

## Equality Impact Analysis to enable informed decisions

### The purpose of this document is to:-

- I. help decision makers fulfil their duties under the Equality Act 2010 and
- II. for you to evidence the positive and adverse impacts of the proposed change on people with protected characteristics and ways to mitigate or eliminate any adverse impacts.

### Using this form

This form must be updated and reviewed as your evidence on a proposal for a project/service change/policy/commissioning of a service or decommissioning of a service evolves taking into account any consultation feedback, significant changes to the proposals and data to support impacts of proposed changes. The key findings of the most up to date version of the Equality Impact Analysis must be explained in the report to the decision maker and the Equality Impact Analysis must be attached to the decision making report.

**\*\*Please make sure you read the information below so that you understand what is required under the Equality Act 2010\*\***

### Equality Act 2010

The Equality Act 2010 applies to both our workforce and our customers. Under the Equality Act 2010, decision makers are under a personal duty, to have due (that is proportionate) regard to the need to protect and promote the interests of persons with protected characteristics.

### Protected characteristics

The protected characteristics under the Act are: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

### Section 149 of the Equality Act 2010

Section 149 requires a public authority to have due regard to the need to:

- Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by/or under the Act
- Advance equality of opportunity between persons who share relevant protected characteristics and persons who do not share those characteristics
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The purpose of Section 149 is to get decision makers to consider the impact their decisions may or will have on those with protected characteristics and by evidencing the impacts on people with protected characteristics decision makers should be able to demonstrate 'due regard'.

### **Decision makers duty under the Act**

Having had careful regard to the Equality Impact Analysis, and also the consultation responses, decision makers are under a personal duty to have due regard to the need to protect and promote the interests of persons with protected characteristics (see above) and to:-

- (i) consider and analyse how the decision is likely to affect those with protected characteristics, in practical terms,
- (ii) remove any unlawful discrimination, harassment, victimisation and other prohibited conduct,
- (iii) consider whether practical steps should be taken to mitigate or avoid any adverse consequences that the decision is likely to have, for persons with protected characteristics and, indeed, to consider whether the decision should not be taken at all, in the interests of persons with protected characteristics,
- (iv) consider whether steps should be taken to advance equality, foster good relations and generally promote the interests of persons with protected characteristics, either by varying the recommended decision or by taking some other decision.

## **Conducting an Impact Analysis**

The Equality Impact Analysis is a process to identify the impact or likely impact a project, proposed service change, commissioning, decommissioning or policy will have on people with protected characteristics listed above. It should be considered at the beginning of the decision making process.

### **The Lead Officer responsibility**

This is the person writing the report for the decision maker. It is the responsibility of the Lead Officer to make sure that the Equality Impact Analysis is robust and proportionate to the decision being taken.

### **Summary of findings**

You must provide a clear and concise summary of the key findings of this Equality Impact Analysis in the decision making report and attach this Equality Impact Analysis to the report.

## Impact – definition

An impact is an intentional or unintentional lasting consequence or significant change to people's lives brought about by an action or series of actions.

### How much detail to include?

The Equality Impact Analysis should be proportionate to the impact of proposed change. In deciding this asking simple questions “Who might be affected by this decision?” “Which protected characteristics might be affected?” and “How might they be affected?” will help you consider the extent to which you already have evidence, information and data, and where there are gaps that you will need to explore. Ensure the source and date of any existing data is referenced.

You must consider both obvious and any less obvious impacts. Engaging with people with the protected characteristics will help you to identify less obvious impacts as these groups share their perspectives with you.

A given proposal may have a positive impact on one or more protected characteristics and have an adverse impact on others. You must capture these differences in this form to help decision makers to arrive at a view as to where the balance of advantage or disadvantage lies. If an adverse impact is unavoidable then it must be clearly justified and recorded as such, with an explanation as to why no steps can be taken to avoid the impact. Consequences must be included.

**Proposals for more than one option** If more than one option is being proposed you must ensure that the Equality Impact Analysis covers all options. Depending on the circumstances, it may be more appropriate to complete an Equality Impact Analysis for each option.

