



ADVANCE PUBLICATION OF REPORTS

This publication gives five clear working days' notice of the decisions listed below.

These decisions are due to be signed by individual Cabinet Members
and operational key decision makers.

Once signed all decisions will be published on the Council's
Publication of Decisions List.

- 1. CIVICA ON DEMAND CONTRACT EXTENSION 24/25 SUPPORTING THE FINANCIAL ASSESSMENT AND INCOME AND DEBT TEAMS WITH REVENUES AND BENEFITS TELEPHONY AND SUPPORT AND PROCESSING SERVICES (Pages 1 - 34)**

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London Borough of Enfield

Report Title	Civica on Demand Contract Extension 24/25 Supporting the Financial Assessment and Income and Debt Teams with Revenues and Benefits Telephony and Support and Processing services
Report to:	Cabinet Member for Finance and Procurement
Date of Report:	03 October 2023
Cabinet Member:	Cllr Leaver
Directors:	Fay Hammond – Executive Director of Resources
Report Author:	Sally Sanders – sally.sanders@enfield.gov.uk
Ward(s) affected:	All
Key Decision Number	KD 5661
Implementation date, if not called in:	1 April 2024
Classification:	Part I Public

Purpose of Report

1. The purpose of this report is to set out the proposed 12-month extension and price variation to the contractual agreement for services provided to the Council by Civica UK Ltd for the 2024/25 period. To exercise the terms and conditions that allow the call off contract to be extended by the Council for one period up to 12 months by giving Civica UK Ltd one month's written notice before it's expiry.

Recommendations

- I. It is recommended that the optional extension of a further 12 months is exercised to allow the call off contract with Civica UK Ltd to be extended for the 24/25 period, via the G-Cloud 13 framework, for revenues and benefits telephony and processing and support services for Income & Debt (I&D) and Financial Assessment (FA). The contract is in a form of two separate Call-Offs under G-Cloud 13 Framework – one Call-Off for Telephony Services and another for Processing and Support Services. The extension and variation of both call offs will run for a year starting from 1 April 2024.
- II. Seeking approval for the overall increased contract price from £1,794,559.70 for 23/24 to £1,848,172.57 24/25 - £53,612.87 increase broken down as follows:
 - Processing and Support £889,559.70 in 23/24, reducing to £856,272.57 in 24/25, reducing by £33,287.13 (Reduced service provided).
 - Telephony £905,000 in 23/24, increasing to £991,900 in 24/25, Increased by £86,900 (Providing the same service).

Background and Options

2. Civica are the providers of Councils digital software for Income and Debt and Financial Assessment services. These services collect council tax, business rates and administer housing benefit, council tax support and discretionary welfare support. Since 2016, the Council have contracted Civica to deliver processing and administration services, as well as telephony services, processing up to 140,000 items pa on behalf of the Council.
3. The current Civica contract for the following 5 processing and support services expires in March 24:
 - Council Tax Processing
 - Housing Benefit Processing

- Adult Social Care Financial Assessments
 - Business Administration Plus Benefits Staff
 - Council Tax and Housing Benefit Telephony
4. The quality of the services and volume of processing is monitored via regular reporting and client meetings and regular checks made by the services.
 5. Consideration was given to in-sourcing this service; however, this option was discounted for both financial and service need reasons. These services require significant and broad understanding of legislation in addition to system training, in order to in-source this service several months of double running Civica and council staff would be required at additional cost. There are a number of service changes, therefore, retaining the flexibility of the Civica contract was considered the best option given the complexity of this broader context. These changes include, customer enhancements in progress for phased implementation to enable routine transactions to be automated via the website. This may have reduced the resource need once a channel shift program was put in place to encourage the use of the portal. At the same time, there are proposals under consideration to change the Council Tax Support Scheme from April 24, if agreed, this is expected to increase the workload and more complex queries in both service areas, creating an increase in resources needed. Further the roll out of universal credit and the impact on the team as housing benefit claims reduce.
 6. From April 24, 2 'Business Administration Plus Benefits Staff' will no longer be needed as these duties will be brought back in house.
 7. There is a continuing need for additional support to be provided to the Adult Social Care Financial Assessments team. Staff have left and it has been difficult to recruit staff with the required level of skills and knowledge. The systems in place are not fit for purpose so more staff are needed for the manual intervention needed to complete the financial assessments. Prior to Civica's support the team never managed to meet their performance target of processing 95% of financial assessments within 21 days. This is now being achieved on a regular basis, with the increased speed of processing making the billing process quicker for better collection.
 8. The options available for the current contractual situation are limited to the following options:

Do Not Extend for 12 Months

9. Once the current contract expires in March 2024, the Council could choose not to award any further contracts, the services would then cease, however the Council will not have capacity to provide the services in house.

