

Equality Impact Assessment Report	Please enter responses below in the right hand columns
Date to EIA panel, department, DLT or DMT	21 July 2014
Sign-off path for EIA (please add/delete as applicable)	CLT
Title of Project, business area, policy/strategy	Registrar's Service – fees and charges increases 2014-2015
Author	XXXX
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Sponsor	Commissioning Director

London Borough of Lambeth Full Equality Impact Assessment Report

Please enter responses below in the right hand columns.

1.0 Introduction

1.1 Business activity aims and intentions

In brief explain the aims of your proposal/project/service, why is it needed? Who is it aimed at? What is the intended outcome? What are the links to the cooperative council vision, corporate outcomes and priorities?

Registration and Nationality Services provide the following key services:

- We register all births, stillbirths and deaths that occur within the Lambeth Registration district, including those for housebound customers.
- We register birth re-registrations
- We annotate all adopted birth and re-registration entries for the Lambeth Registration district
- We take declarations from customers for births and deaths for other registration districts
- We monitor and maintain the standards for registering births, deaths and marriages occurring within the Lambeth Registration district.
We have care and custody of the registers relating to births, deaths and marriages from the district and issue copies of the entries on demand.
- We notify relevant authorities of certain registrations - for example, we notify the Council Tax section of a death.
- We contribute to the collection of statistical information for the national index
- We collect quarterly copies of marriage entries from clergies and Authorised persons and pay the appropriate fees.
- We collect and store completed registers from Registrars, Clergies and Authorised person for the Lambeth district.

- We take notices of intent to marry or register a civil partnership from all Lambeth residents and those requiring the services of a designated office such as non EEA subjects.
- We advise the public on the procedures for arranging marriage in England and Wales.
- We approve licenses for venue wishing to hold civil ceremonies within the borough

- We arrange, perform and register civil partnership ceremonies at approved venues and the register office for the Lambeth district.
We arrange, perform and register citizenship ceremonies occurring within the Lambeth Registration district
We perform the above in homes and hospitals for housebound customers and detained persons for the Lambeth district
- We collect fees, both statutory and non-statutory, and account for all services provided.
- We issue copy certificates of births, deaths and marriages from records held.
- We arrange and perform Naming Ceremonies, Re-affirmation or Renewal of Vows ceremonies
- We arrange and perform Civil Funerals.
- We provide a Nationality Checking Service for customers wishing to submit a Citizenship application to the Home Office
- We support the Clergy and Authorised persons in their registration of marriages throughout the Lambeth Registration district, monitor and collate their marriage numbers and registrations and offer in house training when required.

The table below provides a summary of the 'new 'and increased charges that are recommended for implementation.

Service	Previous charge	New charge
1 Issue of certificates – Admin and postage	None	£1 standard service £5 special delivery
2 Outside venues – officer attendance to deliver	£250 Monday to Friday £350 for week-ends and Bank Holidays	£390 Monday to Thursday £490 Friday and Saturday £590 Sunday and Bank

	ceremonies		Holiday and evenings
	3 Pre – ceremony consultation fee	No charge	£25 and not the proposed £50
	4 Registry room hire	£45 Statutory ceremony room hire £90 Larger ceremony room hire Adjoining room hire – no charge	Choice available - different spaces at different times with a max charge of £250 for Bank Holidays and Sundays
	5 Nationality checking service	£45 for adults, £20 for children £75 for couples.	£50 for adults, £20 for children, £90 for couples.
	6 Non-refundable deposits	Nil	£35 per person
	7 Naming ceremonies (baby etc.) / Re-Affirmation or Renewal of Vows	£200 Monday to Friday £250 for weekends and Bank Holidays.	No change

ceremonies		
8. Private Citizenship Ceremonies	£75 Adult £125 Couple.	£110 Adult £220 Couple
9. Same Day Certificate Issuing / Priority Service	New service	£10 per copy certificate requested
10. Priority Postal Applications Service	New service	£10 per request

There is a fundamental issue of demand on the service to undertake registrations of births, deaths and marriages as a statutory requirement and meet national standards monitored by the General Registrar's Office. The fees charged for these services are statutory and Lambeth may not alter these. They do not cover all costs. Our customers may not go anywhere else to receive service for these registrations. The service has faced increasing pressure with regard to demand and this proposal will support a revised structure for the team, increased access to service points across the borough and at the hospitals that will not increase the cost to the council if implemented whilst avoiding declining quality and range of service managed on the existing resource or less.

