

Equality & Human Rights Impact Assessment (EHRIA)

This Equality and Human Rights Impact Assessment (EHRIA) will enable you to assess the **new, proposed or significantly changed** policy/ practice/ procedure/ function/ service** for equality and human rights implications.

Undertaking this assessment will help you to identify whether or not this policy/ practice/ procedure/ function/ service** may have an adverse impact on a particular community or group of people. It will ultimately ensure that as an Authority we do not discriminate and we are able to promote equality, diversity and human rights.

Before completing this form please refer to the EHRIA [guidance](#), for further information about undertaking and completing the assessment. For further advice and guidance, please contact your [Departmental Equalities Group](#) or equality@leics.gov.uk

***Please note: The term 'policy' will be used throughout this assessment as shorthand for policy, practice, procedure, function or service.*

Key Details	
Name of policy being assessed:	This is a joint screening form in light of the proposed investment by LCC into the Lightbulb Project. The policy's below will be brought together and examined in light of any EHRIA implications. • Home Improvement Agency – Papworth Trust • CAT – British Red Cross • In-house changes i.e. the provision of Occupational Therapy
Department and section:	Strategic Planning and Commissioning
Name of lead officer/ job title and others completing this assessment:	Amanda Price, Interim Head of Service, Strategic Commissioning and Market Development James O'Flynn, Strategic Planning &

	Commissioning Officer
Contact telephone numbers:	0116 3057364 0116 3055378
Name of officer/s responsible for implementing this policy:	Strategic Planning & Commissioning Officers
Date EHRIA assessment started:	25/10/2016
Date EHRIA assessment completed:	Screening form completed on the 01/11/2016 Full EHRIA form completed on the

Section 1: Defining the policy

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You should begin this assessment by defining and outlining the scope of this policy. You should consider the impact or likely impact of the policy in relation to all areas of equality, diversity and human rights, as outlined in Leicestershire County Council's Equality Strategy.

1	What is new or changed in this policy? What has changed and why? In line with the development of the Lightbulb project, the Adults and Communities department is undertaking reviews of existing contracts and internal functions that can support implementation of a more coherent, aligned and cost effective housing support offer. Lightbulb is managed by a steering group, and an executive group, made up of various stakeholders from local, borough and county councils. The project has day to day managers and staff working in hospitals and in the community addressing housing need in various ways, from hospital discharge projects to projects working alongside GP's. This is in house provision presently with employees under the umbrella of Blaby District Council. The Lightbulb Project's vision is to transform practical housing support across Leicestershire. The buy in, support and investment needed to make this a reality is multi-faceted and will affect several areas of provision and strategy across Leicestershire County Council. The new Lightbulb model will require a significant level of change and work from all stakeholders to implement new ways of working during 2017/18,
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including the ending of related contracts and realignment of investment to support the Lightbulb model.

The Lightbulb project has made some developments in its short cycle time, including:

Evidence and analysis show Lightbulb offers significant potential savings to the local health and care economy by helping to reduce falls, emergency admissions and length of hospital stay. Pilot projects have already demonstrated the potential to save around £1.9m annually

As part of the proactive approach to service delivery, Housing Support Co-ordinators have been working with Leicestershire residents referred from Health settings:

- Out of 162 cases there were 18 people with a history of falls (11% of all customers)
- Post intervention only one person had fallen again
- 17 reported no falls since they received their interventions
- All reported feeling safer and more confident around the home

Lightbulb pilot projects have seen a reduction in staffing resources by 0.4 fte by working together across two pilot areas to deliver DFGs; equating to a 34% increase in productivity at no additional cost

A resulting 17% reduction in the delivery cost per unit of DFGs which equates to potential savings of £65,000 per year to DFG delivery across Leicestershire

The Lightbulb model has to scale up, to reach its potential:

Care Trak data from the Lightbulb pilots shows 50% of Housing Support Co-ordinator cases analysed through Care Trak have one or more long-term conditions. This equates to a projected 2230 residents per year across Leicestershire in poor housing and with one or more long-term conditions that Lightbulb could reach (based on current demand mapping).

