex couples in England and Wales in 2020, of which 745 were registered in England and 40 were registered in Wales.</p>	No adverse impacts are anticipated.	Not applicable	Not applicable
<b>Pregnancy and maternity</b>	<p>There were 640,370 live births in England and Wales in 2019, a decrease of 2.5 per cent since 2018. The mid-year 2019 population estimates show that there were 2,590 births in Plymouth.</p> <p>The total fertility rate (TFR) for England and Wales decreased from 1.70 children per woman in 2018 to 1.65 children per woman in 2019.</p>	No adverse impacts are anticipated.	Not applicable	Not applicable
<b>Race</b>	<p>92.9 per cent of Plymouth's population identify themselves as White British. 7.1 per cent identify themselves as Black, Asian or Minority Ethnic.</p> <p>Census data suggests at least 43 main languages are spoken in the city, showing Polish, Chinese and Kurdish as the top three (2011 Census).</p>	No adverse impacts are anticipated.	Not applicable	Not applicable
<b>Religion or belief</b>	<p>Christianity is the biggest faith in the city with more than 58 per cent of the population (148,917). 32.9 per cent (84,326) of the</p>	No adverse impacts are anticipated.	Not applicable	Not applicable

	<p>Plymouth population stated they had no religion (2011 Census).</p> <p>Those who identified as Muslim were just under 1 per cent while Hindu, Buddhist, Jewish or Sikh combined totalled less than 1 per cent (2011 Census).</p>			
<b>Sex</b>	51 per cent of our population are women and 49 per cent are men (2021 Census).	No adverse impacts are anticipated.	Not applicable	Not applicable
<b>Sexual orientation</b>	There is no precise local data on sexual orientation in Plymouth (awaiting 2021 Census data).	No adverse impacts are anticipated.	Not applicable	Not applicable

**SECTION FOUR: HUMAN RIGHTS IMPLICATIONS**

Human Rights	Implications	Mitigation Actions	Timescale and responsible department
	Not applicable	Not applicable	Not applicable

**SECTION FIVE: OUR EQUALITY OBJECTIVES**

Equality objectives	Implications	Mitigation Actions	Timescale and responsible department
<b>Celebrate diversity and ensure that Plymouth is a welcoming city.</b>	Not applicable	Not applicable	Not applicable
<b>Pay equality for women, and staff with disabilities in our workforce.</b>	Not applicable	Not applicable	Not applicable
<b>Supporting our workforce through the implementation of Our People Strategy 2020 – 2024</b>	Not applicable	Not applicable	Not applicable

<b>Supporting victims of hate crime so they feel confident to report incidents, and working with, and through our partner organisations to achieve positive outcomes.</b>	Not applicable	Not applicable	Not applicable
<b>Plymouth is a city where people from different backgrounds get along well.</b>	Not applicable	Not applicable	Not applicable