



Equality Impact Assessment (EIA) Form

1. Service Area/Directorate

Name of Head of Service for activity being assessed: Leeona Marsh

Directorate: Community Wellbeing

Name of lead person for this activity:

Individual(s) completing this assessment: Manny Jhawar-Gill

Date assessment completed: 12.12.2025

2. What is being assessed

Activity being assessed (eg. policy, procedure, budget, service redesign, strategy etc.)

Review of Fees and Charging across the full spectrum of services in the Community Wellbeing Directorate.

What is the aim, purpose, or intended outcome of this activity?

The aim of this activity is to review fees and charging to ensure the Council has set appropriate rates. There are opportunities for the Council to bring in income and added value as it moves to being commercially minded.

Who will be affected by the development and implementation of this activity?

<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> Visitors to the county
<input checked="" type="checkbox"/> Communities	<input checked="" type="checkbox"/> Carers
<input type="checkbox"/> Children	<input type="checkbox"/> Patients
<input type="checkbox"/> All staff	<input type="checkbox"/> All part-time staff
<input type="checkbox"/> Staff at a particular location	<input type="checkbox"/> Other:

Is this:

- Review of an existing activity/policy
- New activity/policy
- Planning to withdraw or reduce a service, activity or presence?

3. Background information and findings

What information and evidence have you reviewed to help inform this assessment? (name your sources, eg. demographic information, usage data, Census data, feedback, complaints, audits, research)

Current fees and charges from across the Community Wellbeing Directorate have been collated ranging from fee rates for care and support, to entrance fees to museums, library fines, room hire and permits. This data has been collected for 2024/25 and 2025/26.

Benchmarking across other Local Authority rates will support the Herefordshire Council to understand how local fees and charges compare regionally and with our neighbouring authorities.

Each service within Community Wellbeing will review their respective fees and charges and bring the information together into one report.

Summary of engagement or consultation undertaken (eg. who you've engaged with, and how, or why do you believe this is not required)

Planning for consultation is underway with a view to provisionally start formal consultation in January 2026.

Summary of relevant findings (it is possible that you will have gaps in your evidence. You must decide whether you need to fill in the gaps now, and if it is feasible to do so. It might be that collecting robust information forms part of your action plan below)

Upon comparison of fees and charges from 2024/25 to 2025/26 some rates have not been uplifted and therefore the Council has not been maximising its income generation to invest in services. In addition, Herefordshire Council's fees and charges are broadly lower than the region. Findings from the consultation will be reported once consultation has concluded.

4. The Public Sector Equality Duty

Will this activity have a positive, neutral or negative impact on our duty to:

Equality Duty	Positive	Neutral	Negative
Eliminate unlawful discrimination, harassment, victimisation?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Advance equality of opportunity between different groups?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Foster good relations between different groups?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain your rationale here, and include any ways in which you could strengthen the capacity of this activity to promote equality (remember to add anything relevant into your action planning below)

There are a broad range of services within scope for this review. Equality can be promoted by offering discounts to people with protected characteristics. However, charging for care and support is also necessary.

5. The impact of this activity

Consider the potential impact of this activity on each of the equality groups outlined below and explain your rationale. Please note it is possible for the potential impact to be both positive and negative within the same equality group. Remember to consider the impact on staff and service users (current and potential) and partner organisations. It may be useful to include data within these sections if you know the diversity make-up of the people likely to be affected.

Equality Group	Potential positive impact	Potential neutral impact	Potential negative impact	Rationale
Age (include safeguarding, consent and child welfare)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Fees and charges applied may differ depending upon age. Differentiation for children (0-18yrs) and people aged over 65 may be applied for entry fees to venues. Impact may be seen by working aged adults. A child cannot be charged for social care services under current statutory and local policy frameworks Children's services are funded through public provision and are exempt from the charging rules that apply to adults.
Disability (consider attitudinal, physical, financial and social barriers, neuro-diversity, learning disability, physical and sensory impairment)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Fees and charges for people accessing social care services may see a difference in what they are charged for administration e.g. charges for arranging care for self-funders. At the same time, charges for entry to public venues may enable disabled people to have concessions.
Gender Reassignment (include gender identity, and consider privacy of data and harassment)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fees and charges will be applied regardless of gender, gender identity or gender reassignment and there will be no adverse effects.