**The information you provide in this form must be sufficient to allow the decision maker to fulfil their role as above. You must include the latest version of the Equality Impact Analysis with the report to the decision maker. Please be aware that the information in this form must be able to stand up to legal challenge.**

## Background Information

<b>Title of the policy / project / service being considered</b>	Re-commissioning of Lincolnshire's Wellbeing Service	<b>Person / people completing analysis</b>	David Clark, Sandra Kelley
<b>Service Area</b>	Public Health	<b>Lead Officer</b>	David Stacey
<b>Who is the decision maker?</b>	Cllr Mrs PA Bradwell	<b>How was the Equality Impact Analysis undertaken?</b>	<ul style="list-style-type: none"> <li>• Commenced August 2016</li> <li>• Service user, provider and professional stakeholder feedback,</li> <li>• Desk top exercise</li> <li>• Ongoing</li> </ul>
<b>Date of meeting when decision will be made</b>	TBC	<b>Version control</b>	0.5
<b>Is this proposed change to an existing policy/service/project or is it new?</b>	Existing policy/service/project	<b>LCC directly delivered, commissioned, re-commissioned or de-commissioned?</b>	Re-commissioned
<b>Describe the proposed change</b>	<p><b>Service Description</b></p> <p>Lincolnshire County Council (LCC) commissions a countywide Wellbeing Service (WBS). The service promotes adults' (aged 18+) ability to live fulfilling, active and independent lives, ensuring they have the best chance to remain safe and independent at home. The WBS is preventative, it aims to enhance wellbeing and reduce or delay escalation to statutory support services.</p> <p>The service currently comprises of:</p> <ul style="list-style-type: none"> <li>• An assessment of the support required, and if needed;</li> <li>• Short term support to ensure people feel safe in their own home and to engage them in community services and/or activities,</li> <li>• Signposting to other services including money advice, local groups and clubs,</li> <li>• Installation of small pieces of equipment,</li> <li>• Minor home adaptations and/or alarms and monitoring,</li> <li>• A transport and resettling service for people returning home from a hospital stay.</li> </ul>		

The WBS is a key component of LCC's Care Act 2014 requirements and forms part of a wider Wellbeing Network. It is a temporary intervention, usually triggered when people have a crisis e.g. a fall or a spell in hospital. Anyone can refer to the service through LCC's Customer Service Centre. People's needs are assessed and they have to meet eligibility criteria. The WBS is separate from LCC's Adult Care Service but people may be referred for an Adult Care Assessment if it appears their ongoing support needs warrant this.

As part of the WBS, assessment, and generic support are free of charge. A charge may be made for the cost of equipment (either rental or purchase) and the monitoring of the telecare and the Telecare Response Service.

The current WBS is in its third year of delivery and is delivered by three individual providers. The telecare service is monitored by a separate provider.

The major commissioned components of the WBS are currently all part of one delivery model, but are delivered in differing approaches across the three providers. This has led to a variation of service across the county. Contract management of the service is resource intensive due to the number of differing contracts and delivery approaches.

Service user, provider and professional stakeholder feedback has clearly shown a need for a simplified and consistent countywide delivery model. The intention is:

- To re-commission the WBS as one countywide contract.
- To re-commission the WBS for five years (currently three years) with a start date of 1<sup>st</sup> April 2018.
- To procure the telecare service (equipment, installation and monitoring) as one separate service.
- Not to re-commission hospital transport as part of the WBS. Transport home from hospital will be provided as a separate contract. The resettling service for people returning home from a hospital stay will continue as part of the WBS.

These are contractual changes. The public will not see a difference in the level of service.

A new equitable service would allow for a streamlined system that delivers better value for money. The aim is to re-commission the WBS in a manner which allows Lincolnshire residents to access a consistent countywide service which is effective in promoting self-care, meeting their needs for support, advice and information, whilst ensuring that the service is delivered within the budget set.

#### **Proposed Change**

None that will alter the service level to the public. A potential small increase in cost may be made, to new customers only, for the monitoring of telecare and the Telecare Response Service.

### **Evidencing the impacts**

In this section you will explain the difference that proposed changes are likely to make on people with protected characteristics. To help you do this first consider the impacts the proposed changes may have on people without protected characteristics before then considering the impacts the proposed changes may have on people with protected characteristics.

You must evidence here who will benefit and how they will benefit. If there are no benefits that you can identify please state 'No perceived benefit' under the relevant protected characteristic. You can add sub categories under the protected characteristics to make clear the impacts. For example under Age you may have considered the impact on 0-5 year olds or people aged 65 and over, under Race you may have considered Eastern European migrants, under Sex you may have considered specific impacts on men.

### **Data to support impacts of proposed changes**

When considering the equality impact of a decision it is important to know who the people are that will be affected by any change.

#### Population data and the Joint Strategic Needs Assessment

The Lincolnshire Research Observatory (LRO) holds a range of population data by the protected characteristics. This can help put a decision into context. Visit the LRO website and its population theme page by following this link: <http://www.research-lincs.org.uk> If you cannot find what you are looking for, or need more information, please contact the LRO team. You will also find information about the Joint Strategic Needs Assessment on the LRO website.