Extend the Contract to Civica for 12 Months to cover the 24/25 Period

10. The Council can exercise the terms and conditions that allow the call off contract to be extended by the Council for one period up to 12 months by giving Civica UK Ltd one month's written notice before the contract expires.
11. If a decision is made not to deliver the services in house, the proposed extension of the Civica contract will enable existing services to continue and provide sufficient time for the Council to implement an alternative delivery route when they are able to do so.

Full Tender exercise for 24/25 Period

12. A full open tender exercise could be undertaken to expose the contract opportunity to the wider market and ensure the fullest range of potential suppliers are able to bid. However, this is not possible due to the timeframes required for such a tender.
13. In view of the existing operational relationship with Civica and the availability of a compliant framework as detailed above under which the services can be sourced, it is recommended to work with Civica for another 12-month period 24/25. During this time, an assessment of the impact of the on-line portal implementation and channel shift will be known and considered as part of the Council's future service model.

Considerations

14. During a time of potential significant changes within the service, it is proposed to agree a 12-month contract extension with Civica. During 2024/25 an assessment will be undertaken to understand the impact of the workload and new customer portal to inform future service model.
15. The G-Cloud 13 framework provides a compliant route to extend the contract with Civica by a further 12 months during 24/25.
16. To agree the overall increase in cost of the contract from 2023/24 to 2024/25 broken down as follows:
 - Total overall increased contract price from £1,794,559.70 for 23/24 to £1,848,172.57 24/25 (Increased by £53,612.87):
 - Processing and Support £889,559.70 in 23/24, reducing to £856,272.57 in 24/25, reduced by £33,287.13 (Reduced service provided)
 - Telephony £905,000 in 23/24, increasing to £991,900 in 24/25, Increasing by £86,900 (Providing the same service)
17. For processing staff, the cost is based on the following hours provided:

CTAX	8,265
Bens	12,201
ASC	4,959
ASC Admin	1,653
	27,078

With the following numbers of staff providing this:

- 5 FTE for Council Tax
- 7 FTE for Benefits
- 3 FTE for ASC
- 1 FTE for ASC admin

Stats are provided on hours worked which are checked against the service provided making sure KPI's are met. This is checked before payment is made on a quarterly basis.

For the telephony service this is a fixed fee, ensuring 88% of calls are answered. If calls increase or reduce, we expect the 88% target to be met so they may need to bring more staff in to achieve this or they may achieve more than the 88% of calls made. Call types are recorded for monitoring purposes and discussed at monthly contract meetings. Complaints relating to this service provided are rare but where there is a complaint about a member of staff, Civica managers deal with this and respond. Civica staff have been trained to deal with revenues and benefits calls together. 75% can deal with both call types now and by 31/12/23 all will be able to handle both call types. This will give greater efficiency and customer satisfaction to the complex calls received that affect both benefits and council tax.

Risks that may arise if the proposed decision and related work is not taken:

18. If the proposal to extend the contract by 12 months for the period 24/25 is not taken, the Council would not have the required resources available to deliver vital services, including,
 - 140,000 + calls per annum taken for Revenues and Benefit queries that are predicted to rise (there are up to 30,000 residents affected by the proposed CTS 24/25 scheme change). Through the call types that Civica records, we predict that 30% of calls can be redirected to self-service functionality being introduced resulting in less routine calls and more complex calls. To avoid an increase in staff needed to meet the 88% target should more calls be received, a relaxation in the target will be applied. If the service is withdrawn, there is no skilled in-house service that can take these calls at immediate notice.
 - Housing benefit award accuracy reviews that the DWP mandate Housing Benefit undertake, provides £250,000 for additional resources. If the service is withdrawn, then there would be insufficient resources to deliver reviews. This would likely mean that targets were not met and would risk the DWP putting the Housing Benefit team under performance measures requiring the repayment of this funding.

- If the service contract is not extended for 12 months for 24/25, then there would be insufficient resources to deliver Housing Benefit Assessments, Council Tax transactions and Adult Social Care assessments, that are likely to increase due to the proposed Council Tax Support scheme change. This would increase/create backlogs, meaning residents wouldn't get the help they need on time and council tax bills wouldn't be issued in good time, reducing collection.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks:

19. If the Council decides not to extend the contract for 12 months for 24/25, internal resources will not be adequate to deal with the workload and this will result in poor customer service. The contract will include the facility for the Council to give 90 days' notice to end the contract, should the Council be ready to deliver the service in house or need changes during this time the contract will be able to be varied. Civica are flexible with our needs and can adapt with our changing needs; 90 days' notice would be required to make a change to payments / hours.

Preferred Option and Reasons for Preferred Option

20. The preferred option is for the Council to extend the Contract with Civica, via the G Cloud 13 framework for 12 months for 24/25. This will provide revenues and benefits telephony services and processing and support services for I&D and FA, with the option of giving 90 days' notice to end the contract, should the Council be ready to deliver the service in house.