Equality Group	Potential positive impact	Potential neutral impact	Potential negative impact	Rationale
Marriage & Civil Partnerships	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fees and charges will be applied regardless of marital or civil partnership status and there will be no adverse effects.
Pregnancy & Maternity (consider working arrangements, part-time working, infant caring responsibilities)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fees and charges will be applied regardless of pregnancy and maternity status and there will be no adverse effects.
Race (including Travelling Communities and people of other nationalities)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fees and charges will be applied regardless of race and there will be no adverse effects.
Religion & Belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fees and charges will be applied regardless of religion and belief and there will be no adverse effects.
Sex (consider issues of safety, sexual violence, part-time work, and single-sex provision – especially in light of the legal definition of "sex")	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fees and charges will be applied regardless of sex and there will be no adverse effects.
Sexual Orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fees and charges will be applied regardless of sexual orientation and there will be no adverse effects.
Others: carers, care leavers, homeless, social/ economic deprivation (consider shift-patterns, caring responsibilities)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fees and charges will be taken into account for Carers and Care Leavers, homeless people and people whose incomes will be low. These groups will generally not be charged or have a reduction in charges.
Health Inequalities (any preventable, unfair & unjust differences in health status between groups, populations or individuals that arise from unequal distribution of social, environmental & economic conditions)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Fees and charges for people accessing services may see a difference in what they are charged for. At the same time, charges for entry to public venues may enable people who are disabled by their health condition to have concessions.

Where a negative impact on any of the equality groups is realised after the implementation of the activity, the activity lead will seek to minimise the impact and carry out a full review of this EIA.

6. Action planning

What actions will you take as a result of this impact assessment? (you will need to include actions to mitigate any potential negative impacts)

Potential negative impact	What action will be taken	Who will lead	Timeframe
Age	Consultation will include groups and individuals of a variety of ages and with those who advocate for age groups who cannot advocate for themselves e.g. children, to understand impacts.	Head of Service – Ageing Well	Jan-Feb 2026
Disability	Consultation will include groups and individuals with a variety of disabilities to understand impacts.	Head of Service – Ageing Well	Jan-Feb 2026
Health inequality	Consultation will include groups and individuals with carrying health condition to understand impacts.	Head of Service – Ageing Well	Jan-Feb 2026

7. Monitoring and review

How will you monitor these actions?

A project plan has been developed which includes timeframes for planning and delivering the consultation. A full report of the consultation findings will be written which will include perceived impacts as reported by individuals impacted.

Impacts will be discussed with senior leaders before decisions are made on changes to fees and sharing structures.

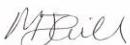
When will you review this EIA?

A review of the EIA will take place following the consultation and when new fees and charges are agreed to understand the impacts.

8. Equality Statement

- All public bodies have a statutory duty under the Equality Act 2010 to give due regard to how they can improve society and promote equality in every aspect of their day-to-day business. This means that they must consider, and keep reviewing, how they are promoting equality in decision-making, policies, services, procurement, staff recruitment and management.
- Herefordshire Council will challenge discrimination, promote equality, respect human rights, and design and implement services, policies and measures that meet the diverse needs of our population, ensuring that none are placed at a disadvantage over others.

Signature of person completing EIA



Date signed

12.12.2025

9. Make this EIA available (and delete this section)

- Attach your EIA as an appendix to any decision reports so that decision-makers have all the equality data they need in order to make robust and fair decisions.
- Upload your EIA to the shared Teams site: [Equality Impact Assessment | General | Microsoft Teams](#)
- Staff, trade unions, service users or members of the public may want to see this EIA, so it must be published on our website along with the decision report.