There are other areas of the service, non-statutory functions, for which charges are made and the council may set the level of fees and charges.

Through this proposal, the council intends to safeguard the strength of the team at times of financial constraint, through the increased fees and charges that are outside the statutory framework and which are within the area of the business where customers may choose to use Lambeth as one of their options.

Importantly we have worked to protect the range and quality of services with the reinvestment of income generated and increases proposed are more in line with other local authorities. We are taking a risk that some business could be driven away. The income generated has been estimated and used to help manage the new service model in 2014-2015 and 2015-2016. The monitoring of service performance and income generation will be important as the resource requirement is kept under review.

The following table sets out the statutory and non-statutory services, the take up and revenue amount generated.

2013/2014 SERVICE AREA	Volume/ Demand	Charge per unit (£)	Income £	Cost can be increased Y/N
Certificates Issued current registers	42,553	4	170,212.00	No
New citizens (Home Office funded)	1,954	80	156,320.00	No
Notice of Marriage	3,028	35	105,980.00	No
Certificates Issued from historical	9,720	10	97,200.00	No
Marriages in	242	90	21,780.00	Yes

		Ceremonies Suite				
		Nationality Checking Service	298	45	13,410.00	Yes
		Citizenship Ceremonies (Private)	171	75	12,825.00	Yes
		Private Citizenship Ceremonies	171	75	12,825.00	Yes
		Marriage Ceremonies in the Register Office	240	45	10,800.00	No
		Notice of Civil Partnerships	238	35	8,330.00	No
		Marriages in an Approved Venue	14	350	4,900.00	Yes
		Civil Partnership formations in Ceremonies Suite	27	90	2,430.00	Yes
		Civil Partnership formations in Register Officer	51	45	2,295.00	No
		Civil Partnership formations in an Approved Venue	4	350	1,400.00	Yes
		Baby Naming	5	200	1,000.00	Yes

Reaffirmation of Vows	4	200	800.00	Yes
Civil Partnership formations in an Approved Venue	2	250	500.00	Yes
Marriages in an Approved Venue	1	250	250.00	Yes
Birth Registrations	12201			n/a
Request for copy certificates	8117			n/a
Death Registrations	2974			n/a
Still-birth Registration	81			n/a
Citizenship Ceremonies (Group)	50			n/a

2.0 Analysing your equalities evidence

The General Registrar's Office sets out and expects compliance from the service in the use of their technology and systems to record registration data for their national record system.

They do not have within their categories of information collected, confirming proof of identity and status any requirements for the collection and monitoring of activity by equalities characteristics.

The specific information therefore is not collected preventing any monitoring to back up this analysis directly. However, what can be reported is that this service sees all families and individuals registering a birth or death that has taken place in the borough; they must attend Lambeth's services and none are excluded.

The actual figures may be distorted somewhat given that approximately 1/3 of those attending are out of borough residents, with the majority of births and deaths having taken place in Kings College or St Thomas' hospitals. The service registers those births, deaths and marriages that have taken place in Lambeth so as a consequence many Southwark residents in particular come to us given the catchment of the hospitals.

The requests for copy certificates can be for many reasons, including the majority for personal research into family histories by individuals not resident in the borough. There are on line national services competing for this business and the proposed charges undercut the Government agency set up to do this.

This analysis is therefore somewhat limited but other demographic information has been reviewed against what we have learnt from our consultation. The feedback through the consultation was support for many of the increases proposed.

The consultation took place between January and March 2014 and the following methods were used:

Online and paper questionnaire, feedback via email, Freephone, letter.

There was a targeted survey – users of the Nationality Checking service, Telephone interviews involving customers that had registered a birth, new citizen's registration and customers who had registered to marry or enter a civil partnership.

There were a total of 71 responses received and the specific equalities characteristics for those responding are noted through this Assessment.