Relevance to Council Plans and Strategies

21. Services provided as part of the contract support the cross-cutting themes of a modern council and a fairer Enfield.

Financial Implications

22. The total cost for Civica on Demand services for 24/25 is £1,848,172.57 and it is anticipated to be absorbed by the existing Financial Assessments (CC0010) and Income & Debt Team (CC0013) budgets. Costs broken down as follows:
 23. £856,272.57 for revised processing requirement from 1 Apr 24 to 31 Mar 25
 - 5 FTE for Council Tax
 - 7 FTE for Benefits
 - 3 FTE for ASC
 - 1 FTE for ASC admin

The number of hours purchased for each team are broken down as follows:

CTAX	8,265
Bens	12,201
ASC	4,959
ASC Admin	1,653
	27,078

24. £991,900 for revised telephony requirement from 1 Apr 24 to 31 Mar 25
- Covering all Council Tax and Benefits calls
25. The increased Civica on Demand contract cost is expected to be managed in year by holding on any further planned recruitment to expand the Financial Assessments and Income & Debt teams; controls on other operational expenditure across the services, as well as budget savings arising from the use of grant funding in 2024-25.

Legal Implications

26. The 12-month extension as proposed in this report is provided for under the terms and conditions of the Call Off contracts in questions.
27. The proposed £86,900 variation to the price of the Telephony Call-Off represents a 9.6% increase to the overall value of the contract and a such, is permissible under the “de minimis” exception set out in the Public Contract Regulations 2015.
28. The Council is required as a best value authority under section 3 of the Local Government Act 1999 to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.
29. All legal agreements entered into in consequence of the approval of the proposals set out in this report must be approved and executed by Legal Services on behalf of the Director of Law and Governance.

Equalities Implications

30. An Equalities Impact Assessment Statement has been undertaken and in attached to appendix 4 of this report.
31. The EQIA confirmed that the proposed contract will ensure the continued delivery of high quality delivered services which will not have a negative impact for any person of a protected characteristics.

Procurement Implications

32. Any procurement must be undertaken in accordance with the Councils Contract Procedure Rules (CPR's) and the Public Contracts Regulations (2015). This procurement has previously gone through the Procurement Services Assurance Group process and the necessary Gate Reports submitted.
33. The award of the contract, including evidence of authority to award, promoting to the Councils Contract Register, and the uploading of executed contracts must be undertaken on the London Tenders Portal including future management of the contract.
34. All awarded projects must be promoted to Contracts Finder to comply with the Government's transparency requirements.
35. The service extension is covered within the existing contract. The Service was initially procured under G-Cloud 13, ensuring the Council is in adherence with the CPR's and Public Contracts Regulations.
36. This has been tiered as a 'Gold' Contract and we are aware the Service is managing the Contract in line with the Council's Contract Management Framework
37. Careful consideration needs to be taken reviewing the approach on how this Service will continue after expiry of the extended period (1 April 2025). If the Service is not able to be fully transferred to an inhouse provision, Procurement will require notification as soon as possible (or by end of May 2024) so input and advice on future strategies can be provided.

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Appendices

Appendix 1 – EQIA

Enfield Equality Impact Assessment (EqIA)

Introduction

The purpose of an Equality Impact Assessment (EqIA) is to help Enfield Council make sure it does not discriminate against service users, residents and staff, and that we promote equality where possible. Completing the assessment is a way to make sure everyone involved in a decision or activity thinks carefully about the likely impact of their work and that we take appropriate action in response to this analysis.

The EqIA provides a way to systematically assess and record the likely equality impact of an activity, policy, strategy, budget change or any other decision.

The assessment helps us to focus on the impact on people who share one of the different nine protected characteristics as defined by the Equality Act 2010 as well as on people who are disadvantaged due to socio-economic factors. The assessment involves anticipating the consequences of the activity or decision on different groups of people and making sure that:

- unlawful discrimination is eliminated
- opportunities for advancing equal opportunities are maximised
- opportunities for fostering good relations are maximised.

The EqIA is carried out by completing this form. To complete it you will need to:

- use local or national research which relates to how the activity/ policy/ strategy/ budget change or decision being made may impact on different people in different ways based on their protected characteristic or socio-economic status;
- where possible, analyse any equality data we have on the people in Enfield who will be affected eg equality data on service users and/or equality data on the Enfield population;
- refer to the engagement and/ or consultation you have carried out with stakeholders, including the community and/or voluntary and community sector groups and consider what this engagement showed us about the likely impact of the activity/ policy/ strategy/ budget change or decision on different groups.

The results of the EqIA should be used to inform the proposal/ recommended decision and changes should be made to the proposal/ recommended decision as a result of the assessment where required. Any ongoing/ future mitigating actions required should be set out in the action plan at the end of the assessment.

