

Cabinet

24 June 2013

Equality impact Assessments

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Agenda Item 5



London Borough of Hammersmith & Fulham | The Royal Borough of Kensington and Chelsea | Westminster City Council

APPENDIX 2

EQUALITY IMPACT ASSESSMENT TOOL

The council has a statutory duty to consider the impact of its decisions on age, disability, gender reassignment, pregnancy & maternity, race, religion or belief, sex (gender) and sexual orientation.

The Council also has a duty to foster good relations between different groups of people and to promote equality of opportunity.

Completing an EIA is the simplest way to demonstrate that the Council has considered the equality impacts of its decisions and it reduces the risk of legal challenge. EIAs should be carried out at the earliest stages of policy development or a service review, and then updated as the policy or review develops. EIAs must be undertaken when it is possible for the findings to inform the final decision. Keep all versions of your EIA. An EIA should be finalised once a final decision is taken.

When you should undertake an EIA:

- You are making changes that will affect front-line services
- You are reducing the budget of a service, which will affect front-line services
- You are changing the way services are funded and this may impact the quality of the service and who can access it
- You are making a decision that could have a different impact on different groups of people
- You are making staff redundant or changing their roles (particularly if it impacts on frontline services).
- EIAs also need to be undertaken on how a policy is implemented even if it has been developed by central government (for example cuts to grant funding).

Who should undertake the EIA:

- The person who is making the decision or advising the decision-maker

Guidance and tools for completing EIAs are available on the WIRE: <http://rewire/supportunits/policyplanningandperformance/Pages/Equalities.aspx>

An EIA e-learning module is available for all Westminster staff: www.learningpool.com/westminster/course/view.php?id=159

When you have completed an EIA, please send the final copy to Jessica Bradford (PPP): jbradford@westminster.gov.uk

PLEASE NOTE: The EIA was completed on the Westminster City Council template because Westminster will lead the procurement of a new Tri-Borough Carers' Services Contract and award the contract

SEB will monitor compliance with the requirement to complete EIAs.

SECTION 1: DETAILS OF EQUALITY ANALYSIS

1.1	Title of EIA
	Tri-Borough Carers' Services Re-let
1.2	<p>What are you analysing?</p> <ul style="list-style-type: none"> • What is the purpose of the policy/project/activity/strategy? • In what context will it operate? • Who is it intended to benefit? • What results are intended? • Why is it needed?
	<p><u>BACKGROUND</u></p> <p>Westminster City Council, the London Borough of Hammersmith and Fulham, and the Royal Borough of Kensington and Chelsea all recognise and value the crucial and demanding role that carers (both adult and young) take on to support vulnerable adults with social care needs.</p> <p>Currently each borough has its own local arrangements, either in-house or with local/national organisations, to deliver support to enable carers to continue in their caring role for longer.</p> <p>A number of factors have provided the impetus for commissioning managers (from adults and children's services) across the three boroughs to work together to jointly commission and procure carers' support services, namely:</p> <ul style="list-style-type: none"> • The bringing together of commissioning functions on a tri-borough level. • The need to develop outcome focused services, in line with the personalisation agenda. • The need to achieve the best possible value from available public funds (best value means considering the <i>cost</i> and <i>quality</i> of services). • The need to build local services for carers (including those in transition) that are coherent and comprehensive. • The need to formalise existing contracts (Westminster). • The need to outsource services, rather than deliver them directly, indefinitely (Hammersmith and Fulham). <p>Discussions commenced at the beginning of 2011 and following a market testing exercise, officers have worked to package the various services into contracts that will be attractive to the market.</p> <p><u>What is being proposed?</u></p> <p>A range of support services will be available to specific groups, including children with disabilities and adult service users; adult carers (aged over 18); young carers (under the age of 18 years) and carers from BME communities, who care for:</p> <ul style="list-style-type: none"> • disabled children and adults • people with sensory impairments • people with long-term conditions • people with learning disabilities • people with dementia • people with mental health problems • people who misuse substances • older people <p>Lot 1: 'Carers' Hub Service that offers advice, information, advocacy and support</p>

This service will be based on an outreach model and will provide support in the communities and facilities in which carers already spend their time. Support will be provided to a wide range of adult carers (including parent/carers of children with disabilities).

The three main strands of the service will be:

- Providing direct support to carers
- Facilitating access to carers' grants and statutory provision
- Facilitating networks and partnerships with other services for carers

This type of service will be required by:

- Westminster City Council – Adult Social Care Services
- Hammersmith and Fulham Council - Adult Social Care Services

While the tender exercise for this service will cover provision for both boroughs, the service has been apportioned as 2 separate packages. This is due to both councils recognising the need for the service to have a local focus. It is possible that one contract may be awarded to an organisation to both services, or two separate contracts if it provides the best option following our evaluation of the bids received.

Lot 2: Support for young carers

This service will be based on an outreach model and will provide support in the communities and facilities in which young carers already spend their time. Support will be provided to young carers aged 18 and under.

The three main strands of the service will be:

- Providing direct support to young carers to achieve with respect to all five Every Child matters outcomes.
- Facilitating access to other support services for young carers and those being cared to minimise the caring responsibility on the child/young person
- To facilitate a successful transition to adult carers services

This type of service will be required by:

- Westminster City Council - Children's Services
- Hammersmith and Fulham Council - Children's Services
- Royal Borough of Kensington and Chelsea - Children's Services

Lot 3: Lot 3: Home support and short break service for adults, children with disabilities, and their carers.

This person-centred and flexible service will improve the quality of life for adult carers and parent/carers by enabling them to access short breaks (sometimes known as 'respite') from their caring role. By providing a 'sitting service', the service will give them the opportunity to spend the time as they wish and pursue activities according to their own preference.

It will support vulnerable adults with essential personal and practical tasks of daily living that they are unable to manage on their own, such as getting up/going to bed, getting washed and dressed, preparing meals etc. It will also enable them to access short breaks, by supporting them to access activities and interests.

The service will also provide short breaks for children with disabilities (aged 0 -18), enabling them to access activities and interests. This service will be one of a wide range of short breaks services available to children with disabilities and their families.

This type of service will be required by:

- Westminster City Council – Adult Social Care and Children's Services

	<ul style="list-style-type: none"> • Hammersmith and Fulham - Children's Services <p>The three councils, whilst collaborating to commission and procure carers' services, recognise that each of the boroughs is very different. Approved providers will need to be aware of the unique features of the boroughs they will serve. To this end, an information document about each borough will be attached to the specification(s). Each pack contains:</p> <ul style="list-style-type: none"> • The local demographic profile of carers. • Links to websites - which provide information relating to borough demographics, local strategies and developments. <p>.....</p> <p><u>When will the new contracts commence?</u></p> <p>It is anticipated that new, cross borough contracts will start on 1 October 2012, although officers are aware that due to the complexity of the project, timescales may slip to a degree. Communication with current providers is on-going and if necessary, current arrangements will be extended.</p> <p>.....</p> <p>The overarching intention is to build local services for carers that are high quality, coherent and comprehensive.</p>
Details of the lead person completing the EIA	
	<p>(i) Full Name: Steven Falvey</p> <p>(ii) Position: Steven Falvey- Senior Commissioning Manager (Carers), Hammersmith and Fulham and Westminster City Council</p> <p>(iii) Unit: Adults Commissioning</p> <p>(iii) Contact Details: steven.falvey@lbhf.gov.uk 0750 0953 918</p>
1.4	Date sent to PPP
1.5	Version number and date of update
	<p>Version control: Draft 8 Date: 03 May 2012</p>

SECTION 2: EQUALITY ANALYSIS

2.1	<p>If you are planning changes to a current service, which customers from the protected groups are using the service currently?</p> <ul style="list-style-type: none"> • If you do not formally collect data about a particular group then use the results of local surveys or consultations, census data, national trends or anecdotal evidence. Do not leave any box blank.
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1) How many people use the service currently? What is this as a % of Westminster's, Hammersmith and Fulham and Kensington and Chelsea's population?