Existing service pathways for the assessment and completion of Disabled Facilities Grant are complex and lengthy, for example:

- The existing process for assessing and installing a stair lift incorporates 24 different stages with approximately 8 handoffs
- The existing process for assessing and installing a level access shower incorporates 27 different steps and 9 handoffs

The Lightbulb model will greatly reduce processes, both saving time for customers and providing efficiencies for all organisations involved in respect of staff time and costs. New, integrated processes will see:

- The number of stages for assessment and installation of a stair lift reduced to

	9 with only two handoffs • A similar reduction in the journey for a level access shower to 13 stages and 5 handoffs • Where there are handoffs in these processes, they will be co-ordinated by the Housing Support Co-ordinator role to ensure a more customer focused service Scaling this up to estimated annual projected demand across Leicestershire that will be dealt with by Housing Support Co-ordinators in the new Lightbulb model means a potential 491 people with a reduction in falls per annum (11% of 4460 projected cases). Using existing information about the demand for services and learning from the Lightbulb pilots, it has been possible to quantify the staffing resources required to deliver the Lightbulb offer across the different District Council areas. Further detail on this is available in the Lightbulb Business Case as an appendix to this document The costed Lightbulb hub and spoke model will require resources in the region of £777k per annum based on meeting existing demand. The costed model assumes the new Lightbulb service offer will be implemented from within existing funding sources, which currently sits across different partner organisations and are already directed towards meeting this demand but in a fragmented and ineffective way. Lightbulb will bring this funding together to support a new, integrated and cost effective service model. It is proposed that the Home improvement Agency contract currently delivered by the Papworth Trust is not recommissioned and that its contract comes to a natural end in 2017 (although it may need extending for a final 6 months to allow for alignment with, and the development of Lightbulb). Funding for this service will be diverted in part into Lightbulb. The Lightbulb Projects 'offer' encompasses all of the HIA elements in terms of its proposed delivery model and such the investment into Lightbulb will ensure that the services previously delivered by the HIA will continue. These being packages of support aimed at delivering tailored solutions to the needs of vulnerable people seeking to improve, adapt or repair their homes. Lightbulb is not delivering the HIA function at this stage, but the business case for Lightbulb provides a picture of the current situation across Leicestershire and how Lightbulb proposes to meet that demand. Statistics from the HIA service delivered by Papworth show that: 2015/2016 –The majority of clients are 'other' then disabled and then older. In previous years rather than 'other' being a significant area, 'Frail Elderly' was a significant reporting group. This is thought to be a reporting issue rather than the service not supporting predominately these groups: older
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disabled and**frail older.**

The service was validated against the quality assessment framework, at level B on the 15th of October 2013.

It has met (on balance) its targets for the amount of enquiries the service receives as well as its targets for how many jobs it completes. 1869 enquires in 2015/16 against a target of 1500, and 383 jobs completed against a target of 400.

In 2015/16 the number of people who received information and advice but who had no works carried out was 1312. Out of these customers 909 continued to live independently, 3 moved to a care home, 2 to a nursing home and 353 are not known.

A Safeguarding incident occurred in 2015 which led to a formal investigation. As part of this several improvement suggestions were made, which have been adhered to.

Customer feedback (gathered by the service themselves) is overwhelmingly happy with the service.

It is proposed that the **Community Assessment Team** contract, currently delivered by The British Red Cross is not recommissioned and that its delivery function is encompassed within Lightbulb. The CAT contract is due to end on the 31.03.17. (This contract will need also need an extension of six months to enable alignment with Lightbulb).

The CAT contract aims to provide advice and information on the provision of equipment and adaptations that will enable the service user to maintain their independence within the community and/or avoid the unnecessary use of more institutional forms of care.

In 2015-16 the Red Cross Community Assessment Team undertook 2,658 basic assessments for minor equipment and adaptations, and 614 complex bathing assessments.