The completed EqIA should be included as an appendix to relevant EMT/ Delegated Authority/ Cabinet/ Council reports regarding the service activity/ policy/ strategy/ budget change/ decision. Decision-makers should be confident that a robust EqIA has taken place, that any necessary mitigating action has been taken and that there are robust arrangements in place to ensure any necessary ongoing actions are delivered.



SECTION 1 – Equality Analysis Details

Title of service activity / policy/ strategy/ budget change/ decision that you are assessing	Revenues and Benefits telephony services plus Processing and Support services for I&D and FA services
Lead officer(s) name(s) and contact details	Sally Sanders sally.sanders@enfield.gov.uk
Team/ Department	Income and Debt and Financial Assessment services – Resources
Executive Director	Fay Hammond
Cabinet Member	Cllr Leaver
Date of EqIA completion	

SECTION 2 – Summary of Proposal

Please give a brief summary of the proposed service change / policy/ strategy/ budget change/project plan/ key decision

1. Agree to extend the contract with Civica UK Ltd for the 24/25 period, for Revenues and Benefits telephony and processing and support services for Income and Debt (ID) and Financial Assessment (FA) services.
2. The Council is currently undertaking a full assessment of I&D and FA contracted functions. There is an aspiration for all contracted functions to return to in house delivery when the council has capacity to do so, to be decided during the extended period 24/25. A detailed insourcing proposal will be brought forward in a separate report.
3. The proposed contract includes the option of giving 90 days' notice to end the contract before 31st March 2025 should the council be in a position and have capacity to no longer need Civica services.

SECTION 3 – Equality Analysis

This section asks you to consider the potential differential impact of the proposed decision or change on different protected characteristics, and what mitigating actions should be taken to avoid or counteract any negative impact.

According to the Equality Act 2010, protected characteristics are aspects of a person's identity that make them who they are. The law defines 9 protected characteristics:

1. Age
2. Disability
3. Gender reassignment.
4. Marriage and civil partnership.
5. Pregnancy and maternity.
6. Race
7. Religion or belief.
8. Sex
9. Sexual orientation.

At Enfield Council, we also consider socio-economic status as an additional characteristic.

“Differential impact” means that people of a particular protected characteristic (eg people of a particular age, people with a disability, people of a particular gender, or people from a particular race and religion) will be significantly more affected by the change than other groups. Please consider both potential positive and negative impacts, and, where possible, provide evidence to explain why this group might be particularly affected. If there is no differential impact for that group, briefly explain why this is not applicable.

Please consider how the proposed change will affect staff, service users or members of the wider community who share one of the following protected characteristics.

Age

This can refer to people of a specific age e.g. 18-year olds, or age range e.g. 0-18 year olds.

Will the proposed change to service/policy/budget have a **differential impact [positive or negative]** on people of a specific age or age group (e.g. older or younger people)?

Please provide evidence to explain why this group may be particularly affected.

Below is a table showing the age profile of Enfield **residents** (not householders) alongside the age profile of Council Tax Support (CTS) households. The Council does not have estimates of householders or council taxpayers broken down by age. A table of Housing Benefit households would not provide a complete picture of claims due to the continued migration to Universal Credit.

Age band	Enfield population 2021	% Of total	CTS Claimants	% Of total
Aged 4 years and under	21300	6.5		
Aged 5 to 9 years	22800	6.9		
Aged 10 to 14 years	24100	7.3		
Aged 15 to 19 years	21300	6.5	55	0.2
Aged 20 to 24 years	19100	5.8	666	1.9
Aged 25 to 29 years	21200	6.4	1780	5.0
Aged 30 to 34 years	23100	7.0	3036	8.5
Aged 35 to 39 years	24000	7.3	4115	11.6
Aged 40 to 44 years	24600	7.5	4295	12.1
Aged 45 to 49 years	22700	6.9	4136	11.6
Aged 50 to 54 years	22700	6.9	3628	10.2
Aged 55 to 59 years	21100	6.4	3127	8.8
Aged 60 to 64 years	17100	5.2	2376	6.7
Aged 65 to 69 years	12800	3.9	1938	5.5
Aged 70 to 74 years	11200	3.4	1931	5.4
Aged 75 to 79 years	8200	2.5	1633	4.6
Aged 80 to 84 years	6500	2.0	1379	3.9
Aged 85 and older	6400	1.9	1422	4.0
All persons	330200	100.0	35517	100.0

Below is a table showing the age profile of Council Tax Support (CTS) households.