Information is supplied by Lot and by each borough.

Lot 1- Carers' Hub – Advice, Information and Advocacy

Borough	No of Users	% of Carer Pop
WCC (CNW)	2417*	46% (5,200)**
H&F (H&F Carer Support Service)	810*	7% (11,500)**

* Numbers currently on the service database. Please note that the data provided for the H&F Carer Support Service relates to the 484 service users who have actively accessed the service since it commenced in August 2010. The other 326 carers on the database, transferred over from the previous service, without full monitoring information.

** Taken from the 2001 census.

Lot 2 - Support for Young Carers

Borough	No of Users	% of Young Carer Pop
WCC	115	29% (400)**
H&F	99	23% (425)**
RBKC	105	35% (300)**

** Taken from the 2001 census.

Lot 3 - Home support and Short Breaks Service

LA	No of Users	% of Pop
Adult (Westminster Carer Services)	88	6.4% (1364)*
Child (Westminster Carer Services)	20**	4.4% (450)**
Child H&F	TBC***	TBC***

* The number of adults 18+ in Westminster in receipt of home care.

** 48 families currently use care agencies as part of an agreed short breaks or personal care element of their care package. Of these, approximately 20 have accessed support from Westminster Carer Services during 2011/12. The total child population in Westminster is estimated to be 42,100, with around 450 children on the Children with Disabilities Voluntary register, and 285 cases open to the Children With Disabilities team.

*** Awaiting data.

2) Age

The figures below provide a breakdown in percentages of current service users by age for each borough:

WCC

Packages	Age Range	WCC	Borough Profile	Officer Comments
Lot 1 – Carers' Hub	Under 16	0% (0.04%)	13.6%	Compared to the borough population, users aged 50-59 yrs and 60 yrs or over are over represented by half. This means that this service is of particular relevance
	16-24yrs	4%	12.6%	
	25-29yrs	5%	50.6%	
	30-39yrs	11%		
	40-49yrs	18%		
	50-59yrs	18%	10.6%	
	60 yrs or over	25%	12.9%	
Unknown	19%	N/A		

					to older people and regards to their needs are high.
Lot 2 – Support for Young Carers	Under 16	69%	13.6%	12.6% (16 – 24 yrs)	This lot is specifically aimed at young people and as such young people are over-represented in comparison to the borough profile. This is to be expected, given the nature of Lot 2. However, it is of note that 70% of those using Lot 2 are under 16, which means that minors have a special interest in this Lot and regard for their needs is very high
	16 – 18yrs	31%			
Lot 3 – Home Support and Short Breaks	Under 16	17%*	13.6%	50.6%	Compared to the borough population, users aged 60 yrs and over are over represented by just under four –fifths. This means that this service is of particular relevance to older people and regards to their needs are high.
	16-24yrs	10%*	12.6%		
	25-29yrs	1%*			
	30–39yrs	3%*			
	40-49yrs	6%*			
	50-59yrs	6%*	10.6%		
60 yrs or over	57%*	12.9%			

*Cared-for service users

H&F

Packages	Age Range	Current Users	Borough Profile	Officer Comments
Lot 1 – Carers' Hub	Under 16	0%	0% (0.04%)	Compared to the borough population, users aged 60 yrs and over are over represented by just under half. This means that this service is of particular relevance to older people, who will need it proportionately more than other age groups.
	16-24yrs	1%	4%	
	25-29yrs	3%	5%	
	30–39yrs	7%	11%	
	40-49yrs	21%	18%	
	50-59yrs	25%	18%	
	60 yrs or over	43%	25%	
Unknown	N/A	19%		
Lot 2 – Support for Young	Under 16	70%	17.2%	This lot is specifically aimed
	16 – 18yrs	30%	11.8%	

Carers			(16 – 24 yrs)	at young people and as such young people are over-represented in comparison to the borough profile. This is to be expected, given the nature of Lot 2. However, it is of note that 70% of those using Lot 2 are under 16, which means that minors have a special interest in this Lot and regard for their needs is very high
Lot 3 – Home Support and Short Breaks	Under 16	TBC**	17%*	To be confirmed
	16-24yrs	N/A	N/A	
	25-29yrs			
	30–39yrs			
	40-49yrs			
	50-59yrs			
	60 yrs or over			

** Awaiting data

RBKC

Packages	Age Range	Current Users	Borough Profile	Officer Comments
Lot 2 – Support for Young Carers	Under 16	TBC*	16.4%	To be confirmed
	16 – 18yrs	TBC*	10% (16 -24 yrs)	

* Awaiting data

3) Disability

WCC, RBKC, LBHF

To date, no formal data has been collected on current service users with disabilities who access those services that will be tendered as Lots 1 and 2. These support services are for carers of vulnerable adults, whom are older and/or have long term disabling conditions. The tender exercise will provide an opportunity for all three boroughs to close this gap in our data collection. We will be able to collate monitoring information on service users with disabilities following the contract award.

WCC, LBHF

Lot 3, which is required by Westminster City Council (Adult and Children's Services) and Hammersmith and Fulham (Children's Services), relates to a service which is targeted to vulnerable adults, including those with disabilities, and children with disabilities. It also provides a sitting service for carers to access a short break.

To be eligible for the service in WCC, adult service users must be assessed as having substantial or critical adult social care needs under Westminster City Council's Fair Access to Care Services eligibility criteria.

Those service users accessing the service, aged 18 or under, must be assessed as being eligible be a member of the Westminster Children with Disabilities (CWD) Team, or in

Hammersmith and Fulham, the Disabled Children's Team (DCT).

4) Gender Re-assignment

Data is not available regarding gender reassignment amongst users. Please refer to section 8 below. The tender exercise will provide an opportunity for all three boroughs to close this gap in our data collection. We will be able to collate monitoring information on gender reassignment following the contract award.

5) Pregnancy and Maternity

No formal data has been collected to date in relation to this equality group and current service users. Again, the tender exercise will provide an opportunity for us to close this gap in our data collection. We will be able to collate monitoring information on service users who are pregnant following the contract award.

6) Race

The figures below provide a breakdown in percentages of current service users by ethnic group:

WCC

Package	Ethnic Group	Current Users	Borough Profile	Officer Comments
Lot 1 – Carers' Hub	White	32%	69.5%	Compared to the borough population, users who identify as White are under-represented by half, whilst those who identify as Black are over-represented by a third. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation.
	Black	11%	7.2%	
	Asian	11%	9.7%	
	Mixed	0%	4%	
	Other	24%	5.7%	
	Not stated	23%	N/A	
Lot 2 – Support for Young Carers	White	24%	69.5%	Compared to the borough population, users who identify as white are under-represented by just under two-thirds, whilst those who identify as Black and Asian are over-represented by two thirds.
	Black	25%	7.2%	
	Asian	34%	9.7%	
	Mixed	12%	4%	
	Other	5%	5.7%	
	Not stated	Not stated	N/A	
Lot 3 – Home Support and Short Breaks	White	50%*	69.5%	Compared to the borough population, users who identify as Black and Asian are over-represented by half. Those who identify as mixed are under-represented by three
	Black	14%*	7.2%	
	Asian	17%*	9.7%	
	Mixed	1%*	4%	
	Other	15%*	5.7%	
	Not stated	3%*	N/A	

quarters.