Equipment can be supplied through the contract with Nottingham Rehab Supplies (NRS) with thresholds for approval based on level of professional expertise. Recommendations for minor adaptations from CAT are sent to Minor Adaptations Team and requests for major adaptations may also be made.

It is not just the CAT contract that supports the people of Leicestershire in regards to rehabilitation and equipment, the picture is far more diverse and complex, It is Lightbulbs intention to simplify and improve this and other streams of support. Locally the provision of equipment is managed and commissioned jointly with Clinical Commissioning Groups and County and City Councils within Leicester, Leicestershire and Rutland, through a pooled budget arrangement. NRS Healthcare are contracted to provide a wide variety of disability equipment and mobility aids and rehab supplies that are both standard and specialist. They work to ensure the efficient provision of equipment regardless of whether it is health or social care that are making the

	referral, or the location of the person needing equipment, thus enabling timely hospital discharges. In 2015-16, 24,115 items of equipment were provided to people living in Leicestershire and 15,509 items were collected when no longer required. The service is arranged to promote and facilitate equipment being supplied to people regardless of their involvement with health and social care and to ensure maximum reach to those who may benefit from equipment to help to maintain and sustain their independence. It is envisaged that the Lightbulb project will encompass these elements of support and as such the services previously delivered under the CAT will continue. Funding for this service will be diverted in part into Lightbulb. It is proposed that Lightbulb by bringing together the plethora of housing related support services will affect some in house provision, including Occupational Therapy. The department is undertaking a review of its in-house Occupational Therapy function to determine the necessary steps required to support Lightbulb service delivery. It is intended that this will be in implementation phase by October 2017. It is envisaged that a proportion of existing occupational therapy funding will be freed up as a result of a move towards a trusted assessor approach through Lightbulb. Local Authority Occupational Therapists (OT) work with people where it is identified that Occupational Therapy input is needed, which is often in specific cases. Increasingly OTs support the hospital discharge process and involvement with substantial support packages where moving and handling is a feature. In 2015-16 a total of 3,560 cases were referred to the Occupational Therapy (OT) service. In addition the Leicestershire County Council's Re-ablement Service (HART) Occupational Therapists dealt with approximately 500 individuals and the Integrated Care Team OT team dealt with 270 individuals. The online self-assessment for equipment and minor adaptations received 52 completed online self-assessments in 2015/16.
2	Does this relate to any other policy within your department, the Council or with other partner organisations? <i>If yes, please reference the relevant policy or EHRIA. If unknown, further investigation may be required.</i> Previously, separate EHRIA screening forms have been completed and presented to DEG for the HIA, and the Hospital to Home project which it is also anticipated will be delivered in part by Lightbulb's hospital discharge element. A screening form has been completed for the Leicestershire Equipment, Adaptations and Assistive Technology Strategy 2016 2020, but this still needs to be presented to DEG.

	The implementation of Lightbulb connects to other work and strategies across the ASC department and Council, those being: * ASC Market Position Statement External Contract Review Prevention Review Adult Social Care Commissioning Strategy Medium Term Financial Strategy Integration with health Information & Advice Strategy (Adults and Communities) The Lightbulb Project (Borough Councils, CCG's, LCC)Leicestershire Equipment, Adaptations and Assistive Technology Strategy 2016-2020. The Adult Social Care Strategy 2015 - 2019 has been prepared to outline the vision and strategic direction of social care support for the next 4 years. The life of the strategy has been determined by matching to the life of the current Medium Term Financial Strategy (MTFS), in order for us to meet our financial targets and implement our new approach to adult social care. Ensuring that services are good value, strategically sound and not duplicating the work of partners is a key design principle of the future model (the right partner).
3	Who are the people/ groups (target groups) affected and what is the intended change or outcome for them? The implementation of the Lightbulb Project, and the encompassing of the aforementioned policies will affect: Residents across Leicestershire, based on a person centred needs assessment. It is likely to be vulnerable people who use the service, particularly those people with a health condition, long term illness or disability. People at risk of not being able to remain independent in their own homes People at risk of being admitted to hospital or visiting a GP because of their health condition and people who are in hospital Older and frail people over the age of 60 The intended change/outcome for these people, via Lightbulb is: A single access point into a range of practical housing support solutions A common, holistic housing needs assessment process A wider offer for customers – prevention, support, affordable warmth, handy