Age Range*	All Claims by Gender			Claims with Disability	Claims by family Make up			
	All Claimants	Female	Male		Total	Single	Couple	Family with 1 Dep
19 or under	55	40	15	0	37	-	15	3
20-24	666	492	174	12	258	11	282	115
25-29	1,780	1,465	315	132	302	23	670	785
30-34	3,036	2,420	616	234	382	27	829	1,798
35-39	4,115	3,147	968	371	545	28	892	2,650
40-44	4,295	3,027	1268	462	757	61	1,101	2,376
45-49	4,136	2,711	1425	655	1,143	154	1,195	1,644
50-54	3,628	2,238	1390	832	1,541	322	998	767
55-59	3,127	1,832	1295	1,044	1,939	472	446	270
60-64	2,376	1,288	1088	904	1,678	490	137	71
65-69	1,938	1,061	877	257	1,415	459	40	24
70-74	1,931	1,032	899	2	1,446	449	27	9
75-79	1,633	938	695	0	1,223	398	10	2
80-84	1,379	846	533	0	1,063	313	2	1
85 or older	1,422	923	499	0	1,162	253	6	1
Total	35,517	23,460	12,057	4,905	14,891	3,460	6,650	10,516
*Age of main Claimant	35,517				35517			

Mitigating actions to be taken

Under 18's are not liable for council tax and therefore not eligible for Council Tax Support. The pink shaded figures show where the prevalence of residents in that age bracket is higher than in the population-at-large.

The majority of CTS claimants are aged between 30 and 59 with the highest number of claimants aged between 40 to 44. There does not appear to be any over or under representation amongst any particular working age group which would require targeted mitigations.

Measures which are in place to mitigate the impact of the direct contract award to Civica UK Ltd for the 22/23 period, for processing and support services for Revenue & Benefits and Financial Assessment include.

- Civica UK Ltd are the current service providers and have maintained Council Tax and Housing Benefit processing services in Enfield since 2016. Service Level Agreements have been in place throughout the period with agreed Key Performance Indicators. These are monitored monthly. Examples of monthly and annual performance report are included within the main report and monitored during this period with no major breaches.
- The Council has an agreed, costed and tested disaster recovery programme with Civica to protect services
- Service improvements have been introduced during this period to improve the customer journey including the introduction of bespoke IVR.

- The service has been maintained during the pandemic and incorporated numerous one-off Government and Council help schemes both then and since
- Civica are an experienced provider of front-line services to the public and private sector with over 100 customers using the OnDemand service
- The Council regularly engages with VCS organisations including ones that are focused on supporting people older residents, e.g. the over 50's forum, age concern UK to ensure early communication of any specific issues regarding service provision is identified and corrected

Disability

A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on the person's ability to carry out normal day-day activities.

This could include:

Physical impairment, hearing impairment, visual impairment, learning difficulties, long-standing illness or health condition, mental illness, substance abuse or other impairments.

Will the proposed change to service/policy/budget have a **differential impact [positive or negative]** on people with disabilities?

Please provide evidence to explain why this group may be particularly affected.

According to the Census 2021 data, 44,900 people in Enfield reported having a disability - 13.6% of the total population. Below is a table showing the age profile of Council Tax Support (CTS) households with a disability. The proportion of claims with a disability is 13.8%. There does not appear to be any over or under representation amongst any particular age group which would require targeted mitigations. The Council does not have estimates of householders or council taxpayers broken down by age.

Council tax support claims indicating a claimant or partner with a disability

Age Range*	All Claimants	All Claims by Gender		Claims with Disability	Claims by family Make up			
		Female	Male		Total	Single	Couple	Family with 1 Dep
19 or under	55	40	15	0	37	-	15	3
20-24	666	492	174	12	258	11	282	115
25-29	1,780	1,465	315	132	302	23	670	785
30-34	3,036	2,420	616	234	382	27	829	1,798
35-39	4,115	3,147	968	371	545	28	892	2,650
40-44	4,295	3,027	1268	462	757	61	1,101	2,376
45-49	4,136	2,711	1425	655	1,143	154	1,195	1,644
50-54	3,628	2,238	1390	832	1,541	322	998	767
55-59	3,127	1,832	1295	1,044	1,939	472	446	270
60-64	2,376	1,288	1088	904	1,678	490	137	71
65-69	1,938	1,061	877	257	1,415	459	40	24
70-74	1,931	1,032	899	2	1,446	449	27	9
75-79	1,633	938	695	0	1,223	398	10	2
80-84	1,379	846	533	0	1,063	313	2	1
85 or older	1,422	923	499	0	1,162	253	6	1
Total	35,517	23,460	12,057	4,905	14,891	3,460	6,650	10,516
*Age of main Claimant		35,517			35517			

Mitigating actions to be taken

Measures which are in place to mitigate the impact of the direct contract award to Civica UK Ltd for the 22/23 period, for processing and support services for Revenue & Benefits and Financial Assessment include.