The key findings were

Administration and postage fees for issuing certificated – majority agreed

Attendance at outside venue ceremonies – majority agreed

Pre-ceremony consultation fee – only 1/3 agreed with the fee and appreciated that this is an optional service

Register office venue fee – those interviewed were more positive, however the level of fee considered too high

Naming ceremonies – majority agreed

Private Citizenship ceremonies – respondents were divided and appreciated that this is an optional service

Same day certificate issuing – majority agreed

Priority postal service – majority agreed

Race	<p>Positive</p> <p>There is no requirement or facility available to record and return information relating to the ethnicity of users of the registration service. The staff team is obliged to operate the Government's systems, with no requirement to collect and collate information for equalities monitoring purposes.</p> <p>However, there is an obvious diverse customer base from all sections of Lambeth's communities that must use the service at times of key life events. Consultation exercises could be planned and seek the views of customers using Registrar's services and target specific groups particularly those recently arrived in the UK registering births and completing UK citizenship.</p> <p>The team will see customers seeking registrations and ceremonies completing formalities attached to records compiled nationally, within different areas of the Home Office. They must and do provide service to customers registering a birth, death or marriage in the borough. Customers can go nowhere else.</p> <p>The population across the borough is diverse – the service provided responds to their needs including ensuring registrations are completed with cultural conventions, those seeking notice to marry have all appropriate documentation to support their requests and importantly offering a nationality checking service prior to an application and eventual completion of UK Citizenship formalities for over 2000 new citizens annually .</p> <p>In 2010 44% of new mothers in Lambeth were born in the UK and 56% were not: the charge increases will not apply to this area of the business.</p> <p>The ageing 60+ population is predicted to change over the next 10 years indicating the change of customer profile for those passing in later years. Whilst White people account for 65% of this section of the population currently, the Black African population is expected to increase by 50% and the Black Caribbean population by 20% in the next 10 years,</p> <p>The increases include offering expert advice where we know there is not only a demand but would also assist applicants bewildered by the bureaucracy attached to Citizenship applications. This service is already offered by different boroughs linked to checking</p>
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documents prior to processing applications and we would wish to support increased capacity using income generated to safeguard what is a discretionary service but in demand.

The team supports over 2000 to complete their application for UK Citizenship with each continent represented by the homeland of applicants at the weekly ceremonies led by the Mayor of Lambeth. Over 170 applicants did not wish to join the general ceremony despite most favourable feedback and chose to pay for a private ceremony involving their family and friends.

The team understands that some applicants want to be reassured and need a service that helps them to complete submission of information to the Home Office. Within the proposals such a service will be extended and offer more appointments for this paid service which is in addition to the charges made by the Home Office. This had support from those consulted.

A charge will also be made for consultations concerning ceremonies for individuals that want this additional support to enable their preparations and could be considered in the same way as a 'wedding planner' where such expense is readily accepted. The fee for this has been halved following consultation.

The population of the borough by ethnicity from the GLA 's Ethnic Group Projections 2011 were reported to be as follows:

White 67.5%
Black Caribbean 10%
Black African 10.3%
Black Other 3.4%
Indian 1.7%
Pakistani 0.8%

Of those surveyed during the consultation period we recorded:
White 52%, Mixed 6%, Asian 6%,
Black 30%

The overall impact is designed to be positive – we can better provide the quality of

	<p>service expected in such a personal and sensitive area of public service where the customer has no choice.</p>
Gender	<p>Positive</p> <p>The statutory services are to be offered in more locations where other supportive and preventative services are provided at the Children's Centres and hospitals.</p> <p>From the pilot the Children's Centres saw an increase in fathers registering to access their services which was welcomed as well as many local mothers of first babies or growing families.</p> <p>Life expectancy is longer for women; the advice and information provided to older and surviving partners is more likely to be for women. They are supported to access 'Tell us Once' service and will in due course benefit from the introduction of a new service that checks on people that have had a recent bereavement. The outcome here is to make sure timely emotional and other support is provided when the risks of isolation and depression could impact on their ability to live independently.</p> <p>People who responded to the consultation recorded their gender as Male 44%, Female 51%, Prefer not say 5%</p>
Gender re-assignment	<p>None that can be concluded</p> <p>There is no service information or borough wide information that informs this assessment.</p>
Disability	<p>Positive</p> <p>We will continue to provide the quality of service expected in such a personal and sensitive area of public service where the customer has no choice; all locations from which services are operating are fully accessible and staff receive training that will help them to tailor service to meet different needs.</p>

