

Equality & Human Rights Impact Assessment (EHRIA)

Section 3: Equality and Human Rights Impact Assessment (EHRIA) Report

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This part of the assessment will help you to think thoroughly about the impact of this policy and to critically examine whether it is likely to have a positive or negative impact on different groups within our diverse community. It is also to identify any barriers that may detrimentally affect under-represented communities or groups, who may be disadvantaged by the way in which we carry out our business.

Using the information gathered either within the EHRIA Screening or independently of this process, this EHRIA Report should be used to 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.

Section 3

A: Research and Consultation

When considering the target groups it is important to think about whether new data needs to be collected or whether there is any existing research that can be utilised.

- 15.** Based on the gaps identified either in the EHRIA Screening or independently of this process, how have you now explored the following and what does this information/data tell you about each of the diverse groups?
- a) current needs and aspirations and what is important to individuals and community groups (including human rights);
 - b) likely impacts (positive and negative, intended and unintended) to individuals and community groups (including human rights);
 - c) likely barriers that individuals and community groups may face (including human rights)

A survey with CareOnLine (COL) service users was made available on the council website from 11th April 2018 and closed on 22nd May 2018.

Communications and media activity

The council communicated the COL Survey in a number of ways, including:

- Email to all active and ongoing service users who currently use the COL service
- Freepost return address was provided for completed survey users.
- A COL survey e-mail was set up specifically so that service users could request any help or support that they needed to complete the questionnaire including any requests for surveys in different formats or languages
- Arrangements also had been made with team for Local Area Co-ordinators to be available if a request had been made for a face to face visit
- Service users also had the option to use a dedicated telephone support, via the Customer Service Centre which was available for anyone unable to complete the above formats or requiring assistance. Staff who provided the service were skilled at working with vulnerable people.
- Arrangements were also made with Local Area Co-ordinators (LACS) to provide face-to-face assistance for anyone who felt that the above options did not meet their needs.

The consultation was also e-mailed to all referring organisations, potential alternative providers and known interested parties to alert them of the consultation launch and encourage them to make their views known.



7_July_Care Online
App B.docx.pdf

A copy of the survey is attached here

The survey was made available in the following formats: online; easy read; screen reader version; hard copy (on request).

The purpose of the survey was to explain the proposal to decommission the COL service and to refer service users to a range of identified organisations that offered help and support in being digitally active.

It asked service users to indicate whether the proposals would make it easier or harder to become digitally active and whether they were aware of the alternative organisations

It acknowledged that the alternative organisations would not exactly replicate the service that COL offered.

A report was submitted and discussed at LCC's Adults and Communities Overview and Scrutiny Committee on 5 June 2018. Representation was made by service users and an advocate of the service. A note of the meeting is attached here.



7_July_Care Online
App A.pdf

The Leicestershire Equalities Challenge Group met as a task and finish group to examine the EHRIA in relation to the proposals on Friday 8 June 2018.

The statement is attached here



Statement
CareOnline 8 June 20

Responses and respondent profile

Overview of responses

During the consultation period 119 people responded to the survey. The majority (110) filled the survey online with the remainder returning a paper response (9)

- Most responses came from services users
- Most people use the service for training, advice and technical support in IT
- Most services users stated that they last used COL between one and two years ago and longer than 2 years ago.
- Most service users did not feel that the alternative services would meet their needs stating the specialised nature and flexibility that the service offered through home visits.
- Most service users were not aware of alternative services available.
- Some commentary stated that COL was not an essential service when compared to other council services

Most service users felt that alternative services would make it harder for them to use technology to undertake a range of activities, such as communicating with friends/family, accessing information and living independently.

Respondent profile

The questionnaire included a range of demographic questions. The sample size does not allow for statistical analysis of results across different demographic groups; however the demographic profile of those responding to the survey is as follows:

Age: majority of respondents were between 55-84 years of age.

Disability : 69% had a long standing illness or disability

Gender reassignment : No respondents had a different gender identity to that which they had been assigned at birth

Race : 89% White

Religion or belief

59% Christian

30% No religion

Sex : 48% Female; 53% Male

Sexual orientation : 89% Heterosexual

The Leicestershire Equalities Challenge Group noted that old age and disability were not the only equality factors to consider, and noted that a majority of service users were women and 11% identified as being from an ethnic minority.

