

## 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>	Lincolnshire Sensory Services	<b>Person / people completing analysis</b>	Marie Kaempfe-Rice
<b>Service Area</b>	Adult Care	<b>Lead Officer</b>	Marie Kaempfe-Rice
<b>Who is the decision maker?</b>	Glen Garrod	<b>How was the Equality Impact Analysis undertaken?</b>	Desktop
<b>Date of meeting when decision will be made</b>	08/09/2021	<b>Version control</b>	V1
<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>The Lincolnshire Sensory Services (LSS) is a preventative and reablement service for both adults and children with a sensory impairment, both cognitive and acquired and their associated disabilities. The contract encompasses visual impairment (including severely sight-impaired and sight-impaired), hearing impairment (including those who are profoundly deaf, deafened and hard of hearing) and dual sensory impairment (deafblindness). The eligibility for the service includes all ages of adults and children who are both non registered and registered blind, sight impaired, deaf, hearing impaired or have dual sensory loss or deafblind.</p> <p>The current contract has been delivered by RNID since April 2016 under the brand name of Lincolnshire Sensory Services. The contract has exhausted all options for extension within the current contract. A review of the service has been undertaken which has prompted a number of improvements to any future specification. It is however recommended that the fundamental delivery model of an integrated service is not changed. Any re-commissioning options regarding new arrangements due to start</p>		

1<sup>st</sup> April 2022 will therefore have very little impact on the Service users.

### **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>	The eligibility for the service includes all ages of adults and children who are both non registered and registered blind, sight impaired, deaf, hearing impaired or have dual sensory loss or deafblind.
<b>Disability</b>	<p>The following information explains the different types of Sensory Impairment and associated legislation:</p> <p>Visual impairment Widely accepted definitions of blindness and partial sight are drawn from two sources, the National Assistance Act (1948) and Disability Rights Commission guidance for the Disability Discrimination Act (DDA). Section 64 of the National Assistance Act 1948 defines “blindness” as being, “so blind as to be unable to perform any work for which eyesight is essential”. The certificate of blindness qualifies this as being a disability referring, “to any work and not to a person’s own occupation”.</p> <p>Deaf and hard of hearing There are a number of different terms to describe deaf and hard of hearing people. There is some disagreement within the Deaf community about these terms, such as if people with some hearing can claim to be deaf. The Department of Health states that there is no formal examination procedure to determine if a person is deaf or hard of hearing (Local Authority Circular (93) 10 Appendix 4 - relating to section 29 of the National Assistance Act 1948). They categorise deaf and hard of hearing people as follows (Circular 25/61): Deaf without speech - Those who have no useful hearing and whose normal method of communication is by signs, finger spelling or writing</p> <p>Deaf with speech - Those who (even with or without a hearing aid) have little or no useful hearing but whose normal method of communication is by speech and lip-reading</p> <p>Hard of hearing - Those who (with or without a hearing aid) have some useful hearing and whose normal method of communication is by speech, listening and lip-reading</p> <p>Dual impairment Deafblindness is a distinct impairment that is more than ‘just’ the loss of your vision and hearing. It is a unique impairment. The impact of a dual loss is significantly different from a single loss as the individual’s ability to compensate is</p>

greatly reduced. People are regarded as deafblind if their combined sight and hearing impairment causes difficulties with communication, access to information and mobility.

The description of 'deafblind' may be misleading as the severity of impairment for each separate sense, and the relationship between the two, can vary considerably with individuals. The term therefore ranges between the partial and complete loss of one or both senses. It is however, usually people with more complex and extensive needs who register for specialist services and are completely identified as 'deafblind'.

Lincolnshire County Council has a statutory duty to provide Sensory Impairment Services under the following legislation as a minimum:

- The National Assistance Act 1948;
- The Chronically Sick and Disabled Persons Act 1970;
- The Disabled Persons Act 1986;
- Section 7 of the Local Authority Social Services Act 1970;
- The Equality Act 2010;
- The Care Act 2014;
- The Children and Families Act 2014 and
- Accessible Information Standard.
- Under the Care Act 2014 guidance, LCC has a number of statutory obligations including:

For people who are sight impaired and severely sight impaired:

- Ensure that any self assessment is provided in an accessible format.
- Ensure that assessments are carried out by a person who has the necessary skill, knowledge and competency.
- Have due regard for the needs of people with a visual impairment in the provision of information and advice services.
- Maintain registers for the sight impaired and severely sight impaired people.
- Contact an individual within two weeks of the CVI (Certificate of Visual Impairment) being issued.
- Provide appropriate services for those who are sight impaired and severely sight impaired.