*Cared-for service users

H&F

Package	Race	H&F	Borough Profile	Officer Comments
Lot 1 – Carers’ Hub	White	65%	76%	Compared to the borough population, users who identify as Black are over-represented by half. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation
	Black	20%	9%	
	Asian	8%	8%	
	Mixed	4%	4%	
	Other	3%	3%	
	Not stated	10%	N/A	
Lot 2 – Support for Young Carers	White	24%	76%	Compared to the borough population, young carers who identify as white are under-represented by two-thirds, whilst those who identify as Black are over-represented by two-thirds. Those who identify as mixed are over-represented by half. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation
	Black	32%	9%	
	Asian	9%	8%	
	Mixed	7%	4%	
	Other	28%	3%	
	Not stated	Not stated	N/A	
Lot 3 – Home Support and Short Breaks	White	TBC**	76%	To be confirmed.
	Black	TBC**	9%	
	Asian	TBC**	8%	
	Mixed	TBC**	4%	
	Other	TBC**	3%	
	Not stated	TBC**	N/A	

** Awaiting data

RBKC

Package	Race	K&C	Borough Profile	Officers Comments
Lot 2 – Support for Young Carers	White	TBC*	74%	To be confirmed
	Black	TBC*	6.6%	
	Asian	TBC*	9.7%	
	Mixed	TBC*	4%	
	Other	TBC*	5.7%	
	Not stated	TBC*	N/A	

** Awaiting data

7) Religion or Belief

To date, no formal data has been collected on current service users in relation to their religion or belief; however the services are available for people of any religion. No issues relating to religion or belief were raised during consultation.

8) Sex (Gender)

The figures below provide a breakdown in percentages of current service users by sex (gender):

WCC

Package	Sex	Current Users	Borough Profile	Officer Comments
Lot 1 – Carers' Hub	Male	27%	50.7%	Compared to the borough population, users who are male are under-represented by half and females over-represented by just under one third. Given the Age profile of the service users (above in this section), this may be because women live longer than men. The service user profile means that the service is of particular relevance to women, who will benefit proportionately more from it than men.
	Female	71%	49.3%	
	Unknown	2%	N/A	
Lot 2 – Support for Young Carers	Male	41%	50.7%	To be confirmed
	Female	59%	49.3%	
Lot 3 – Home Support and Short Breaks	Male	53%*	50.7%	To be confirmed
	Female	47%*	49.3%	

* Cared-for service users

**Awaiting data

H&F

Package	Sex	Current Users	Borough Profile	Officer Comments
Lot 1 – Carers' Hub	Male	23%	50.4%	Compared to the borough population, users who are male are under-represented by half. Given the Age profile of the service users (above in this section), this may be because women live longer than men. The service user profile means that the service is of particular relevance to women, who will benefit proportionately more from it than men.
	Female	77%	49.6%	
	Unknown	N/A		
Lot 2 – Support for Young Carers	Male	46%	50.4%	There is a small difference between the general population and the young
	Female	54%	49.6%	

				carers population: young women are over-represented by 4.4%, and young men are under-represented by 4.4%. However, no specific gender issues or concerns were raised during consultation
Lot 3 – Home Support and Short Breaks	Male	TBC**	50.4%	To be confirmed.
	Female	TBC**	49.6%	

**Awaiting data

Package	Sex	Current Users	Borough Profile	Officer Comments
Lot 2 – Support for Young Carers	Male	TBC*	49.1%	TBC**
	Female	TBC*	50.9%	TBC**

**Awaiting data

8) Sexual Orientation and Gender Reassignment

No formal data has been collected in relation to this equality group and current service users.

It is difficult to estimate the size of the LGBT population. Sigma research carried out a needs assessment of LGBT people in Lambeth, and estimated the size of the population to be 5% (Keogh et al, 2006).

This took into account a national survey which found that 3.9% of women and 5.5% of men aged 16-44 and living in London had had a same gender sex partner in the previous 5 years. Other studies have found that the population proportion in inner London is higher than that of London in general (estimated at 7% on the City Parochial Foundation Website) a greater representation than the UK as a whole.

Westminster:

Using the 5% estimate and applying this to the population over 15 years old in Westminster, suggests that 11,000 LGBT people live in Westminster. This is a conservative estimate and does not consider the large LGBT population who work or visit the City. The presence of the scene in Soho suggest that in Westminster the consideration of the needs of LGBT people should be greater than in the rest of the UK.

Hammersmith and Fulham:

Using the 5% estimate and applying this to the population over 15 years old in Hammersmith and Fulham, suggests that 7,030 LGBT people live in Hammersmith and Fulham. Taken proportionately across the other equality groups, this means that of any equality group, 5% will be LGBT. This equates to, as an example, 40.05 LGBT people based on the data under 1 above:

Borough	Number of Users	Number LGBT
H&F (H&F Carer Support Service)	810*	40.05

As such, this is a group that is small in number. However, other evidence about the needs of this group as they age suggest that as some LGBT people get older, they fear they must hide their sexuality or gender identity [Kairos in Soho, London's LGBT Voluntary Sector Infrastructure Project, 2007], as such, any service that is by nature to do with people's everyday lives must be

	<p>sensitive to diverse needs and not discriminate.</p> <p><u>Kensington and Chelsea:</u></p> <p>Using the 5% estimate and applying this to the population over 15 years old in Kensington and Chelsea, suggests that 7,090 LGBT people live in Kensington and Chelsea.</p>
<p>2.2</p>	<p>Are there any equality groups that are overrepresented in the monitoring information relative to their size of the population? If so, this could indicate that the proposal may have a disproportionate impact on this group even if it is a universal service. Information about Westminster's population is on the Equalities page on the WIRE.</p>
	<p>The following groups are currently over-represented (following analysis of data provided):</p> <p>Age: WCC</p> <p>Lot 1: Compared to the borough population, users aged 50-59 yrs and 60 yrs or over are over represented by half. This means that this service is of particular relevance to older people and regards to their needs are high.</p> <p>Lot 2: This lot is specifically aimed at young people and as such young people are over-represented in comparison to the borough profile. This is to be expected, given the nature of Lot 2. However, it is of note that 70% of those using Lot 2 are under 16, which means that minors have a special interest in this Lot and regard for their needs is very high.</p> <p>Lot 3: Compared to the borough population, users aged 60 yrs and over are over represented by just under four –fifths. This means that this service is of particular relevance to older people and regards to their needs are high.</p> <p>Age: LBHF</p> <p>Lot 1: Compared to the borough population, users aged 60 yrs and over are over represented by just under half. This means that this service is of particular relevance to older people, who will need it proportionately more than other age groups.</p> <p>Lot 2: This lot is specifically aimed at young people and as such young people are over-represented in comparison to the borough profile. This is to be expected, given the nature of Lot 2. However, it is of note that 70% of those using Lot 2 are under 16, which means that minors have a special interest in this Lot and regard for their needs is very high.</p> <p>Age: all three boroughs</p> <p>Lot 1 – Currently, for all three boroughs there is a high number of older people accessing services that will be tendered as Lot 1 - Carers' Hub – Advice, Information and Advocacy. This is in line the national trend, a high proportion of carers are older people and life expectancy is continuing to rise.</p> <p>Currently there are a high number of young people accessing services that will be tendered as Lot 2 - Support for Young Carers' Service. 100% of service users are aged 18 or under.</p> <p>There are a high number of young people accessing service that will be tendered as part of Lot 3 – Home Support and Short Breaks for Vulnerable Adults and Children with Disabilities. This is to be expected as one of the target groups are children with disabilities.</p> <p>There are a higher number of older people currently accessing services that will be tendered as Lot 3 – Home Support and Short Breaks for Vulnerable Adults and Children with Disabilities.</p>

This is also in line with the national trend, people with disabilities and long term conditions are living longer due to advances in medical technology.

Disability: WCC, LBHF, RBKC

Data is not collated on this group and so it is not possible to give figures. However, there is a high number of people with disabilities accessing Lot 3 - Home Support and Short Breaks for Vulnerable Adults and Children with Disabilities. This is to be expected as the service is targeted to those people with high support needs and their carers.

All three boroughs: Gender Reassignment, Pregnancy and Maternity, and Religion or Belief

There is no formal data collected at present in any of the boroughs and so it is not possible to say if any of these groups is over represented.