#### Workforce profiles

You can obtain information by many of the protected characteristics for the Council's workforce and comparisons with the labour market on the [Council's website](#). As of 1<sup>st</sup> April 2015, managers can obtain workforce profile data by the protected characteristics for their specific areas using Agresso.

**Positive impacts**

The proposed change may have the following positive impacts on persons with protected characteristics – If no positive impact, please state 'no positive impact'.

<b>Age</b>	<p><i>The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></p> <p><i>The re-procurement of the Wellbeing service will lead to the continuation of important support services that may benefit people of this protected characteristic. Furthermore it is hoped that, via the procurement, Wellbeing outcomes are developed and strengthened.</i></p>
<b>Disability</b>	<p><i>The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></p> <p><i>The re-procurement of the Wellbeing service will lead to the continuation of important support services that may benefit people of this protected characteristic. Furthermore it is hoped that, via the procurement, Wellbeing outcomes are developed and strengthened.</i></p>
<b>Gender reassignment</b>	<p><i>The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></p>
<b>Marriage and civil partnership</b>	<p><i>The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></p>
<b>Pregnancy and maternity</b>	<p><i>The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></p>
<b>Race</b>	<p><i>The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></p>
<b>Religion or belief</b>	<p><i>The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></p>

<b>Sex</b>	<i>The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i>
<b>Sexual orientation</b>	<i>The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i>

**If you have identified positive impacts for other groups not specifically covered by the protected characteristics in the Equality Act 2010 you can include them here if it will help the decision maker to make an informed decision.**



### **Adverse/negative impacts**

You must evidence how people with protected characteristics will be adversely impacted and any proposed mitigation to reduce or eliminate adverse impacts. An adverse impact causes disadvantage or exclusion. If such an impact is identified please state how, as far as possible, it is justified; eliminated; minimised or counter balanced by other measures.

If there are no adverse impacts that you can identify please state 'No perceived adverse impact' under the relevant protected characteristic.

**Negative impacts of the proposed change and practical steps to mitigate or avoid any adverse consequences on people with protected characteristics are detailed below. If you have not identified any mitigating action to reduce an adverse impact please state 'No mitigating action identified'.**

<b>Age</b>	<ul style="list-style-type: none"><li><i>The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></li></ul> <p><i>Insofar as older and younger people can be expected to have relatively lower incomes, they may be disproportionately affected by the potential increases in the charge for monitoring telecare and the Telecare Response Service referred to below.</i></p>
<b>Disability</b>	<ul style="list-style-type: none"><li><i>The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></li></ul> <p><i>Insofar as people with a disability can be expected to have relatively lower incomes, they may be disproportionately affected by the potential increases in the charge for monitoring telecare and the Telecare Response Service referred to below.</i></p>
<b>Gender reassignment</b>	<ul style="list-style-type: none"><li><i>No perceived negative impacts. The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></li></ul>
<b>Marriage and civil partnership</b>	<ul style="list-style-type: none"><li><i>No perceived negative impacts. The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></li></ul>

<b>Pregnancy and maternity</b>	<ul style="list-style-type: none"> <li>• <i>No perceived negative impacts. The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></li> </ul>
<b>Race</b>	<ul style="list-style-type: none"> <li>• <i>No perceived negative impacts. The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></li> </ul>
<b>Religion or belief</b>	<ul style="list-style-type: none"> <li>• <i>No perceived negative impacts. The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></li> </ul>
<b>Sex</b>	<ul style="list-style-type: none"> <li>• <i>No perceived negative impacts. The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></li> </ul>
<b>Sexual orientation</b>	<ul style="list-style-type: none"> <li>• <i>No perceived negative impacts. The proposed changes do not constitute a service change - they are changes in how the contract/s are procured, managed and monitored and will have no effect on service users.</i></li> </ul>

**If you have identified negative impacts for other groups not specifically covered by the protected characteristics under the Equality Act 2010 you can include them here if it will help the decision maker to make an informed decision.**