For people who are deaf or deaf blind :

- Make contact with and keep a record of all deafblind people.
- must ensure assessments of need for care and support are carried out by people with specific training and expertise.
- Provide appropriate services for deafblind people.
- Provide specially trained one-to-one support workers when necessary.
- Provide accessible information for deafblind people.

In addition to the Care Act 2014 the service needs to ensure it provides high quality support to Children and complies with

the Children and Families Act 2014.

### Demographics/ Future Demand

It is evident from table 1 below that the local demand will continue to increase year on year. It also indicates, which national statistics support, the prevalence of sensory impairment increases with age. In 2019, 11.6% of people aged 65 and over were estimated to have a moderate or severe visual impairment.

Age related damage to the cochlear is the single biggest cause of hearing loss. Over 70% of people over 70 have hearing loss, and due to the ageing population, the number of people with hearing loss is set to grow.<sup>1</sup> By 2035, RNID estimates there will be approximately 15.6 million with hearing loss across the country.

**Table 1: Demonstrates Sensory Impairment Condition Projections from 2021 - 2030**

<b>Lincolnshire - Hearing Loss Projections</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2030</b>
18 - 64 - Some Hearing Loss	47,147	47,579	47,857	46,728
65 + - Some Hearing Loss	113,989	116,281	118,837	141,250
<b>Total - Some Hearing Loss</b>	<b>161,135</b>	<b>163,859</b>	<b>166,695</b>	<b>187,977</b>
18 - 64 - Severe Hearing Loss	2,789	2,823	2,850	2,806
65 + - Severe Learning Loss	14,689	15,009	15,446	20,078
<b>Total - Severe Hearing Loss</b>	<b>17,477</b>	<b>17,832</b>	<b>18,296</b>	<b>22,883</b>
<b>Lincolnshire - Visual Impairment Projections</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2030</b>
18 - 64 - Serious Visual Impairment	281	281	280	277
65+ - Moderate or Severe Visual Impairment	16,313	16,832	17,300	20,004

<sup>1</sup> Davis, 1995.

75+ - Have Registrable Eye Conditions	5,587	5,907	6,163	7,174
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### Services in Lincolnshire to children and young people

In determining the potential need and upcoming demand for a service, there are a range of different local data sources used below to identify children and young people in Lincolnshire (aged 0-25 years) that have sensory impairment needs.

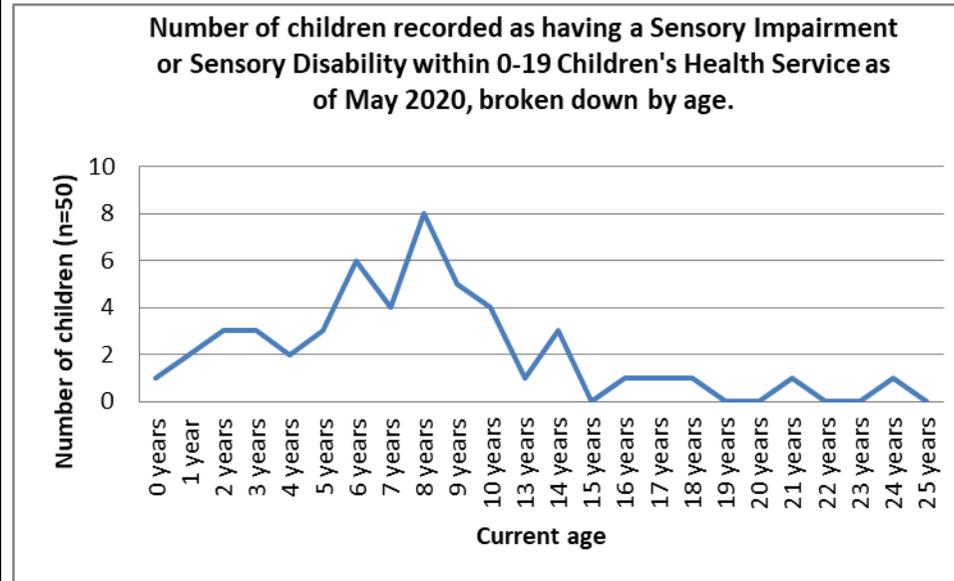
These include:

- Children's 0-19 Health Service (identified through the health visiting and children and young people's nursing offer) local figures
- SEST caseloads
- School Census 2021 published figures

**Table 2: Demonstrates The Lincolnshire population figures including children and young people 0-19 projected for 2022**