- Civica UK Ltd are the current service providers and have maintained Council Tax and Housing Benefit processing services in Enfield since 2016. Service Level Agreements have been in place throughout the period with agreed Key Performance Indicators. These are monitored monthly. Examples of monthly and annual performance report are included within the main report and monitored during this period with no major breaches.
- The Council has an agreed, costed and tested disaster recovery programme with Civica to protect services
- Service improvements have been introduced during this period to improve the customer journey including the introduction of bespoke IVR.
- The service has been maintained during the pandemic and incorporated numerous one-off Government and Council help schemes both then and since
- Civica are an experienced provider of front-line services to the public and private sector with over 100 customers using the OnDemand service
- The Council regularly engages with VCS organisations including those that are focused on disability, e.g., Enfield Carer's Centre, Enfield Disability Action to ensure early communication of any specific issues regarding service provision is identified and corrected.

Gender Reassignment

This refers to people who are proposing to undergo, are undergoing, or have undergone a process (or part of a process) to reassign their sex by changing physiological or other attributes of sex.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on transgender people?

Please provide evidence to explain why this group may be particularly affected.

According to the Census 2021 data 2,800 people aged 16 and over declared a gender identity different from the sex they were registered with at birth - representing 1.1% of the total.

Gender Identity

Gender identity	Enfield		London		England & Wales	
	number	%	number	%	number	%
Gender identity the same as sex registered at birth	232,329	90.3	6,479,664	91.2	45,389,635	93.5
Gender identity different from sex registered at birth but no specific identity given	1,652	0.6	32,753	0.5	117,775	0.2
Trans woman	518	0.2	11,266	0.2	47,572	0.1
Trans man	486	0.2	11,480	0.2	48,435	0.1
Non-binary	74	0.0	5,407	0.1	30,257	0.1
All other gender identities	58	0.0	3,457	0.0	18,074	0.0
Not answered	22,065	8.6	559,960	7.9	2,914,625	6.0
Total residents aged 16+	257,182	100.0	7,103,987	100.0	48,566,373	100.0
Total residents aged 16 + with gender identity different from sex registered at birth:	2,788	1.1	64,363	0.9	262,113	0.5

Mitigating actions to be taken

There is no data held within council tax or council tax support records which indicates gender reassignment. Whether a person is proposing to undergo, is undergoing or has undergone a process (or part of a process) to reassign their gender would not affect the amount of council tax payable or council tax support they receive. Information regarding a change of name or gender would be processed to the council tax record or as a change to a claimant's personal details and subject to normal verification processes to ensure consistency with Universal Credit and other social security benefits.

The agreement to award this contract will not have a differential impact on people who are proposing to undergo, is undergoing or has undergone a process (or part of a process) to reassign their gender. The council regularly engages with VCS organisations including ones that are focused on supporting people who are trans age e.g., Enfield LGBT centre to ensure any specific issues regarding this community are identified and addressed at the earliest point.

Other measures which are in place to mitigate the impact of the direct contract award to Civica UK Ltd for the 22/23 period, for processing and support services for

Revenue & Benefits and Financial Assessment include.

- Civica UK Ltd are the current service providers and have maintained Council Tax and Housing Benefit processing services in Enfield since 2016. Service Level Agreements have been in place throughout the period with agreed Key Performance Indicators. These are monitored monthly. Examples of monthly and annual performance report are included within the main report and monitored during this period with no major breaches.
- The Council has an agreed, costed and tested disaster recovery programme with Civica to protect services
- Service improvements have been introduced during this period to improve the customer journey including the introduction of bespoke IVR.
- The service has been maintained during the pandemic and incorporated numerous one-off Government and Council help schemes both then and since
- Civica are an experienced provider of front-line services to the public and private sector with over 100 customers using the OnDemand service
- The Council regularly engages with VCS organisations including ones that are focused on supporting people older residents, e.g. the over 50's forum, age concern UK to ensure early communication of any and corrected

Marriage and Civil Partnership

Marriage and civil partnerships are different ways of legally recognising relationships. The formation of a civil partnership must remain secular, where-as a marriage can be conducted through either religious or civil ceremonies. In the U.K both marriages and civil partnerships can be same sex or mixed sex. Civil partners must be treated the same as married couples on a wide range of legal matters.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people in a marriage or civil partnership?

Please provide evidence to explain why this group may be particularly affected

Mitigating actions to be taken

Married or people in civil partnerships can be impacted by the proposal, but this may not be disproportionately more for over another. This is something we will look to continually monitor.

Other measures which are in place to mitigate the impact of the direct contract award to Civica UK Ltd for the 22/23 period, for processing and support services for Revenue & Benefits and Financial Assessment include.

- Civica UK Ltd are the current service providers and have maintained

Council Tax and Housing Benefit processing services in Enfield since 2016. Service Level Agreements have been in place throughout the period with agreed Key Performance Indicators. These are monitored monthly. Examples of monthly and annual performance report are included within the main report and monitored during this period with no major breaches.