<p><b>Financial Exclusion</b></p> <p><b>Groups Affected:</b> New customers of telecare and the Telecare Response Service. They could be anyone who meet the criteria in the general population and could therefore be people with protected characteristics.</p> <p><b>Evidence:</b> The charge for the monitoring of telecare and the Telecare Response Service may increase depending on the contract agreement with the new provider.</p> <p><b>Impact:</b> People on low incomes may struggle to meet additional costs for the telecare service. Telecare is not most important factor in deciding whether people can remain safe and independent at home. Other factors include a care package which meets their needs and evolves as their needs increase, and local carers and supportive relatives and friends. However, the telecare service plays a part in enabling people to remain in their own homes whether these are owned, privately rented or within the social rented sector. If people cannot afford the telecare service this may contribute to their decision to move out of their homes and communities to live with relatives or friends who can provide support. Or they may decide to/or have to, move into supported/extra care housing or care homes. If people have little support at home (of which the telecare service can play a part) on discharge from hospital, they may be detained in hospital for longer until suitable arrangements have been made, or they may be required to move into supported/extra care housing or care homes. This could have a significant impact on individuals, their carers and their communities.</p>
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**Mitigating Action:** LCC will aim to keep the telecare and the Telecare Response Service charge as affordable as possible through dialogue with the bidders.

## Stakeholders

Stake holders are people or groups who may be directly affected (primary stakeholders) and indirectly affected (secondary stakeholders)

### Objective(s) of the EIA consultation/engagement activity Who was involved in the EIA consultation/engagement activity?

Engagement/consultation activity is summarised in the table below. The objective of the engagement/consultation activity was to find out what service users, potential service users, existing providers, potential providers and other stakeholders valued about the existing service, barriers to accessing the service and what changes they would recommend.

Date	Engagement Type	Recipient	Message	Evidence
17.12.15	WBS workshop to scope future developments of the service from a provider point of view	Current WBS providers who directly deliver and/or are involved with the service	Workshop 1 – Generic support.	Detailed findings were documented for each workshop and directly considered as part of the commissioning strategy and re-procurement options.
25.01.16	WBS workshop to scope future developments of the service from a provider point of view	Current WBS providers who directly deliver and/or are involved with the service	Workshop 2 - Aids/Adaptations and Equipment.	
19.02.16	WBS workshop to scope future developments of the service from a provider point of view	Current WBS providers who directly deliver and/or are involved with the service	Workshop 3 - Homesafe and Transport	

09.03.16	WBS workshop to scope future developments of the service from a provider point of view	Current WBS providers who directly deliver and/or are involved with the service	Workshop 4 - Telecare & WBS Response.	
17.02.16	Customer satisfaction survey	LILP WBS clients	Pre PIN customer engagement highlighting the positive aspects and high levels of customer satisfaction of the current service.	Results from the customer satisfaction surveys provided clear and constructive feedback regarding the major aspects of the service.
31.03.16	Customer satisfaction survey	ELDC WBS clients		
06.09.16	Customer survey – to determine satisfaction with and opinions on WBS development	Current users and potential future users of WBS	Survey of existing WBS over all service areas. Asking for user experience of service delivery and what is important in a WBS	A large and detailed number of responses from service users relating to specific elements of the service have been directly considered as part of the commissioning strategy and re-procurement options.

Age	
Disability	
Gender reassignment	
Marriage and civil partnership	
Pregnancy and maternity	
<b><u>Detail any findings identified by the protected characteristic</u></b>	
Religion or belief	

Sex	
Sexual orientation	
<p><b>Are you confident that everyone who should have been involved in producing this version of the Equality Impact Analysis has been involved in a meaningful way?</b></p> <p>The purpose is to make sure you have got the perspective of all the protected characteristics.</p>	<p>Yes.</p> <p>Service users have been engaged in this this process so we can understand their needs, the barriers to accessing the service and the improvements they would like to see in any new service. These suggestions will be considered during the remodelling phase by commissioners and will be shared with all potential providers to ensure these are acknowledged in their tender bids.</p>
<p><b>Once the changes have been implemented how will you undertake evaluation of the benefits and how effective the actions to reduce adverse impacts have been?</b></p>	<p>The Equality Impact Analysis will be a live document, regularly reviewed.</p> <p>There will be regular implementation meetings with the successful providers as part of awarding the contracts. These meetings will review whether there are any impacts against individual service users, particularly those who are protected under the Equality Act 2010</p> <p>Following implementation there will be quarterly contract management meetings, again these will review the service delivery and will identify any protected groups or individuals who may be impacted either in a positive or negative way.</p>

**Further Details**

<b>Are you handling personal data?</b>	<p>No</p> <p>The provider will handle personal data and will comply to with the data protection legislation and their and LCC's data protection policies.</p>
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<b>Actions required</b> Include any actions identified in this analysis for on-going monitoring of impacts.	<b>Action</b>	<b>Lead officer</b>	<b>Timescale</b>
<b>Signed off by</b>		<b>Date</b>	Click here to enter a date.