	<p>As part of the registration service customers are offered a benefit review to reflect the recent changes that have taken place (birth of a baby, death in the family). This can pick up on under-claimed benefit entitlement and provision of information that will help individuals with their disability (eg blue badge applications) that could be a factor with the death of older people, or following long term and debilitating illness.</p> <p>The consultation provided the following: None 94%, Physical disability 2%, Learning disability 2%</p>
Age	<p>Positive</p> <p>Consultation confirmed the following age breakdown for participants: 18-24 6%, 25-34 43%, 35-44 27%, 45-64 18%, 65+4%</p> <p>The age profile for the borough is young with the majority 52 % between the ages of 20 and 44</p> <p>Projections indicate Lambeth's population will continue to grow older by over 5000 in the next 10 years. The impact on the service however is not attributed to our resident population but by patients passing away in our major hospitals.</p> <p>As noted above the core business will benefit directly from investment of increased income to maintain the staff team that supports birth and death registrations.</p> <p>The services core business involves mothers having their first child or adding to their family with their registration. Lambeth cannot change the registration fee and we understand that plans to review maternity services across south London could increase capacity at our major hospitals placing more demand on Lambeth's service</p> <p>There is no increase proposed to register a death – and that can impact on a wide age group, from infant deaths to older people. Again, with the addition of acute, cancer or trauma treatment centres at either hospital more deaths are likely to occur and place more pressure on the team</p>

	<p>Service users giving notice of marriage will remain unaffected and would cover all adults from age 16.</p> <p>The overall impact is designed to be positive – we can better provide the quality of service expected in such a personal and sensitive area of public service where the customer has no choice.</p>
Sexual orientation	<p>Positive</p> <p>We will sustain the quality and range of service for all including those that identify as Lesbian, gay, bi-sexual.</p> <p>This will relate to birth, death and marriage registrations in particular where our service demands will be met using income generated to safeguard the capacity of the team.</p> <p>The service conducted 84 Civil Partnerships in 2013-2014, compared with 497 Marriages. Advice and guidance followed by bookings for Gay Marriages have been incorporated since the changes in the law from March 2014.</p> <p>4% of Lambeth’s residents identified themselves to be in this category in 2012</p>
Religion and belief	<p>Positive</p> <p>Of those consulted, the following was noted :- 44% Individuals gave no religion/Atheist as their religion, 50% Individuals gave Christian as their religion.</p> <p>This compares with the profile contained within the 2011 ONS Annual Population Survey that noted that 58% were Christian and 5% Muslim, and 30% said they had no religion or were atheist.</p> <p>The service will see individuals of all faiths or none for birth, deaths and marriage registrations. Everyone must use the service if that key life event took place in the</p>

	<p>borough.</p> <p>Where there are authorised persons within particular places of worship they may officiate at marriage ceremonies outside the service of the council and for which the charges are not collected by the council but a fee is paid to those officiating.</p> <p>The service operates a 24/7 cover emergency requests including ‘death bed marriages’ and to support making arrangements for issue of death certificates to support urgent burials sought by the Muslim community.</p> <p>The resource needed to enable a response at all such times will be maintained by the strengthened team and this will be made possible through reinvestment of income generated through these increased fees and charges.</p> <p>The overall impact is designed to be positive – we can better provide the quality of service expected in such a personal and sensitive area of public service where the customer has no choice.</p>
Pregnancy and maternity	<p>Positive</p> <p>Over 12,000 babies are registered with Lambeth annually. One third of the families live in Lambeth. The proposed increased charges will allow the service to maintain the offer of timely appointments for statutory registrations and extend into more Children’s Centres across the borough.</p> <p>Co-locating services in this way will introduce new or growing families to a range of specialist services from early days of motherhood and help promote the support that is available should families require advice and guidance during their children’s early years. This form of intervention and more timely prevention of problems will be key to reducing the issues in young families that might otherwise have a damaging impact on family life in some households. Lambeth is the only local authority to have made this connection in London.</p>
Marriage and Civil Partnership	<p>Positive</p> <p>The proposals will allow us to offer more support and guidance to couples as they</p>