	All ages			0-19			0-19 as a % of total population		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
2019	386,224	371,563	757,787	80,017	82,702	162,719	20.72	22.26	21.47
2021	390,143	376,168	766,311	81,126	83,948	165,074	20.79	22.32	21.54
2022	392,079	378,330	770,409	81,881	84,742	166,623	20.88	22.4	21.63

**Figure 1: Demonstrates the Number of children recorded as having a Sensory Impairment or Sensory Disability within 0-19 Children's Health Service as of May 2020, broken down by age**



<p><b>Gender reassignment</b></p>	<p>There is no specific positive impact relating to gender re assignment.</p>
<p><b>Marriage and civil partnership</b></p>	<p>There is no specific positive impact relating to marriage or civil partnership</p>
<p><b>Pregnancy and maternity</b></p>	<p>There is no specific positive impact relating to pregnancy and maternity</p>

<b>Race</b>	There is no specific positive impact relating to race.
<b>Religion or belief</b>	There is no specific positive impact relating to religion or belief.
<b>Sex</b>	There is no specific positive impact relating to sex
<b>Sexual orientation</b>	There is no specific positive impact relating to sexual orientation.

**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.**

Not applicable

**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'.**

Age	'No perceived adverse impact as recommendation is that integrated model of delivery remains the same and supports both Adults and children. Aiding in transition'
Disability	No perceived adverse impact as recommendation is that integrated model of delivery remains in respect of support all people with a sensory impairment. This integrated delivery ensures continuity of support from one Sensory Impairment Worker and negates the need for the Service User to have to tell their story numerous times and several potential referrals into other services.
Gender reassignment	'No perceived adverse impact'
Marriage and civil partnership	'No perceived adverse impact'
Pregnancy and maternity	'No perceived adverse impact'

<b>Race</b>	'No perceived adverse impact'
<b>Religion or belief</b>	'No perceived adverse impact'
<b>Sex</b>	'No perceived adverse impact'
<b>Sexual orientation</b>	'No perceived adverse impact'

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**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.**

Not applicable

## Stakeholders

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

You must evidence here who you involved in gathering your evidence about benefits, adverse impacts and practical steps to mitigate or avoid any adverse consequences. You must be confident that any engagement was meaningful. The Community engagement team can help you to do this and you can contact them at [consultation@lincolnshire.gov.uk](mailto:consultation@lincolnshire.gov.uk)

State clearly what (if any) consultation or engagement activity took place by stating who you involved when compiling this EIA under the protected characteristics. Include organisations you invited and organisations who attended, the date(s) they were involved and method of involvement i.e. Equality Impact Analysis workshop/email/telephone conversation/meeting/consultation. State clearly the objectives of the EIA consultation and findings from the EIA consultation under each of the protected characteristics. If you have not covered any of the protected characteristics please state the reasons why they were not consulted/engaged.

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## Objective(s) of the EIA consultation/engagement activity

### Engagement/ Consultation Position

The proposal is to recommission the sensory service through a tender process, therefore while the identity of the Service Provider may change, the nature of the service and its availability will not change significantly. In these circumstances, whilst some level of engagement with people in receipt of the services is appropriate a formal consultation is not required as a matter of law.

### Engagement Approach

Due to the COVID- 19 pandemic, careful consideration was given with respect to LCCs engagement approach with the sensory client group. Following internal discussions with the Community Engagement Team it was decided that that the best way to gather feedback from service users during this time was via telephone interview and through the current Provider using BSL interpreters at the service users scheduled meetings.

A questionnaire was designed for service user involvement and a SNAP survey was produced to record all service user feedback using the Likert scale of 1-5 based on satisfaction of current service delivery and a section for additional comments on how to improve the service or any bottlenecks or issues encountered. A random sampling technique was applied and 50 service users were contacted. This included both children and adults, visually impaired, hard of hearing/deaf and dual

impairments.

Additionally, key stakeholders and staff of the current service were also asked to complete a questionnaire which was distributed as a SNAP survey.