	person services, home safety as well as minor and major adaptations, assistive technology etc. The shared ambition of this integrated approach is to: Deliver savings to health and social care budgets by making the most of the part that housing support can play in keeping people independent in their homes with the right support at the right time; helping to prevent, delay or reduce the need for ongoing social care support, avoiding unnecessary hospital admissions/readmissions or GP visits and facilitating timely hospital discharge Improve the customer journey; making services easier to access and navigate and ensuring the right support is available at the right time Provide cost savings in service delivery (particularly in relation to the delivery of Disabled Facilities Grants) through service redesign; capitalising on opportunities to realise economies of scale, more effective working practices, and improved processes. Ensuring specialist skills are targeted effectively and that staff are empowered to make appropriate decisions The implementation and alignment of Lightbulb has to the potential to affect staffing in the commissioned services (HIA/CAT) and also within the in house provision. The levels of staffing and other implications such as TUPE are presently being considered and as such the impact of any changes is not yet known.														
4	Will this policy meet the Equality Act 2010 requirements to have due regard to the need to meet any of the following aspects? (Please tick and explain how) <table><tr><th></th><th>Yes</th><th>No</th><th>How?</th></tr><tr><td>Eliminate unlawful discrimination, harassment and victimisation</td><td>x</td><td></td><td> The Lightbulb Project's development process, and the associated reviews and analysis of performance data has allowed further understanding about what current services are achieving, and furthermore how improvements or positive changes could potentially be brought about. This includes ensuring that all groups can benefit from the Lightbulb project. It has also allowed for the identification of any particular groups who may be adversely or disproportionately affected by any changes to be identified, and the establishment of what mitigating actions are required. </td></tr><tr><td>Advance equality of opportunity</td><td></td><td></td><td>The policy changes will analyse and take into account the specific characteristics</td></tr></table>				Yes	No	How?	Eliminate unlawful discrimination, harassment and victimisation	x		The Lightbulb Project's development process, and the associated reviews and analysis of performance data has allowed further understanding about what current services are achieving, and furthermore how improvements or positive changes could potentially be brought about. This includes ensuring that all groups can benefit from the Lightbulb project. It has also allowed for the identification of any particular groups who may be adversely or disproportionately affected by any changes to be identified, and the establishment of what mitigating actions are required.	Advance equality of opportunity			The policy changes will analyse and take into account the specific characteristics
	Yes	No	How?												
Eliminate unlawful discrimination, harassment and victimisation	x		The Lightbulb Project's development process, and the associated reviews and analysis of performance data has allowed further understanding about what current services are achieving, and furthermore how improvements or positive changes could potentially be brought about. This includes ensuring that all groups can benefit from the Lightbulb project. It has also allowed for the identification of any particular groups who may be adversely or disproportionately affected by any changes to be identified, and the establishment of what mitigating actions are required.												
Advance equality of opportunity			The policy changes will analyse and take into account the specific characteristics												

	between different groups	x		of the group likely to be affected and understand the alternative support mechanisms i.e. Lightbulb. Ensuring service users can continue to access the same or enhanced support available when changes to the service occur.
	Foster good relations between different groups	x		Any proposed changes to service provision via the implementation of Lightbulb will take into account the fostering of good relations between people from different groups using the service. This will include improving peoples sense of personal security, their interactions with others (positive and diverse) and participation and influencing so that's peoples voices can be heard and influence relevant decisions.

Section 2: Equality and Human Rights Impact Assessment (EHRIA) Screening

Section 2: Equality and Human Rights Impact Assessment Screening

The purpose of this section of the assessment is to help you decide if a full EHRIA is required.

If you have already identified that a full EHRIA is needed for this policy/ practice/ procedure/ function/ service, either via service planning processes or other means, then please go straight to [Section 3](#) on Page 7 of this document.