	<p>commit and plan for their ceremonies. The number of marriages in 2013-214 was 497.</p> <p>We will sustain the quality of our venues, offer more choice concerning times, days and staff availability for ceremonies at the Town Hall and at licensed venues.</p> <p>Gay marriages commenced in March 2014 and added to this activity.</p> <p>Changes in the law concerning Civil Partnerships are awaited and can still be requested. In 2013-2104 84 such ceremonies were performed.</p>
Socio-economic factors	<p>Positive</p> <p>The areas of service where fees and charges will be introduced or increased are non-statutory and discretionary.</p> <p>The fees for the statutory services, the core business are monitored nationally and do not cover the actual costs involved (eg £4 to register a birth through an appointment lasting 30 minutes). Lambeth has to provide service but does not have the freedom to alter the fee structure.</p> <p>The borough has both considerable affluence and areas of poverty and overall the borough was noted as the 5th most deprived in London in 2010 with the highest levels of deprivation in Coldharbour ward, east of Brixton. Our decision to support registrations in Children’s Centres included the local needs. Although close to Brixton, it was considered helpful for new families to make early links with support services that will help them to manage including support for entitlements, child care, access to training and routes to work for example.</p> <p>The consultation confirmed that most of the proposals are supported. The fee proposed for additional consultations concerning making plans for ceremonies was deemed too high and has been reduced as a consequence</p> <p>There is a risk attached to any of the increases that customers will go elsewhere for service. There is a need to monitor the impact of these changes given the increased dependency on these paid for services to sustain the capacity of the team across all functions. Lambeth has</p>

	<p>benchmarked charges with neighbouring boroughs and found that our charges are currently lower and the increase will bring us into line with other local authorities.</p> <p>New or increased level of service will meet demand – nationality checking, consultations for couples.</p> <p>The introduction of the no-show fee was understood to be appropriate but not supported. However the recommendation will still be made, given that the service cannot support wasted time involved that impacts on other service users.</p> <p>Again the wider range of services and availability of appointments in more places will be helpful to users and sustained by the team using the income generated to meet the budget required for this.</p> <p>The service offers ‘Tell us Once’ to customers registering a birth or death to support benefit reviews and form filling necessitated at that time. The customer has no choice but the service extends a helping hand at what can be a traumatic change to circumstances including the impact on personal finances and relieves worry as help is provided to navigate through the different services that need to be contacted.</p> <p>Those responding to the consultation gave the following information:- Education 4%, Employed 75%, Self- employed 13%, Unemployed 3% This compared with the population survey statistics in 2010.</p> <p>Renting Council 25%, Renting private 50%, Owner Occupier 17%</p>
Health	<p>Positive</p> <p>The service has been reviewed and in particular access improved particularly to support making more use of the face to face registration interview.</p> <p>Following discussions with our hospitals arrangements are in place to introduce service at both Kings and St Thomas to support registrations of deaths, still births and premature babies. This will be more convenient and of more support to family members, save them</p>

	<p>time and worry in having otherwise to travel to the Town Hall. Both hospitals offer additional services such as bereavement counselling whilst also offering assistance with form filling and other bureaucratic requirements that follow a key life event.</p> <p>The Registrars will offer appointments at the hospitals as well as the network of Children’s centres. This approach would not be possible with a reduction of posts within the team. The increased income will support therefore the structure needed to increase the location and range of services offered.</p>
Sexuality -	<p>Positive</p> <p>Heterosexual 86%, Gay/Lesbian 2%, Prefer not to say 12%</p> <p>The overall impact is designed to be positive – we can better provide the quality of service expected in such a personal and sensitive area of public service where the customer has no choice.</p>
Language	<p>Positive</p> <p>Many users of the services were born outside the UK and have chosen to live in Lambeth. Where there is no choice but to use our service, staff have access to interpreters where required and will insist that they are present to ensure commitment being made to marry are understood. For example, Registrars are required to notify Government agencies if they suspect a sham marriage or falsification of documents that could potentially lead to fraudulent activity linked to future claims or requirements of the immigration process.</p> <p>The diversity within Lambeth’s residents and customers require considerable competence when completing formal registrations. The team has been applauded by the General Registrar’s Office for its technical competence when completing registrations and cross checking documents given the wide range of countries and conventions that apply across the globe. This work cannot be rushed, and retaining the strength of the team will ensure time is still available to do this.</p>