- The Council has an agreed, costed and tested disaster recovery programme with Civica to protect services
- Service improvements have been introduced during this period to improve the customer journey including the introduction of bespoke IVR.
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Pregnancy and maternity

Pregnancy refers to the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on pregnancy and maternity?

Please provide evidence to explain why this group may be particularly affected

Pregnancy does not affect council tax liability or the claimant's assessment of council tax support unless there is a change of financial circumstances. The Fair Debt and Income Strategy specifically includes pregnancy as a condition where council tax enforcement processes would be adapted to meet the needs of the council taxpayer. Maternity would be treated as a change of circumstance with additional dependant(s) and potential lower income.

The proposed changes to the contract proposal will not have a differential impact on women who are pregnant or recently had a baby.

Mitigating actions to be taken

The council engages with VCS organisations including ones that are focused on supporting pregnant women e.g., Enfield Women's Centre to ensure any specific issues are identified and resolved at an early stage.

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Race

This refers to a group of people defined by their race, colour, and nationality (including citizenship), ethnic or national origins.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people of a certain race?

Please provide evidence to explain why this group may be particularly affected

According to the Census 2021 data Enfield has the largest numbers of Greek, Greek Cypriot, Kurdish, Turkish and Turkish Cypriot residents of all local authority areas in England and Wales:

- Turkish – 17,807* – 13.7% of all England and Wales' Turkish ethnicity population live in Enfield
- Turkish Cypriot – 7,886 (25% of the national total)
- Kurdish – 6,554 (7% of the national total)
- Greek – 3,509 (4.5% of the national total)
- Greek Cypriot – 10,101 (21.9% of all Greek Cypriots in England and Wales).

Enfield has now also seen large proportional increases in other ethnic groups:

Enfield is now home to the highest numbers nationally of Albanians and Bulgarians

- 7.3% of Albanians and 5.6% of Bulgarians resident in England and Wales live in the borough.

Enfield has the 5th highest Somali population of the 332 districts of England and Wales.

Ethnicity: 34 categories	Persons (2021)	% of total
White British	103,313	31.3
White Irish	6,184	1.9
Gypsy or Irish Traveller	374	0.1
Greek	3,509	1.1
Greek Cypriot	9,912	3.0
Turkish	17,503	5.3
Turkish Cypriot	7,652	2.3
Kurdish	5,578	1.7
Bulgarian	5,386	1.6
Polish	5,002	1.5
Romanian	4,623	1.4
Albanian	3,324	1.0
Roma / Romany Gypsy	1,146	0.3
White Other	24,720	7.5
Mixed: White / Black Caribbean	5,276	1.6
Mixed: White / Black African	3,084	0.9
Mixed: White / Other Black (incl Black British)	204	0.1
Mixed: White / Asian	4,009	1.2
Mixed: Black / Asian	360	0.1
Mixed: Other	6,543	2.0
Indian	12,015	3.6
Pakistani	3,686	1.1
Bangladeshi	8,142	2.5
Chinese	2,765	0.8
Other Asian	11,641	3.5
Black British	6,015	1.8
Somali	8,089	2.5
Ghanaian	4,836	1.5
Nigerian	4,945	1.5
Other Black African	17,340	5.3
Black Caribbean	16,976	5.1
Other Black	2,784	0.8
Other Ethnic Group: Arab	2,796	0.8
Other Ethnic Group	10,257	3.1

A claimant's race, ethnicity or nationality does not impact on council tax liability or

the council tax support financial assessment. No information is held within the council tax account regarding ethnicity. For Council tax support, information is requested from each claimant on a voluntary basis to help identify potentially under-represented groups.

Out of the c.35,000 caseload, only 6,000 records regarding ethnicity are held which are largely imported from DWP claims. This is insufficient to use for this purpose. However, other Council held information will be used to monitor and respond to any emerging trends so that our provision is inclusive and fit for purpose.

A claimant's entitlement to Council Tax Support is decided in accordance with national criteria e.g., British Citizenship.

Mitigating actions to be taken

The council engages with VCS organisations including ones that are focused on supporting ethnic minority communities e.g., EREC to ensure any specific issues are identified and addressed as soon as possible.

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Religion and belief

Religion refers to a person's faith (e.g. Buddhism, Islam, Christianity, Judaism, Sikhism, Hinduism). Belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people who follow a religion or belief, including lack of belief?

Please provide evidence to explain why this group may be particularly affected.