Section 2

A: Research and Consultation

5.	Have the target groups been consulted about the following?	Yes	No*
	a) their current needs and aspirations and what is important to them;	x	
	b) any potential impact of this change on them (positive and negative, intended and unintended);	x	
	c) potential barriers they may face	x	
6.	If the target groups have not been consulted directly, have representatives been consulted or research	x	

	explored (e.g. Equality Mapping)?		
7.	Have other stakeholder groups/ secondary groups (e.g. carers of service users) been explored in terms of potential unintended impacts?	x	
8.	*If you answered 'no' to the question above, please use the space below to outline what consultation you are planning to undertake, or why you do not consider it to be necessary. The Lightbulb project themselves have undertaken research and consultation with people from groups likely to use their service going forward. This will inform development going forward. There is further detail on customer engagement, feedback and research in the Lightbulb Business Case page 17 'Customer Perspective'. There has not been any engagement, from LCC with the users of the services highlighted above i.e. HIA/CAT. It is the intention of the ASC department to work with both providers of the services and to target suggested stakeholders and customers to gain their insight as to how the changes could affect them.		

Section 2

B: Monitoring Impact

9.	Are there systems set up to:	Yes	No
	a) monitor impact (positive and negative, intended and unintended) for different groups;	x	
	b) enable open feedback and suggestions from different communities	x	

Note: If no to Question 8, you will need to ensure that monitoring systems are established to check for impact on the protected characteristics.

Section 2

C: Potential Impact

10.	Use the table below to specify if any individuals or community groups who identify with any of the ' protected characteristics ' may <u>potentially</u> be affected by this policy and describe any positive and negative impacts, including any barriers.			
		Yes	No	Comments
	Age	x		Older people make up the largest protected characteristic in this group, the Lightbulb

			Project is a service aimed at older people, as is the CAT and HIA. Data from the HIA service 15/16 shows that: 12% Older, Frail Older (other) 63% Data from the CAT service 15/16 shows: 75-84 year olds, 34% over 85, 29% Under 18's, 0.5% If the service provision is changed customers can receive support from an alternative provider in the marketplace i.e. Lightbulb, District Councils or via a health and social care assessment if their needs are sufficient.
	Disability	x	A significant proportion of service users of the CAT and HIA are disabled. If the services are decommissioned customers can receive support from an alternative provider in the marketplace i.e. Lightbulb, District Councils or via a health and social care assessment if their needs are sufficient. Data from the HIA service 15/16 shows that: 19% Disabled 4% Mental Health Data from the CAT service 15/16 shows: 80% Disabled 13% Mental health (inc dementia)
	Gender Reassignment	x	The Lightbulb project will demonstrate awareness of the particular sensitivities that may

			arise for this group.
	Marriage and Civil Partnership	x	No specific issues identified
	Pregnancy and Maternity	x	No specific issues identified
	Race	x	Attention must be paid to culturally appropriate delivery. Any service providers must be able to demonstrate that they are equipped to meet this requirement Data from the HIA service 15/16 shows that: Around 83% White British Around 3% Indian Data from the CAT service 15/16 shows: Around 88% White British Around 2% Indian
	Religion or Belief	x	Data from the CAT service 15/16 shows: Around 16% Christian 1% Hindu No data on HIA religion or belief of customers.
	Sex	x	Any proposed change to service delivery will take into account the specific requirements of people from both sexes. HIA – no data for sex CAT – 36% Male, 64% Female
	Sexual Orientation	x	As for other groups where sensitivity and awareness is required, providers must demonstrate this capacity. HIA – No data CAT