Race: WCC:

Lot 1: Compared to the borough population, users who identify as Black are over-represented by a third. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation.

Lot 2: Compared to the borough population, users who identify as Black and Asian are over-represented by two thirds. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation.

Lot 3: Compared to the borough population, users who identify as Black and Asian are over-represented by half. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation.

Race: LBHF

Lot 1: Compared to the borough population, users who identify as Black are over-represented by half. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation.

Lot 2: Those young people who identify as Black are over-represented by two-thirds. Those who identify as mixed are over-represented by half. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation.

Sex: WCC

Lot 1: Compared to the borough population, users who are male are under-represented by half and females over-represented by just under one third. Given the Age profile of the service users (above in this section), this may be because women live longer than men. The service user profile means that the service is of particular relevance to women, who will benefit proportionately more from it than men.

Sex: LBHF

Lot 1: It is given in section 2 above that more women use this service than men. This may be because women live longer than men. The service user profile means that the service is of particular relevance to women, who will benefit proportionately more from it than men.

Lot 2: Young women are over-represented as compared to the borough population by 4.4%. However, no specific gender issues or concerns were raised during consultation.

Sex (Gender): all three boroughs

There are a higher number of female carers accessing Lot 1. This is in line with the national trend, a disproportionate number of carers are women. The 2001 Census shows that women are

	<p>more likely to be carers than men. Across the UK there are 3,400,000 female carers (58% of carers) and 2,460,000 male carers (42%).</p>
<p>2.3</p>	<p>Are there any equality groups that are underrepresented in the monitoring information relative to their size of the population? If so, this could indicate that the service may not be accessible to all groups or there may be some form of direct or indirect discrimination occurring.</p>
	<p>The following groups are currently under-represented (following analysis of data provided):</p> <p>Age: WCC Lot 1: Compared to the borough population, users aged 50-59 yrs and 60 yrs or over are over represented by half. This means that the remainder is under-represented and that they will benefit proportionately less than those over 60. Lot 2: This lot is specifically aimed at young people and as such young people are over-represented in comparison to the borough profile and not under-represented. Lot 3: Compared to the borough population, users aged 60 yrs and over are over represented by just under four –fifths. This means that the remainder is under-represented and that they will benefit proportionately less than those over 60.</p> <p>Age: LBHF Lot 1: Compared to the borough population, users aged 60 yrs and over are over represented by just under half. This means that the remainder is under-represented and that they will benefit proportionately less than those over 60. Lot 2: This lot is specifically aimed at young people and as such young people are over-represented in comparison to the borough profile and not under-represented.</p> <p>Disability: WCC, LBHF, RBKC Data is not collated on this group and so it is not possible to give figures. However, it is expected that disabled people are over, rather than under-represented.</p> <p>All three boroughs: Gender Reassignment, Pregnancy and Maternity, and Religion or Belief There is no formal data collected at present in any of the boroughs and so it is not possible to say if any of these groups are under-represented.</p> <p>Race: WCC Lot 1: Compared to the borough population, users who identify as White are under-represented by half. While this means that the service is of more relevance (proportionately) to non-White service users, this does not mean that their needs should not be taken into account. However, race-specific issues were raised during consultation Lot 2: Compared to the borough population, users who identify as white are under-represented by just under two-thirds. While this means that the service is of more relevance (proportionately) to non-White service users, this does not mean that their needs should not be taken into account. However, race-specific issues were raised during consultation Lot 3: Compared to the borough population, users who as mixed are under-represented by</p>

three quarters. While this means that the service is of more relevance (proportionately) to non-mixed service users, this does not mean that their needs should not be taken into account. However, race-specific issues were raised during consultation

Race: LBHF

Lot 1: Compared to the borough population, users who identify as White are under-represented by under half. While this means that the service is of more relevance (proportionately) to non-White service users, this does not mean that their needs should not be taken into account. However, race-specific issues were raised during consultation

Lot 2: Compared to the borough population, young carers who identify as white are under-represented by two-thirds. While this means that the service is of more relevance (proportionately) to non-White service users, this does not mean that their needs should not be taken into account. However, no race-specific issues were raised during consultation

Sex: WCC

Lot 1: Compared to the borough population, users who are male are under-represented by half. This may be because women live longer than men and means that men will benefit proportionately less than women from the service

Sex: LBHF

Lot 1: It is given in section 2 above that men are under-represented in this service user group. This may be because women live longer than men and means that men will benefit proportionately less than women from the service.

Lot 2: Young men are under-represented as compared to the borough population by 4.4%. However, no specific gender issues or concerns were raised during consultation

Sex (Gender) : all three boroughs

There are a lower number of male carers accessing Lot 1. This is in line with the national trend, a disproportionate number of carers are women. The 2001 Census shows that women are more likely to be carers than men. Across the UK there are 3,400,000 female carers (58% of carers) and 2,460,000 male carers (42%).

2.4	<p>What other evidence can you use to assess impact? For example:</p> <ul style="list-style-type: none">• Results of consultation or engagement activity• Analysis of enquiries or complaints• Benchmarking monitoring information with other local authorities• National research <p><i>If you do not have enough evidence you may need to take steps to fill in your information gaps – for example meeting with stakeholders, conducting surveys etc (the amount of evidence you need should be proportionate to what it is you are assessing. For example, changes to the eligibility for social care required a substantial consultation, as well as assessment of the numbers of people affected. However, a change to the frequency of bin collections will require less evidence to effectively assess impact).</i></p>
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Service user involvement will be an important part of the tender process.

Lots 1 and 3

A series of 8 'Service User Input' events with existing service users, across all three boroughs, have been held.

The purpose of this exercise was to:

- Provide a background to the tender and the process
- Give an outline of what services are currently provided
- Give an overview of the relevant draft specifications
- Consult on the outcomes we want for users who access the service
- Listen/answer to any queries or concerns existing users may have

Results of engagement activity

Following an analysis of the responses, it became clear that responses fell under the headings of the tender process, service/specification feedback and monitoring. The themes were the same across all three borough, and so are not broken down by borough for this reason:

The Process

- It is important that shortlisted organisations can demonstrate that they are able to cater for a broad range of needs and disabilities.
- The needs of carers requiring specialist support need to be met. This needs to be built into the evaluation process.
- It is important that the provider acknowledges that carers are the experts.

Service/Specification Feedback

- Lot 3 - Paid carers need to be consistent.
- Ensure that training is covered in the specifications. Staff need to be trained properly.
- A care agency which has premises locally and the capacity /space for parents to visit to talk to managers would be very useful and may also reduce the number of complaints coming through the social services team, as parents often want to talk face to face when they have concerns.
- An agency that is able to offer out of hours manager support is crucial.
- In relation to outcomes – include examples to show how they can be achieved.
- Need to factor in specific issues relating to Black, Minority Ethnic communities.

Monitoring

- Punctuality and time keeping of staff needs to be monitored.
- Providers needs to be held accountable, quality standards need to be monitored.
- What happens if you have a complaint and there is only one single provider?
- Carers need to be involved in the monitoring of services – they need to be able to see data.

Responses from participants will be built into the specifications. They will also assist commissioning managers in developing outcome measurement and monitoring tools.

At these events, carers were also asked to express their interest in joining the tender evaluation process.