Key themes from the feedback received can be summarised as follows:

Current aspirations:

Data from the survey showed that COL was used by service users for the following purposes:

- 66% (69) Training
- 82% (72) Technical support
- 81% (71) Advice
- 87% (100) Communicating with friends and family
- 81% (94) Accessing information and services
- 86% (94) Living independently
- 79% (90) Maintaining health and wellbeing

Impact:

When asked about the impact of any decision to decommission COL, the following themes were collected:

- Vulnerability/Social Isolation
- Financial impact
- Lack of staff skilled in ICT
- Personal support and companionship
- Borrowing of equipment
- Free home visits
- Skills, knowledge and expertise in the team

Barriers:

The barriers to service users that were identified through free text responses included:

- Accessing ongoing help and support from specialised and dedicated staff
- Perceived lack of time available from other organisations to offer help and support
- Possible fees associated with other support
- Access to help on software and IT equipment to enable digital activity

There is evidence in the free text responses that many service users would miss the social contact and friendship of the COL staff through their visit.

Be-friending is not a primary purpose of COL but would need to be considered in mitigation actions outlined in section 22

16.	Is any further research, data collection or evidence required to fill any gaps in your understanding of the potential or known affects of the policy on target groups?
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The survey gave a clear indication of the views of service users and their view of the impact that it may have on them.

The Leicestershire Equalities Challenge Group noted that old age and disability were not the only equality factors to consider, and noted that a majority of service users were women and 11% identified as being from an ethnic minority.

When considering who is affected by this proposed policy, it is important to think about consulting with and involving a range of service users, staff or other stakeholders who may be affected as part of the proposal.

17. Based on the gaps identified either in the EHRIA Screening or independently of this process, how have you further consulted with those affected on the likely impact and what does this consultation tell you about each of the diverse groups?

A range of stakeholders were engaged with regarding the proposal to decommission COL. These included the following organisations:

- Ability net
- Age UK
- Enrych
- Voluntary Action South Leicestershire
- Vista
- Providers on the Community Life Choice Framework

All the alternative providers are established organisations with a proven track record of working with older people with disabilities and / or providing access and training for people to engage with the digital world.



Careonline
Alternative Providers.

All the alternative providers were initially contacted via telephone to give them an overview of the COL service. Providers were then sent an e-mail to get their permission to be included in the consultaion document and were asked to provide a brief description of their service, the areas they cover and their capacity

Providers were then given a list of the different types of disabilities which the COL staff provide a service to. Case studies of service users with multiple conditions were also included. They were also asked to identify any specific training or support needs

Providers response is attached here



Alternative providers
response to CareOnL

The responses cover all areas of disabilities

18. Is any further consultation required to fill any gaps in your understanding of the potential or known effects of the policy on target groups?

	No
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Section 3	
B: Recognised Impact	
19.	Based on any evidence and findings, use the table below to specify if any individuals or community groups who identify with any 'protected characteristics' are <u>likely</u> be affected by this policy. Describe any positive and negative impacts, including what barriers these individuals or groups may face.
	Comments
Age	<p>Responses have been taken from the COL survey.</p> <p>The primary purpose of COL is to assist eligible people to learn computer skills which can help to improve their quality of life, well-being and independence.</p> <p>The majority of responses to the survey were between 55-84 years of age; The majority of responses from this age group identified the barriers outlined in section15 of this EHRIA</p>
Disability	<p>69% of respondents to the survey had either a long standing illness or disability.</p> <p>The majority of responses from this group identified the barriers outlined in section15 of this EHRIA</p> <p>Anyone who is not mobile may not be able to access some of the services from alternative providers.However, some providers offer home visits.</p> <p>Service users who have multiple conditions should have a support plan. Alternative providers may be able to accommodate them.</p>
Gender Reassignment	No specific impacts or barrier identified
Marriage and Civil Partnership	No specific impacts or barriers identified
Pregnancy and Maternity	No specific impacts or barriers identified
Race	<p>Analysis of COL service user data indicates that approximately 11% of users are non-white.</p> <p>The data from the survey has not indicated any disproportionate impact on people identified as being from an ethnic minority, but care will be</p>

		needed in managing any proposed transitional arrangements to other organisations.
	Religion or Belief	No specific impacts or barriers identified
	Sex	Analysis of COL survey data shows that approximately 53% of service users are female and 48% are male. The survey results do not indicate that this group would be disproportionately affected by any decision, but care will be needed in managing any proposed transitional arrangements to other organisations.
	Sexual Orientation	Analysis of the COL survey data shows that approximately 7% of users identify as being Gay, Lesbian or bisexual. 4% as Other Information from the survey does not indicate this group would be disproportionately affected by any decision.
	Other groups e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities	Could potentially impact on a number of other groups. Potentially these could include those at risk of rural isolation, deprived or disadvantaged communities, those with particular health conditions and carers
	Community Cohesion	Most service users access COL services individually via home visits or telephone support line. Mitigating actions would need to ensure that as a result of the proposals service users were not socially isolated.