				80% refused 19% Heterosexual 0.06 Gay/Lesbian
	Other groups e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities	x		It is likely that the Lightbulb Project will have to support people from these groups, and as such any change to service provision, should be provided consistently across the County, taking account of the difficulties that may arise from living rural isolation and in economically or socially disadvantaged communities. Lightbulb's model is to have a physical presence in every borough across the county, providing consistent cover where demand exists. No specific data from CAT or the HIA on this area.
	Community Cohesion		x	No specific issues identified that the service/policy needs to address.
11.	Are the human rights of individuals <u>potentially</u> affected by this proposal? Could there be an impact on human rights for any of the protected characteristics? (Please tick) Explain why you consider that any particular article in the Human Rights Act may apply to your policy/ practice/ function or procedure and how the human rights of individuals are likely to be affected below: [NB. Include positive and negative impacts as well as barriers in benefiting from the above proposal]			
		Yes	No	Comments
Part 1: The Convention- Rights and Freedoms				
	Article 2: Right to life	X		Safeguarding protocols for individuals will protect this right.
	Article 3: Right not to be tortured or treated in an inhuman or degrading way	X		There is a health and ASC duty to promote wellbeing and personal dignity. All services, either in house or commissioned, are expected to be delivered at an acceptable standard to maintain health and dignity.
	Article 4: Right not to be		x	

	subjected to slavery/ forced labour			
	Article 5: Right to liberty and security	x		Safeguarding protocols of individuals will protect this right
	Article 6: Right to a fair trial		x	
	Article 7: No punishment without law		x	
	Article 8: Right to respect for private and family life	x		One of the central aims of the Lightbulb project is in regards to promoting independence and choice in relation to how and where people would prefer to live and retain contact with family and friends.
	Article 9: Right to freedom of thought, conscience and religion		x	
	Article 10: Right to freedom of expression		x	
	Article 11: Right to freedom of assembly and association		x	
	Article 12: Right to marry		x	
	Article 14: Right not to be discriminated against	x		Any current and future services operating in this area of work will have to comply with policies and protocols that promote anti discriminatory practice
Part 2: The First Protocol				
	Article 1: Protection of property/ peaceful enjoyment	X		One of the central aims of the Lightbulb project is in regards to promoting independence and choice in relation to how and where people would prefer to live.
	Article 2: Right to education		x	
	Article 3: Right to free elections		x	
Section 2				
D: Decision				
12.	Is there evidence or any other reason to suggest that:		Yes	No
	a) this policy could have a different affect or adverse impact on any section of the community;			Unknown
				x

	b) any section of the community may face barriers in benefiting from the proposal		x	
13.	Based on the answers to the questions above, what is the likely impact of this policy			
	No Impact ☐	Positive Impact ☐	Neutral Impact ☐	Negative Impact or Impact Unknown ☒
Note: If the decision is 'Negative Impact' or 'Impact Not Known' an EHRIA Report is required.				
14.	Is an EHRIA report required?	Yes ☒	No ☐	

Section 2: Completion of EHRIA Screening

Upon completion of the screening section of this assessment, you should have identified whether an EHRIA Report is required for further investigation of the impacts of this policy.

Option 1: If you identified that an EHRIA Report is required, continue to [Section 3](#) on Page 7 of this document to complete.

Option 2: If there are no equality, diversity or human rights impacts identified and an EHRIA report is not required, continue to [Section 4](#) on Page 14 of this document to complete.

Section 4: Sign off and scrutiny

Upon completion, the Lead Officer completing this assessment is required to sign the document in the section below.

It is required that this Equality and Human Rights Impact Assessment (EHRIA) is scrutinised by your [Departmental Equalities Group](#) and signed off by the Chair of the Group.

Once scrutiny and sign off has taken place, a depersonalised version of this EHRIA should be published on Leicestershire County Council's website. Please send a copy of this form to louisa.jordan@leics.gov.uk, Members Secretariat, in the Chief Executive's department for publishing.

Section 4

A: Sign Off and Scrutiny

Confirm, as appropriate, which elements of the EHRIA have been completed and are required for sign off and scrutiny.

Equality and Human Rights Assessment Screening ☒

Equality and Human Rights Assessment Report ☐

1st Authorised Signature (EHRIA Lead Officer):

Date:

2nd Authorised Signature (DEG Chair)... 

Date:09/11/16.....