<p>2.2 Gaps in evidence base <i>What gaps in information have you identified from your analysis? In your response please identify areas where more information is required and how you intend to fill in the gaps. If you are unable to fill in the gaps please state this clearly with justification.</i></p>	<p>There is a fundamental issue of demand on the service to undertake registrations of births, deaths and marriages as a priority and meet national standards monitored by the General Registrar’s Office. The fees charged for these services are statutory and Lambeth may not alter these. They do not cover all costs.</p> <p>In an effort to maintain quality and range of service, at a time of reducing budgets, the council has an opportunity to increase its fees and charges in other areas of the business and to do this annually to help safeguard the strength of the team across the developments that have been taking shape for the new service offer.</p> <p>In reaching the proposals, support was provided to bench mark Lambeth’s charges against those made by other local authorities and others offering a national portal for on line services. Lambeth’s fees and charges were notably out of step in the non-statutory area.</p> <p>The service has been reviewed and recommendations are being made to take the service into neighbourhood settings – through Children’s Centres and the hospitals to provide wider benefit to most of our users at times of key life events.</p> <p>However there is a dearth of service statistics because the Government’s system does not require the details to be collected.</p> <p>However, the service sees of the widest representation of any delivered by Lambeth as it supports all new families, those coping with bereavement, couples that have chosen to give notice in Lambeth and individuals completing their applications for UK Citizenship here. There are no alternatives to coming to Lambeth’s service if your baby was born in the borough, or you are registering the death of someone that passed away in the borough.</p> <p>These registrations require a face to face interview or ceremony at fees set by statute.</p>

	<p>Making opportunities for our users to be introduced to other service providers that can offer specialist support and guidance at times of key life events is an important development sought by our stakeholders and necessitates a strong team that cannot be reduced with each savings cycle.</p> <p>The improved Registration and Nationality service arrangements for all citizens can be supported in part through income generation in the non-statutory areas where Lambeth is evidently out of step when compared with other local authorities or simply not charging when this is often expected.</p> <p>Even with the low level of response to the consultation, there was valuable feedback from users of specific services on other areas of the business when questioned. Their contributions therefore were more informed and proposals have been amended.</p> <p>There are no proposals to undertake further consultation at this stage. A review of the 2014-2015 Schedule of Fees and charges will be undertaken to see whether ‘market forces’ attracts or deters use of our services within these proposals and simply puts more pressure on the services to deliver at national standards areas where the true costs cannot be reclaimed given the very low level of fee (e.g. £4 for a birth certificate issued after a half hour interview). There will also be a sample survey conducted to obtain feedback from users and checks made on charges made by other local authorities.</p>
<p>3.0 Consultation, Involvement and Coproduction</p>	
<p>3.1 Coproduction, involvement and consultation</p> <p><i>Who are your key stakeholders and how have you consulted, coproduced or involved them? What difference did this make?</i></p>	<p>The consultation involved users of the service who were asked about the range of proposals and not limited to the service they had used and paid for with plans made from November and consultation starting in January and ending in March 2014..</p> <p>The consultation sought information from a range of users and was supplemented by interviews undertaken by phone.</p>

	<p>There were targeted contacts added to those received back with the submission of completed questionnaires to drill down further. These provided us with more feedback and were at times more supportive of the changes as more information was exchanged.</p> <p>We bench marked the current fees and charges with other local authorities and national services and produced proposals that formed the basis of our consultation. The proposals have been modified as a consequence and take up will be modified through the year and the schedule reviewed in 2015.</p> <p>The proposed charges for additional guidance were considered too high and have been reduced. The charges for no shows were understood but not supported. The recommendation is to proceed with that proposal given the negative impact otherwise on other service users with increased time waiting for an appointment if we cannot manage down the number of people that fail to turn up and then rebook Others relating to children completing their application for UK Citizenship remain unchanged.</p>
<p>3.2 Gaps in coproduction, consultation and involvement <i>What gaps in consultation and involvement and coproduction have you identified (set out any gaps as they relate to specific equality groups)? Please describe where more consultation, involvement and/or coproduction is required and set out how you intend to undertake it. If you do not intend to undertake it, please set out your justification.</i></p>	<p>The sample on which this analysis is based is small, despite efforts being made to increase the number of responses received.</p> <p>The feedback is strongly in support of proposals for the administrative and process fee increases.</p> <p>Where concerns were raised, concerning consultation fees in advance of ceremonies, the proposed increase has been halved.</p> <p>The service is managing high demand day to day, for which no charge increases may be made. It has no additional capacity to devote to 1 2 1 support to couples and families making plans for ceremonies. It can however introduce this discretionary service and make is clear to users, what is available at what rate. Time will tell whether at the lower rate, there is sufficient interest in the new service to be offered through monitoring and</p>