**Table 3: Demonstrates the engagement approach undertaken.**

Sensory impairment	Engagement Approach	No of people
Adults Deaf/ hard of hearing	Lincolnshire Sensory Services (LSS) has planned visits to people over the coming weeks. LSS will ask people the questions on the generic customer satisfaction survey using BSL interpreters.	10
Adults Dual impaired	LSS have planned visits to people over the coming weeks. LSS will ask people the questions on the generic customer satisfaction survey (attached) using BSL interpreters.	10
Adults Visually impaired/ Partially sighted	Contact to be made by telephone and asked the questions on the generic customer satisfaction survey.	20
Children – all sensory impaired groups Deaf/hard of hearing Dual impaired Visually impaired/ Partially sighted	Contact to be made by telephone and asked the questions on the generic customer satisfaction survey.	10 – 20 of each (dependent on numbers of children with sensory impairments)
LSS Stakeholders	LCC will identify with the Provider key stakeholders for feedback.	50 organisations/individuals
Staff	LSS to send through a list of names and email addresses of the current staff so that a generic questionnaire can be sent out.	All staff

The diagram below demonstrates the engagement approach:

Figure 2: Demonstrates the Sensory Impairment Review and Reprourement Engagement Plan on a Page

Sensory Impairment Review and Reprourement Engagement – Plan on a Page					
Stakeholder	Existing Information	Target Market		Method	Timescale
Lincolnshire County Council	Previous Reviews	Internal Stakeholders		Stakeholder SNAP Survey	28/05/2021 – 08/06/2021
		Children's	Adults		
LSS Service Users	Exit Surveys from LSS	Children's Visual Impairment Hearing Impairment Dual Impairment	Adults Visual Impairment Hearing Impairment Dual Impairment	Structured service user survey. Telephone interviews & BSL interpreter used for hearing & dual impaired. Random Sample of each client group 10 -20 people	19/05/2021 – 04/06/2021
LSS staff		LSS current workforce		Employee SNAP survey	24/05/2021- 03/06/2021
Providers 3 <sup>rd</sup> Sector		External Stakeholders		Stakeholder SNAP Survey	28/05/2021 – 08/06/2021
Independent		Healthwatch Feedback		Stakeholder SNAP Survey & independent feedback	28/05/2021 – 08/06/2021



**Who was involved in the EIA consultation/engagement activity? Detail any findings identified by the protected characteristic**

<p><b>Age</b></p>	<p>See above approach. All ages included</p>
<p><b>Disability</b></p>	<p>The Service User feedback included the following:</p> <ul style="list-style-type: none"> <li>o Individual outcomes. The Service User is asked at the assessment stage as to what personal outcomes they wish to achieve as a result of the service. This could include any of the individual outcomes detailed above. At final review, as a result of receiving support through the service, the provider will capture whether these outcomes have been realised.</li> <li>o In addition to the final review a Service User questionnaire was completed by 84 Service Users</li> <li>o Individual Service User Interviews</li> <li>o Snap Survey completed by 42 Service Users</li> <li>o Feedback in terms of both compliments and any complaints.</li> <li>o Case studies demonstrating delivery of the overall Adult, Children and Public Health framework outcomes.</li> </ul> <p>Service User feedback was positive. The results of the Service User Reviews illustrated that 100% of respondents were overall happy with the service. The snap survey sent out suggested 88% of Service Users were either extremely satisfied (76%) or satisfied (12%) with the overall service received. Additional comments will be taken forward within the development of the specification, this includes consideration of the following:</p> <ul style="list-style-type: none"> <li>o More befriending / volunteering services to support provision. Ideally this could support more outreach work and the establishment of more social groups for both Adults and Children and/or Community Buddy Schemes.</li> <li>o Greater clarity regarding the scope of the service and for any new provider to manage the expectations of Service Users in this regard. ie: This is a short term rehabilitation service signposting and onward referral to other services are a key aspect to ensure the individual is not left if still has on-going support needs.</li> </ul>
<p><b>Gender reassignment</b></p>	

<b>Marriage and civil partnership</b>	
<b>Pregnancy and maternity</b>	
<b>Race</b>	
<b>Religion or belief</b>	
<b>Sex</b>	
<b>Sexual orientation</b>	
<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 this included the Commercial Team, the Service Development Team and Community Engagements as well as stakeholders and Service Users</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>This can be evidenced through a robust contract management framework captured on a quarterly basis including but not limited to:</p> <ul style="list-style-type: none"> <li>- The reporting of key performance indicators.</li> <li>- Close monitoring of the delivery of the specification and continuous improvement plan.</li> </ul>

- Extensive wider community and partnership engagement.
- The demonstration of value for money.
- Case studies demonstrating overall framework outcomes.
- The recovery following the pandemic

### Further Details

**Are you handling personal data?**

Yes

If yes, please give details.

The Service Provider will hold personal data regarding individual cases they are dealing with. The relationship is one of Joint Controllers

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**Actions required**

Include any actions identified in this analysis for on-going monitoring of impacts.

**Action**

**Lead officer**

**Timescale**

**Signed off by**

**Date**

Click here to enter a date.