	<p>Lot 2</p> <p>Officers acknowledged that young carers have a lot of priorities competing for their time. To ensure that they have the opportunity to engage in the process, letters and an accessible questionnaire will be sent to all current users and their parents. Responses will inform the tender evaluation process and the development of a contract monitoring tool.</p> <p>Young carers will also be given the opportunity to express their interest in joining the tender evaluation process.</p>
<p>2.5</p>	<p>Will people from all equality groups be able to access the council service in question? Think about the customer journey and whether any barriers may exist for different groups along the way (from finding out about the service, at the access points, when receiving the service etc). <i>Separate guidance on identifying barriers is available on the WIRE.</i></p>
	<p>Yes</p> <p>It is not anticipated that the tendering process will have an adverse impact on any of the equality groups from any of the three boroughs. Indeed, by formalising contracts and agreeing outcomes across the areas involved, it would be expected that all equality groups using the service will receive an improved service in each borough.</p> <p>The services are open to people from all equality groups (age restrictions apply for children's services). It is anticipated that by undertaking joint commissioning exercises and encouraging more joint working across providers, access to services will increase.</p> <p>Current providers are aware of the tender process and they participated in the Market Warming day in May 2011. The councils will continue to work with them to ensure that service users are aware of any possible changes – a transition plan will be developed.</p> <p>It is worth noting that services users in RBKC can access similar services packaged in this tender exercise as Lot 1 and Lot 3. In relation to Lot 1, the Royal Borough successfully awarded a three year contract to CarersUK to deliver its Carers' Hub Service in 2010. It also awarded one year grants in the same year to third sector organisations to run specialist support groups and activities.</p>
<p>2.6</p>	<p>What negative impacts or disadvantage could stem from the changes you are proposing on people from the different groups? Could any part of the policy discriminate unlawfully (this includes direct & indirect discrimination, victimisation and harassment)? <i>If there is any discrimination the action must stop immediately and advice sought.</i></p>
	<p>Age</p> <p>No negative impacts were found in any of the three boroughs.</p> <p>Disability</p> <p>WCC, LBHF Lot 1 and WCC, LBHF and RBKC Lot 2: There could be a risk that new hubs in different locations are less convenient for some service users than current office spaces.</p>

WCC and LBHF Lot 3:

There is a risk that changing providers could lead to a change of paid carer/support worker for vulnerable adults and children with disabilities. Although it is likely that TUPE will apply, there could still be some changes across staff groups. This could have a negative impact on families as often a trusting relationship has been built up (please refer to section 2.9 and 3.1 for plans to mitigate this).

Gender

As with most adult and children social care services, the large majority of staff working in carer support services are female in all three boroughs. The impact on current service users is therefore unlikely to be significant because the gender of staff that they receive support/care from is unlikely to change.

In line with this, It is unlikely that any change to service provider would have an impact on gender for the service user.

Race

The new services, like the current ones, will offer an inclusive service for people of all ethnic origins in all three boroughs. They will make every effort to address the cultural needs of their users, including language. The impact on the current users will be neutral because the service they currently receive maintains the same principles around the elimination of unlawful discrimination and promotion of equal opportunities, as the new services will.

It is clearly specified that providers of the new services will meet the support needs of those carers whose first language is not English. In addition, to developing specific support groups, they will also support black, minority ethnic carers to access universal services. Information will be provided in a range of formats and community languages, as appropriate to the diverse population of the local community. Information is expected to be accessible and responsive according to demand.

Sexual Orientation

It is unlikely that the commissioning and procurement proposals would have a differential impact on service users of different sexual orientations in any of the three boroughs. However it should be considered that there is some evidence that as people get older they sometimes conceal their sexuality, for fear of discrimination. Service providers should understand this and ensure that their service does not discriminate on grounds of sexuality.

Religion or Belief

It is unlikely that the proposals would have a differential impact on service users who have different religious or philosophical beliefs in any of the three boroughs. It is clearly specified that the new providers will not discriminate on any grounds, including religion. The differential impact therefore is neutral.

- 2.7 Is there anything you can do to promote equality of opportunity? This means the need to:**
- Remove or minimise disadvantages suffered by equality groups
 - Take steps to meet the needs of equality groups
 - Encourage equality groups to participate in public life or any other activity where participation is disproportionately low
 - Consider if there is a need to treat disabled people differently, including more favourable treatment where necessary
- Is there anything you can do to foster good relations between people who share a protected characteristic and those who do not? This means:**
- Tackle prejudice

	<ul style="list-style-type: none"> • Promote understanding
	<p>A series of steps have been taken to promote equality of opportunity in all three boroughs. These include:</p> <ul style="list-style-type: none"> • Ensuring that vulnerable adults and children with disabilities and their carers are fully informed about the process. • Ensuring that all written information is presented in an easy read, accessible format. • Ensure that people have an opportunity to have face-to-face interaction with key professionals involved in the process. • Providing people with variety of simple options to communicate their opinions and concerns i.e. telephone, email etc. • Undertaking information sessions with service user groups and including carers on the tender panels, we hope to ensure robust processes and the best outcomes. • Letting contracts in smaller packages - it is hoped that there will be more balanced equality of opportunity for smaller local providers, many of whom employ local residents, to bid for contracts, who may otherwise have been edged out of the market by national organisations. • Aligning our specifications to outcomes frameworks based on national and local policies we hope to ensure that services work excellently across all equality groups. <p>In addition, the following information, relating to the Equality Act 2010, has been included in each individual service specification:</p> <ul style="list-style-type: none"> • The Equality Act 2010 replaces the previous anti-discrimination laws with a single Equality Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways to help tackle discrimination and inequality. • The Equality Act 2010 requires public bodies and those carrying out public functions to have due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people from different equality groups. This is called the public sector equality duty. <p>Approved provider(s) will need to:</p> <ul style="list-style-type: none"> • Inform their staff and managers of the new provisions. • Review their equality policies and make sure that they cover all relevant protected characteristics. • Consider whether their staff or managers need any further training • Consider whether there are any groups that are not as well represented among people who use the service as they should be. If so consider whether there are any steps that they could take to encourage them to use the organisation more.
2.8	<p>Are there changes proposed in related policy areas or services? How are you taking into account the combined impact of these changes? <i>Small changes in a policy area may cause some disadvantage, but the cumulative effect of changes in related areas could have a significant impact. A separate EIA will need to be undertaken where a number of changes are planned in a service area or where multiple changes are planned in different service areas that could impact on an equality group (for example changes in adult services, children's service, and transport/public realm changes could lead to a significant impact on disabled people, which may not be identified by looking at the changes individually)</i></p>
	<p>The three boroughs are currently bringing together commissioning functions across both adult and children's services. The re-structuring of adult and children's commissioning will be completed by March 2012 and the new tri-borough structure will commence from April 2012. The tendering of carers' services across the three boroughs complements this process and should sit well alongside it.</p>

	The three councils are fully committed to keeping residents, service users and staff fully informed of developments and changes.	
2.9	Considering your answers above, what are the issues, barriers, impacts you have identified and what can you do to reduce any negative impacts? Also include any issues you will need to take into account as your policy develops.	
	We are not planning to vary the levels of services received by users across the three lots, however, the organisations delivering the services may change as a result of the tender process.	
	Column A – Issues or barriers, things to take into account	Column B – what changes can be made to remove or reduce barriers or negative impacts (Remember to think about the Council as a whole, another service area may already be providing services which can help to deal with any negative impact).
	Equality Strand(s) :Disability WCC and LBHF Lot 3: Home Support and Short Break Services for vulnerable adults and children with disabilities- There is a risk that changing providers could lead to a change of paid carer/support worker for vulnerable adults and children with disabilities. Although it is likely that TUPE will apply, there could still be some changes across staff groups. This could have a negative impact on families as often a trusting relationship has been built up.	It is likely that TUPE will apply so in theory service users and families could keep their carers. However, where this does not happen, any new provider would need to work closely with the family and allocated social worker to ensure a good match of carer. Policies on managing change in carers will be requested as part of the bidding process. Direct payment and personal budgets will also be promoted and offered to service users and their families.
	Equality Strand (s)- All Strands All contract packages for all three boroughs- There is a risk that should organisations not already familiar with a local area win a contract, that needs of local people could be at risk whilst the provider establishes itself	Commissioning Managers will ensure that demographic information about local needs and population is supplied and that any organisation successful has supplied robust understanding of local needs and how to meet these. Providers will also need to demonstrate how they will work with other local organisations to become established within the community, including publicity for service users and local residents. In addition, implementation plans, regular meetings and contract monitoring will be in place ahead of the new services starting.
	Equality Strand (s)- All Strands WCC and LBHF Lot 1- Carers' Hub - Advice , Information and Advocacy Service There could be a risk that new hubs in different locations are less convenient for	The councils will work with organisations to source and arrange for the use of suitable, accessible locations around the boroughs. Any possible changes to location will be clearly communicated to existing services users. The tender exercise should hopefully have a positive impact on