20.	Based on any evidence and findings, use the table below to specify if any particular Articles in the Human Rights Act are <u>likely</u> apply to your policy. Are the human rights of any individuals or community groups affected by this proposal? Is there an impact on human rights for any of the protected characteristics?	
		Comments
	Part 1: The Convention- Rights and Freedoms	
	Article 2: Right to life	No

	Article 3: Right not to be tortured or treated in an inhuman or degrading way	No
	Article 4: Right not to be subjected to slavery/ forced labour	No
	Article 5: Right to liberty and security	No
	Article 6: Right to a fair trial	No
	Article 7: No punishment without law	No
	Article 8: Right to respect for private and family life	No
	Article 9: Right to freedom of thought, conscience and religion	No
	Article 10: Right to freedom of expression	Service users may be isolated and may use digital technology to express themselves
	Article 11: Right to freedom of assembly and association	No
	Article 12: Right to marry	No
	Article 14: Right not to be discriminated against	No
Part 2: The First Protocol		
	Article 1: Protection of property/ peaceful enjoyment	No
	Article 2: Right to education	No
	Article 3: Right to free elections	No
Section 3		
C: Mitigating and Assessing the Impact		
Taking into account the research, data, consultation and information you have reviewed and/or carried out as part of this EHRIA, it is now essential to assess the impact of the policy.		
21.	If you consider there to be actual or potential adverse impact or discrimination, please outline this below. State whether it is justifiable or legitimate and give reasons.	
<p>Feedback from the survey suggests that a decision to decommission COL would have a negative impact on the service users. This is outlined in section 15 of the EHRIA and is summarised again below:</p> <ul style="list-style-type: none"> • Vulnerability / Social Isolation • Financial impact 		

- Personal support and companionship
- Borrowing of equipment
- Free home visits
- Loss of specialist skills and expertise in the COL team

However, there are a range of other organisations, listed below that offer this support and help for older and disabled people: These include:

- Abilitynet
- Age UK
- Enrych
- Voluntary Action South Leicestershire
- Vista
- Providers on the Community Life Choice Framework

None of these providers offer equipment loans, however they do provide information on how to access grants to support purchase of equipment.

Should a decision be made to decommission COL There are a number of ways in which the negative impact of these proposals will be mitigated and therefore the proposal is justifiable and legitimate. These have been informed by the Adults and Communities Overview and Scrutiny Committee, and the Leicestershire Equalities Challenge Group. They are as follows:

- Signpost new referrals to alternative providers.
- Develop a detailed transition arrangements for active and ongoing COL service users
- Continue to support service users who are eligible for adult social care services and who identify a requirement for digital support through means of their support plan.
- Signpost existing users of the telephone support to providers offering a telephone service, e.g. Abilitynet.
- Confirm the availability of a transitional fund of £10K and make available for two years. This would be available to help alternative organisations develop offers that may “manage the gap” from what COL has provided in the past and what current alternative offers are.
- Maintain a dialogue with these organisations and review progress made in April 2019.
- Enable those service users who have borrowed IT hardware and software to keep the equipment.
- Work with the Council’s network of Locality Area Co-ordinators (LACs) in ensuring that service users have access to local services that may help in combatting social isolation.
- Pay due regard when developing transition strategies for services users who are

female and identify as being from an ethnic minority.

- Promote a list of funding sources where people may apply for funds to address IT and digital needs.

N.B.

i) If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately.

ii) If you have identified adverse impact or discrimination that is justifiable or legitimate, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

22.

Where there are potential barriers, negative impacts identified and/or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.

- include any relevant research and consultations findings which highlight the best way in which to minimise negative impact or discrimination
- consider what barriers you can remove, whether reasonable adjustments may be necessary, and how any unmet needs that you have identified can be addressed
- if you are not addressing any negative impacts (including human rights) or potential barriers identified for a particular group, please explain why

If a decision is made to decommission the service, mitigating measures are outlined in section 21. They would include working closely with the alternative organisations identified and Local Area Co-ordinators to ensure that existing services users can transition to the alternative service providers and retain the borrowed equipment that has been available to them

It is intended to undertake a dialogue with alternative providers. The aim is to start discussions with the providers to understand what training and support, if any, they may need to be able to accommodate service users who are currently referred to the COL service once a decision is made.

The consultation results would suggest potential negative impacts on a number of groups by if COL was to cease, however, there is evidence that the alternative providers can offer alternative choices to service users. Whilst none of these duplicate the current COL service, together the combination of support covers the all types of disability and life limiting conditions currently supported by COL; provides for home visits and training and for telephone support and given the level of saving required it is necessary to support users to access this existing provision, which still offers users an element of choice. The Council will still meet its responsibilities in relation to equality, diversity, community cohesion and human rights.

Develop detailed transition arrangements for current COL service users, will allow for the consideration of the specific needs of the users and for any necessary mitigation measures to be identified.