According to the 2021 Census:

Christians still form the largest religious group in Enfield, although their numbers fell by 14,402 (8.6%) from 2011 to 2021

- The number of Muslims rose by 18% to 61,477
- 20% of residents report having 'No religion' - an increase of 34.5%
- The greatest proportionate rise was among people of 'Other Religion' - from 1,950 to 10,351 - a fourfold increase.
- The growth in followers of 'Other Religion' can largely be explained by the numbers of people who can now identify as Alevi
- There are 7,883 Alevi in Enfield - the highest number of any local authority area in the country - over 30% of all England and Wales' Alevi are resident here.
- Enfield residents are more religious than in London or the rest of the country on average, where higher proportions of people have no religious belief. Enfield also contains proportionately more Christians and Muslims than in London or England & Wales.

Religion	2011		2021	
	Number	%	Number	%
Christian	167,417	53.6	153,015	46.4
No religion *	48,522	15.5	65,241	19.8
Muslim	52,141	16.7	61,477	18.6
Not answered	24,195	7.7	23,041	7
Other religion	1,950	0.6	10,351	3.1
Hindu	10,927	3.5	10,231	3.1
Jewish	4,412	1.4	3,713	1.1
Buddhist	1,824	0.6	1,716	0.5
Sikh	1,078	0.3	1,199	0.4

A claimant's religion and belief are not recorded within Council Tax/Council Tax Support records and have no impact on the financial assessment of CTS. The Council is committed to protecting vulnerable residents and delivering a fair Council Tax/Council Tax Support Scheme, including for those with different religions and beliefs. For this reason, we work closely with the Enfield Faith Forum, an organisation with a large number of representatives from religious

organisations across the borough. We support vulnerable groups through improved access to affordable credit, improved money management, our Fair Income and Debt Policy and our council tax and benefit helpline. The proposed contract will not have a differential impact because of a person's religion or belief.

Mitigating actions to be taken

People of all religions and beliefs can be impacted by the contract services, but this may not be disproportionately more for one religious group or beliefs over another. This is something we will look to continually monitor.

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Sex

Sex refers to whether you are a man or woman.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on men or women?

Please provide evidence to explain why this group may be particularly affected.

This information is recorded within the council tax account and a claimant's personal details but does not impact on council tax liability or the CTS financial assessment.

There are approximately twice the number of female council tax support scheme claimants (23,406) than male (12,057).

Mitigating actions to be taken

The council engages with VCS organisations including ones that support women e.g., Enfield Women's Centre to ensure any specific issues are identified and addressed at the earliest possible convenience.

Other measures which are in place to mitigate the impact of the direct contract award to Civica UK Ltd for the 22/23 period, for processing and support services for Revenue & Benefits and Financial Assessment include.

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Sexual Orientation

This refers to whether a person is sexually attracted to people of the same sex or a different sex to themselves. Please consider the impact on people who identify as heterosexual, bisexual, gay, lesbian, non-binary or asexual.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people with a particular sexual orientation?

Please provide evidence to explain why this group may be particularly affected.

Sexual Orientation is not recorded within a Council Tax/CTS application and has no impact on the liability for council tax or financial assessment of council tax support.

The Council is committed to protecting vulnerable residents and delivering a fair Council Tax Support Scheme, including for those who are lesbian, gay, bisexual, and transgender. For this reason, we continue to liaise with the Enfield Lesbian, Gay Bisexual and Transgender Network.

We support vulnerable groups through improved access to affordable credit, improved money management, our Fair Income and Debt Policy and our council tax and benefit helpline.

The proposed contract award will not have a differential impact because of a person's sexual orientation.

Mitigating actions to be taken

Local people who are lesbian, gay, bisexual, and transgender may be impacted by the council tax and benefit service delivery, but this may not be disproportionately so. This is something we will look to continually monitor.

Following the publication of further 2021 Census data by the Office of National Statistics, we hope to develop a better understanding of lesbian, gay, bisexual, and transgender in relation to various issues that may be relevant to future consultations and service changes we deliver.

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Socio-economic deprivation

This refers to people who are disadvantaged due to socio-economic factors e.g. unemployment, low income, low academic qualifications or living in a deprived area, social housing or unstable housing.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people who are socio-economically disadvantaged?

Please provide evidence to explain why this group may be particularly affected.

Appendix 1 provides the map of the borough by deprivation index. Council Tax Support in the main is targeted at households that are financially disadvantaged to support the payment of Council Tax and therefore any change to this scheme will impact on these households. Mitigations are in place as set out below.

CTS provides vital support to low-income households. A map of Enfield showing the index of deprivation is shown at Appendix 1. There is a strong correlation between those receiving CTS and Housing Benefit, levels of council tax debt and the areas of deprivation in the borough

Mitigating actions to be taken.

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SECTION 4 – Monitoring and Review

How do you intend to monitor and review the effects of this proposal?

Who will be responsible for assessing the effects of this proposal?



SECTION 5 – Action Plan for Mitigating Actions.

Identified Issue	Action Required	Lead officer	Timescale/By When	Costs	Review Date/Comments

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