	some service users than current office spaces.	groups as it will provide an opportunity to re- think the most appropriate places.
2.10	Now you have considered the potential or actual effect on equality, what action are you taking now? Document the reasons for your decision.	
	1. No major change (no impacts identified)	Your analysis demonstrates that the policy is robust and the evidence shows no potential for discrimination and you have taken all appropriate steps to advance equality & foster good relations between groups.
	<p>The proposal to re-let carer support services will on the whole have a positive impact on most of the protected groups.</p> <p>It is not anticipated that the services received by carers, children with disabilities, or vulnerable adults will vary significantly from what is currently received as part of this exercise. Eligibility for access to these services is not affected under this process; rather, it is hoped that by working collaboratively and focusing on outcomes across service areas and the three boroughs (whilst ensuring local needs continue to be met), residents will receive both better quality and value for money from the services procured. In addition, approved providers will be required to reach out and target more carers i.e. those currently not known to/or accessing services.</p>	

SECTION 3: ACTION PLAN

3.1 Complete the action plan if you need to reduce or remove the negative impacts you have identified, take steps to foster good relations or fill data gaps.

Please include the action required by your team/unit, groups affected, the intended outcome of your action, resources needed, a lead person responsible for undertaking the action (inc. their department and contact details), the completion date for the action, and the relevant RAG rating: R(ed) – action not initiated, A(mber) – action initiated and in progress, G(reen) – action complete.

NB. Add any additional rows, if required.

<i>This section is for actions related any of the 9 protected characteristics: Age, Disability, Gender, Gender reassignment, Pregnancy & maternity, Race, Sexual Orientation, Religion/Belief</i>	Action Required	Equality Groups Targeted	Intended outcome	Resources Needed	Name of Lead, Unit & Contact Details	Completion Date (DD/MM/YY)	RAG
	<p>To mitigate the potential negative impact of current service users/carers losing their current paid carer/support worker if the current service provider is not successful in their bid for the Lot 3 contract:</p> <p>Policy on managing change in carers to be requested from orgs. as part of bidding process.</p> <p>New provider to work closely with social work teams</p> <p>Direct payments/Personal Budget to continue to be promoted.</p>	Disability	Smooth transition to new service provider for existing service users and their carers.	Links to be made between service managers, care mgt teams and existing/future providers	Steven Falvey, Senior Comm. Mgr Adult Services Dept, 0750 0953 918	01/10/12	Not due
	To ensure understanding	All strands	Smooth transition to new		Steven Falvey, Senior	18/06/12	Not due

<p>of local needs:</p> <p>Commissioning Managers to ensure that demographic information about local needs and population is supplied as part of tender process.</p> <p>Successful providers to supply robust understanding of local needs and how to meet these as part of process.</p> <p>Providers to demonstrate how they will work with other local organisations to become established within the community.</p>		<p>service provider for existing service users and their carers</p>		<p>Comm. Mgr Adult Services Dept, 0750 0953 918</p>		
<p>Slight risk that change in venues for support groups (Lot 1) may be less convenient for some service users than current office spaces.</p> <p>Councils to work with organisations to source and arrange for the use of suitable, accessible locations around the boroughs.</p> <p>Any possible changes to location will be clearly communicated to existing services users.</p>	<p>All strands</p>	<p>Smooth transition to new service provider for existing service users and their carers</p>		<p>Steven Falvey, Senior Comm. Mgr Adult Services Dept, 0750 0953 918</p>	<p>01/10/12</p>	<p>Not due</p>

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THIS SECTION TO BE COMPLETED BY THE RELEVANT SERVICE MANAGER

SIGNATURE:

FULL NAME:

UNIT:

EMAIL & TELEPHONE EXT:

DATE (DD/MM/YYYY):

THIS

WHAT NEXT?

Please email your completed EIA to Jessica Bradford: jbradford@westminster.gov.uk

Tri-Borough Equality Impact Analysis Tool – Self Directed Support Services Framework Award

Overall Information	Details of Full Equality Impact Analysis		
Financial Year and Quarter	2013/14 – 1 st Quarter		
Name and details of policy, strategy, function, project, activity, or programme	<p>Hospital to Home and Befriending Plus Services Tender Award Equalities Impact (New)</p> <p>The purpose of this report is to assess the impact on service users of Awarding the Hospital to Home and Befriending Plus services tender which will ensure the qualities implications have been considered in the Royal Borough of Kensington and Chelsea, the London Borough of Hammersmith and Fulham and the City of Westminster.</p> <p>The Hospital to Home and Befriending Plus services will help with the discharge process, effectively supporting people to live a life with potentially less reliance on acute care and reducing hospital re-admittance. Tendering for these services allows for contractual formalisation of similar existing services, monitoring management arrangements to be made, and the means for moving away from grant funding. The tender will therefore improve the quality of the services currently in place for the benefit of service users.</p>		
Tri-Borough Lead Officers	Name: Sarah Gluszek Position: Tri-Borough ASC Procurement and Contracts Officer Email: sarah.gluszek@lbhf.gov.uk Telephone No: 0208 753 1032	Name: Charles Stephens Position: Tri-Borough ASC Procurement and Contracts Manager Email: charles.stephens@rbkc.gov.uk Telephone No: 020 7361 2717	Name: Kamal Pasha Position: Joint Adults Commissioning Senior Commissioning Officer Email: kamal.pasha@nwlcsu.nhs.uk Telephone No: 020 3350 4513
Lead Borough	The EIA and other associated documentation is being coordinated by Sarah Gluszek.		
Date of completion of final EIA	15/05/2013		

Section 02	Scoping of Full EIA		
Analyse the impact of the policy, strategy, function, project, activity, or programme	We have analysed the impact of the policy on the protected characteristics (including where people / groups may appear in more than one protected characteristic) to determine whether the policy will have a positive, neutral or negative impact on equality, giving due regard to relevance and proportionality.		
	Protected characteristic	Borough Analysis	Impact: Positive, Negative, Neutral
	Age	<p>Tri-Borough (Lot 1): The award of the Hospital to Home will formalise services by facilitating the discharge process and diverting service users to the community. The Hospital to Home contract is to be utilised primarily by older people, 95% of service users will be 65 years and older.</p> <p>The proportion of people over the age of 65 in RBKC (12%), LBHF (10.2%) and WCC (12%) identify a significant number of potential service users that can benefit from the Hospital to Home service.</p> <p>Given that the majority of service users will be older people, this service will positively impact on this Tri-borough demographic.</p>	Positive
		<p>WCC (Lot 2): The award of the Befriending Plus tender will improve the quality of individual lives, including physical and mental wellbeing, and will aim to help people out of isolation. The Befriending Plus contract is to be utilised primarily by older people, 95% of service users will be 65 years and older. When considering that there are around 25,000 WCC residents aged 65 and over (JSNA), it can be seen that the Befriending Plus service will have a positive impact on older service users and is therefore of high relevance to the protected characteristic of age.</p>	Positive
Disability	<p>Tri-Borough (Lot 1): The award of the Hospital to Home will formalise services by facilitating the discharge process and diverting service users to the community. A high proportion of services users will have a recognised disability. As part of the contract monitoring requirements, once appointed the successful provider will be required to provide a breakdown of the number of people with disabilities.</p> <p>When taking into consideration that a high proportion service users accessing this</p>	Positive	