	<p>review.</p> <p>The wider service review and proposals that the income generated with the introduction of, or increased fees and charges will support address key issues for the council. The service will be co-located in neighbourhoods in our Children’s centres and at the hospitals where customers can access timely support and guidance that might otherwise lead to families and others struggling, and coping with issues that could be very troubling as a consequence of depression, isolation, or reduced income.</p>
<p>4.0 Conclusions, justification and action</p>	
<p>4.1 Conclusions and justification <i>What are the main conclusions of this EIA? What, if any, disproportionate negative or positive equality impacts did you identify at 2.1? On what grounds do you justify them and how will they be mitigated?</i></p>	<p>Main conclusions</p> <p>There will be a positive impact in areas of statutory service provision that will safeguard our ability to meet demand, maintain performance against the national standard in offering timely appointments for registration services.</p> <p>The service review conducted will allow service access points to be increased with the staff attending Children’s Centres and the hospitals to complete registrations as part of our core services.</p> <p>It has to be noted that the services for which fees and charges increases are recommended are optional.</p> <p>The additional services for example for a private ceremony, attendance at outside venues, 121 consultations will very often be linked to investment in a package of celebrations where there’s ready acceptance of the significant expense involved. Lambeth council is in no position to subsidise services that are wanted through a reduced fee for such occasions when we have confirmed through benchmarking we could be charging more.</p> <p>The outstanding issue is affordability. Lambeth Registrars and Nationality Service is committed to assist anyone and will waive or reduce the fee to support requests from</p>

	<p>customers when affordability and urgency can be substantiated.</p> <p>The fees and charges proposed for administration, postage, priority processing have support and when compared with national and other services, Lambeth has been failing to collect its costs in the past let alone support other areas of the business to better serve Lambeth residents through a targeted charging mechanism that generates income to increase the range of services, access and maintain quality, meet demand through the staff team.</p> <p>Concerning the ‘no show’ fee, many understood and accepted its principle, although the actual fee was considered too high. It will be recommended for implementation at no reduction and promoted to help manage what is otherwise a loss of service capacity that could have been used to assist others.</p> <p>With the potential to realise increased income, no reduction to the range and quality of services offered will be needed.</p> <p>There were no suggestions otherwise for services to be reduced or withdrawn. The charges will be recommended for implementation as set out in the report.</p>
<p>4.2 Equality Action plan <i>Please list the equality issue/s identified through the evidence and the mitigating action to be taken. Please also detail the date when the action will be taken and the name and job title of the responsible officer.</i></p>	
<p>Equality Issue</p>	<p>Mitigating actions</p>
<p>Ability to pay</p>	<p>Managers will have authority to consider waiving or reducing the fee to overcome circumstances linked to inability to pay in full or in part.</p> <p>Lambeth will monitor the number of discretionary reductions and waivers.</p>
<p>Accessibility of venues</p>	<p>Ensure that any new venues identified are fully accessible to those who have disabilities</p>

Wider monitoring	The Registration service is keen to hear from other areas of the council's business that would wish to consult across the most diverse of customer bases.
Customer feedback / analysis Annual feedback	The adoption of New Governance will require customer feedback mechanisms. Completion of monitoring data will be included, alongside service quality and scale of charges
5.0 Publishing your results	
The results of your EIA must be published. Once the business activity has been implemented the EIA must be periodically reviewed to ensure your decision/change had the anticipated impact and the actions set out at 4.2 are still appropriate.	
EIA publishing date	
EIA review date	
Assessment sign off (name/job title):	

All completed and signed-off EIAs must be submitted to equalities@lambeth.gov.uk for publication on Lambeth's website. Where possible, please anonymise your EIAs prior to submission (i.e. please remove any references to an officers' name, email and phone number).