Service users who currently have a social care support plan in place may be able to

access support through their managed budgets. Approximately a third of COL service users have an active support plan.

Service users who feel socially isolated and apprehensive, or who may be in need of social contact through be-friending, will be linked to Local Area co-ordinators to help with these issues.

Service users can also contact First Contact Plus and the Customer Service Centre in terms of information and resources which may be available to them locally

A number of grants are also available for vulnerable people to access that may help with IT equipment and support. These include:

The Florence Nightingale Trust
 Independence at Home
 Glasspool Charity Trust
 Gardner's Trust for the Blind
 The League of the Helping Hand
 The ACT Foundation



Other_sources_of_g
 rants.doc

Section 3

D: Making a decision

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| 23. | Summarise your findings and give an overview as to whether the policy will meet Leicestershire County Council's responsibilities in relation to equality, diversity, community cohesion and human rights. |
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Following analysis of existing user data and feedback from service users, referrers and other stakeholders, it is felt that the proposals set out in mitigating any decision to decommission COL will meet the County Council's responsibilities in relation to equality, diversity, community cohesion and human rights, by

- Signposting service users and new referrals to alternative providers.
- Developing a detailed transition arrangements for active and ongoing COL service users
- Continuing to support service users who are eligible for adult social care services and who identify a requirement for digital support through means of their support plan.
- Signposting existing users of the telephone support to providers offering a telephone service, e.g. Abilitynet.
- Confirming the availability of a transitional fund of £10K per annum and make available for two years. This would be available to help alternative organisations develop offers that may "manage the gap" from what COL has provided in the past and what current alternative offers are.

- Maintaining a dialogue with these organisations and review progress made in April 2019.
- Enable those service users who have borrowed IT hardware and software to keep the equipment if they wish to do so.
- Work with the Council's network of Locality Area Co-ordinators (LACs) in ensuring that service users have access to local services that may help in combatting social isolation.
- Pay due regard when developing transition strategies for services users who are female and identify as being from an ethnic minority.
- Promote a list of funding sources where people may apply for funds to address IT and digital needs.

Section 3

E: Monitoring, evaluation & review of your policy

24.	<p>Are there processes in place to review the findings of this EHRIA and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact?</p> <p>Should a decision to decommission COL be taken, the EHRIA will be monitored on a regular basis by service managers to assess whether any changes are required whilst transitional arrangements are underway.</p>
25.	<p>How will the recommendations of this assessment be built into wider planning and review processes? <i>e.g. policy reviews, annual plans and use of performance management systems</i></p> <p>Should a decision be taken to decommission COL an action plan will be put in place to manage transitional arrangements with existing service users and monitored by managers as part of the activity of the communities and wellbeing service and in collaboration with Local Area Co-ordinators</p>

**Section 3:
Equality and human rights improvement plan**

Please list all the equality objectives, actions and targets that result from the Equality and Human Rights Impact Assessment (EHRIA) (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

Equality Objective	Action	Target	Officer Responsible	By when
Ensure that existing customers feel supported and know what alternative support they can access if required that there is a clearly specified referral and transition routes	<p>Work with partners to establish appropriate referral and transition routes and to ensure that alternative or specialist service provision is signposted to and that barriers to move on from the service are removed or mitigated against as far as possible.</p> <p>Support service users eligible for adult social care services who are identify a requirement for digital support through means of their service plan.</p>	All service users in receipt of current visits from COL staff contacted by December 2018	Liz Evans	By December 2018 – completion of active / ongoing training for service users of CareOnLine service
Ensure that service users have support that will help with isolation and loneliness	Work closely with Local Area Co-ordinators who can identify organisations that are local to the service user in combatting their loneliness and isolation	All service users assessed for signposting to other services that might address social isolation by December 2018	Liz Evans	December 2018
Ensure that equipment that has been borrowed can be retained	Service users are informed that they can retain their equipment	All service users in receipt of current visits from COL staff contacted by December 2018	Liz Evans	December 2018
Ensure that users of the telephone service are signposted	<p>Signpost users to providers such as Abilitynet. Ensure that the First Contact team and Customer Service centre team are aware</p> <p>Update the website</p>	All service users who use the telephone line are signposted by December 2018	Liz Evans	December 2018

<p>Support organisations in managing transition of COL service users.</p>	<p>Establish a transitional fund of £10k per annum for the next two years. The purpose of this fund would be to help organisations to develop and increase their capacity to support service users with complex needs in accessing IT and digital services.</p> <p>Maintain a dialogue with organisations and review progress.</p>	<p>Fund in place and communicated to organisations</p> <p>Review April 2019</p>	<p>Nigel Thomas/Sangita Jobanputra</p>	<p>September 2018</p> <p>April 2019</p>
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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:

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