		service will include those with the protected characteristic of having a disability, this reflects a positive impact on this group.	
		WCC (Lot 2): The award of the Befriending Plus tender will improve the quality of individual lives, including physical and mental wellbeing. A high proportion of services users will have a recognised disability or mental health issues. As part of the contract monitoring requirements, once appointed the successful provider will be required to provide a breakdown of the number of people with disabilities. When considering that there are over 4000 WCC residents with a learning disability (JSNA), it can be indicated that the Befriending Plus service will have a positive impact on service users with a disability and is therefore of high relevance to the protected characteristic of disability.	Positive
	Gender reassignment	Tri-Borough (Lot 1): Data is not available regarding gender reassignment amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
		WCC (Lot 2): Data is not available regarding gender reassignment amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
	Marriage and Civil Partnership	Tri-Borough (Lot 1): Data is not available regarding marital or civil partnership status amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
		WCC (Lot 2): Data is not available regarding marital or civil partnership status amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
	Pregnancy and maternity	Tri-Borough (Lot 1): Data is not available regarding pregnancy and maternity amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
		WCC (Lot 2): Data is not available regarding pregnancy and maternity amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
	Race	Tri-Borough (Lot 1): There are no additional benefits or negative impacts other than to	Neutral

		those who also have protected characteristics age or disability.	
		WCC (Lot 2): There are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
	Religion/belief (including non-belief)	Tri-Borough (Lot 1): Data is not available regarding religion/beliefs amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
		WCC (Lot 2): Data is not available regarding religion/beliefs amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
	Sex	Tri-Borough (Lot 1): There are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
		WCC (Lot 2): There are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
	Sexual Orientation	Tri-Borough (Lot 1): There are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
		WCC (Lot 2): There are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral

Section 03	Analysis of relevant data Examples of data can range from census data to customer satisfaction surveys. Data should involve specialist data and information and where possible, be disaggregated by different equality strands.
Documents, data reviewed and new research	<p>Tri-Borough (Lot 1): There are currently approximately 267 adult service users in the London Borough of Hammersmith and Fulham, 330 service users in the Royal Borough of Kensington and Chelsea and 430 adult service users in the City of Westminster who are expected to receive the Hospital to Home services from the provider British Red Cross.</p> <p>Following the award of this tender it is proposed that the winning tenderer, the British Red Cross, continue with these services, which will be made available to more people.</p> <p>WCC (Lot 2): There are currently approximately 60 adult service users who are expected to receive a similar Befriending Plus service from providers Volunteer Centre Westminster and Age Concern Westminster. Following the award of this tender it is proposed that the winning tenderer, Volunteer Centre Westminster, continue with the new formalised Befriending Plus service.</p>

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Section 04	Consultation
Consultation in each borough	Consultation about the development of the Hospital to Home and Befriending Plus service specifications took place on 16 January 2013. Service users from all three boroughs were invited to attend the consultation to provide feedback on the drafting of the specifications of both lots. Service users were also asked which areas of the specification needed to be tested at ITT stage and how providers/tenderers could be tested on this.
Analysis of consultation outcomes for each borough	Service users recommended that the confidentiality section of the specification explicitly mention the duty of care required by providers to maintain patient confidentiality whilst creating a volunteer community where experiences could be shared. It was also emphasised that service users should have the option of being involved more closely with the process of training volunteers, beyond simply providing feedback, but to also be part of the training of volunteers themselves. In addition to this, concerns were raised over circumstances when service declines would be considered valid, highlighting the possible problems that could arise from family member involvement and from accepting declines without further inquiry.

Section 05	Analysis of impact and outcomes
Analysis	<p>This service user meeting was a beneficial aspect to the tendering process and moving forward it is recommended that this method of consultation be applied to future tenders.</p> <p>The feedback from the service users identified the need to maintain correct and up-to-date information to be distributed to the volunteer community whilst ensuring confidentiality. It was also highlighted that in order to safeguard vulnerable service users,</p>

	the relationship between volunteers, carers and family members would need to be closely monitored.
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Section 06	Reducing any adverse impacts and recommendations
Outcome of Analysis	<p>As a result of the consultation, the service specifications of both lots were amended according to service user comments. In particular, recommendations to reduce adverse effects on service users were incorporated at ITT stage as a means of highlighting the importance of the feedback given. For example, comments around maintaining confidentiality and ensuring acceptable and appropriate behaviour of volunteers were included in the ITT response document and then prompted in the post tender clarification meetings.</p> <p>As indicated above in the protected characteristics section, these recommendations are of high importance to people aged over 65 and people with disabilities. Service user consultation helps to ensure the quality of service provided, given their personal experience and knowledge. This further adds to the positive impact that the Hospital to Home and Befriending Plus service will have on these groups.</p>

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Section 07	Action Plan					
Action Plan	Issue identified	Action (s) to be taken	When	Lead officer and borough	Expected outcome	Date added to business/service plan
	Revision of service specification.	Develop service specification to meet service users recommendations and concerns.	Prior to Invitation to Tender (ITT).	Charles Stephens / Kamal Pasha (Tri-Borough)	Improved service specification to reflect the needs of the service users.	16/01/2013

Section 08	Agreement, publication and monitoring		
Chief Officers' sign-off	LBHF Name: Position: Email: Telephone No:	RBKC Name: Position: Email: Telephone No:	WCC Name: Position: Email: Telephone No:
Key Decision Report	LBHF	RBKC	WCC

(if relevant)	Date of report to Cabinet Member: 10/06/2013 Key equalities issues have been included: Yes	Date of report to Cabinet/Cabinet Member: 28/05/2013 Key equalities issues have been included: Yes	Date of report to Cabinet Member: 03/06/2013 Key equalities issues have been included: Yes
Lead Equality Manager (where involved)	LBHF Name: Carly Fry Position: Opportunities Manager Date advice / guidance given: 08/10 Email: carly.fry@lbhf.gov.uk Telephone No: 020 8753 3430	RBKC Name: Angela Chaudhry Position: Equalities and Diversity Officer Date advice / guidance given: Email: angela.chaudhry@rbkc.gov.uk Telephone No: 020 7361 2654	WCC Name: David O’Leary Position: Senior Policy Officer Date advice / guidance given: Email: doleary@westminster.gov.uk Telephone No: 020 7641 8024

Initial Screening Equality Impact Analysis Tool

Section 01	Details of Initial Equality Impact Screening Analysis
Financial Year and Quarter	2013-2014 – Q2
Name of policy, strategy, function, project, activity, or programme	Housing Development Programme – Business Plan 2013 - 2017
Q1 What are you looking to achieve?	<p>The Council recognises that there is an imbalance of tenures in the borough with a high proportion of both social (31 per cent) and private (23.4 per cent) rented accommodation and a low percentage of homeownership (44 per cent) when compared to London and England averages (Census, 2011).</p> <p>The Quarterly House Price Index produced by the Land Registry puts the average house price in Hammersmith and Fulham, as the 3rd highest in London and the 4th highest in the England, at £646,000 (Dec, 2012). A similar picture exists in the private rental sector with the average weekly rental for a three bedroom property costing over £500p/w. (Borough Profile, 2010)</p> <p>The high cost of market housing, both for owner occupation and for private rent, impacts on who can afford to live in the Borough. The household income required to rent a 2 bedroom property (lowest quartile rent) in the Borough is £56,100 and to purchase (lowest quartile market purchase) is £91,400. It is estimated that 58 per cent of younger working households (age 20-39 years) in H&F cannot afford to buy a 2/3 bedroom dwelling and private sector rents to earned income ratios are over 30 per cent. (Local Development Framework, 2010)</p> <p>The Council’s HomeBuy register has over 5,000 applicants (May 2013) with a range of incomes from under £11,000 to over £60,000 wishing to move into homeownership in the Borough. The largest proportion has annual household incomes of between £20,000 and £40,000. Currently, the Borough’s housing stock comprises circa 2 per cent affordable housing, excluding the social rented sector that would be affordable to this group.</p>

	<p>The Council has an aspiration to develop new affordable housing, as set out in the housing development programme business plan, to increase housing options for households on low to middle incomes. The Council will also encourage a reduction in Anti-Social Behaviour and crime by identifying areas, prone to these issues, as potential sites for the new housing development.</p> <p>The Council is concerned that the option to dispose of land to developers, be they housing associations or private sector developers, fails to maximise the financial return, gives limited control over what is built and takes away Council control of any affordable housing on the site.</p> <p>Further to the freedoms and flexibilities introduced by the Localism Act 2011 and the Housing Revenue Account Reform – together with the Council’s adopted Housing Strategy (2012) – recent legal and financial advice has confirmed that it is appropriate that the housing development programme can be undertaken directly by the Council, details of which are presented in the Business Plan 2013 – 2017.</p> <p>An Equality Impact Assessment (EqIA) is a process designed to ensure that a policy or project does not discriminate against any disadvantaged or vulnerable people. This assessment considered whether the Housing Development Programme Business Plan (2013 – 2017) is likely to have a positive or negative impact across the diverse communities in the borough. It concludes that the Housing Development Programme will have a positive impact on the following groups:</p> <ul style="list-style-type: none"> - Age (especially younger age groups) - Disabled people (and the Council recognises that some disabled people may require more assistance to benefit) - Race groups (BME in particular) - Women. 			
<p>Q2 Who in the main will benefit?</p>	Age	<p>The Council will be in compliance with the duty to which it is subject. In particular the Council recognises:</p> <ul style="list-style-type: none"> • The positive benefit for those on lower and mid-income to move into homeownership or provide more affordable housing products. • That younger households proportionately have a lower income and may require greater assistance to benefit from increased housing options. • Analysis from the Council’s HomeBuy register applicants supports this and demonstrates that a high proportion of households on low-middle incomes are from younger age groups. 	M	+

	<ul style="list-style-type: none"> The development of new affordable housing would directly benefit these groups. 		
Disability	<p>The Council will be in compliance with the duty to which it is subject. In particular the Council recognises:</p> <ul style="list-style-type: none"> The positive benefit for those on lower and mid-income to move into homeownership or provide more affordable housing products. That disabled groups proportionately have a lower income and may require greater assistance to benefit from the increased housing options. That all new homes will be required to be built to life time homes and London Housing Design Guide Standards That, in line with planning policy, 10 per cent of the properties to be built will be wheelchair accessible, or easily adaptable for residents that are wheelchair users. 	L	+
Gender reassignment	<p>The Council will be in compliance with the duty to which it is subject.</p>	L	+
Marriage and Civil Partnership	<p>The Council will be in compliance with the duty to which it is subject.</p>	L	+
Pregnancy and maternity	<p>The Council will be in compliance with the duty to which it is subject. In particular the Council recognises:</p> <ul style="list-style-type: none"> That the development of new affordable homes may cause the temporary loss of pram sheds. That this is likely to have a disproportionately greater effect on families with young children. That where possible the Council will attempt to provide new pram sheds, prior to the loss of any old pram sheds or agree a temporary alternative solution. 	L	+

Race	The Council will be in compliance with the duty to which it is subject. In particular the Council recognises: <ul style="list-style-type: none"> • The positive benefit for those on lower and mid-income to move into homeownership or provide more affordable housing products. • Households from BME groups proportionately have a lower income and may require greater assistance to benefit from increased housing options. • That the analysis from the Council's HomeBuy register applicants supports this and demonstrates that a high proportion of households on low-middle incomes are from BME backgrounds. • That the delivery of new affordable homes would directly benefit these groups. 	M	+
Religion/belief (including non-belief)	The Council will be in compliance with the duty to which it is subject.	L	+
Sex	The Council will be in compliance with the duty to which it is subject. In particular the Council recognises: <ul style="list-style-type: none"> • The positive benefit for those on lower and mid-income to move into homeownership or provide more affordable housing products. • Single households, particularly females, have a disproportionately lower income. • That analysis from the Council's HomeBuy register applicants demonstrates that a high proportion of single households, particularly females, are disproportionately represented. • That the delivery of new affordable homes would directly benefit these groups. 	M	+
Sexual Orientation	The Council will be in compliance with the duty to which they are subject.	L	+

Human Rights and Children's Rights

	The development and operation of both companies will not affect Human Rights, as defined by the Human Rights Act 1998 or Children's Rights, as defined by the UNCRC (1992).
Q3 Does the policy, strategy, function, project, activity, or programme make a positive contribution to equalities?	Yes, through increased housing opportunities within the Borough, in particular affordable homes.
Q4 Does the policy, strategy, function, project, activity, or programme actually or potentially contribute to or hinder equality of opportunity, and/or adversely impact human rights?	No

LBHF Equality Impact Analysis Tool

Conducting an Equality Impact Analysis

An EqIA is an improvement process which helps to determine whether our policies, practices, or new proposals will impact on, or affect different groups or communities. It enables officers to assess whether the impacts are positive, negative or unlikely to have a significant impact on each of the protected characteristic groups.

The tool has been updated to reflect the new public sector equality duty (PSED). The Duty highlights three areas in which public bodies must show compliance. It states that a public authority must, in the exercise of its functions, have due regard to the need to:

- 1. Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under this Act;**
- 2. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;**
- 3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.**

Whilst working on your Equality Impact Assessment, you must analyse your proposal against the three tenets of the Equality Duty.

General points

1. In the case of matters such as service closures or reductions, considerable thought will need to be given to any potential equality impacts. Case law has established that due regard cannot be demonstrated after the decision has been taken. Your EIA should be considered at the outset and throughout the development of your proposal, it should demonstrably inform the decision, and be made available when the decision is recommended.
2. Wherever appropriate, the outcome of the EIA should be summarised in the Cabinet/Cabinet Member report and equalities issues dealt with and cross referenced as appropriate within the report.
3. Equalities duties are fertile ground for litigation and a failure to deal with them properly can result in considerable delay, expense and reputational damage.
4. Where dealing with obvious equalities issues e.g. changing services to disabled people/children, take care not to lose sight of other less obvious issues for other protected groups.
5. If you already know that your decision is likely to be of high relevance to equality and/or be of high public interest, you should contact the Equality Officer for support.
6. Further advice and guidance can be accessed from the separate guidance document (link), as well as from the Opportunities Manager: PEIA@lbhf.gov.uk or ext 3430

LBHF Equality Impact Analysis Tool - Proposed Council Housing Tenancy Agreement

Overall Information	Details of Full Equality Impact Analysis
Financial Year and Quarter	2012/13 Quarter 4
Name and details of policy, strategy, function, project, activity, or programme	<p>Title of EIA: Proposed Changes Following Review of Car Parking on Council Housing Land</p> <p>Short summary:</p> <p>In July 2012 a review of surface parking and garages on Council estates commenced. The purpose of the review was to:</p> <ul style="list-style-type: none"> • Review current arrangements and charges in the borough for surface parking and garages • Consider market rate charging models • Consider the performance of White City Controlled Parking Zone and if it should be adopted borough wide with all roads moving from HRA control to adoption by Highways. • Investigate best practice with other London boroughs • Undertake statutory resident consultation <p>Tenants had the opportunity to submit their personal views in writing either by way of the freepost return form, by contacting the Get Involved consultation email address, or by telephone to a team of four officers who recorded all questions and feedback. The matter was discussed at Area Forums on 3rd December 2012, 4th December 2012, 11th December 2012, and 19th December 2012 and Borough Forum on 29th January 2013.</p> <p>This equalities impact assessment has been completed to consider the proposed charging policy for garages on Council Housing Estates which will be considered by Cabinet in June 2013. It has been carried out in order to analyse the impacts of the proposals on those with protected characteristics under the Equality Act 2010. Where proposals have been identified as having a negative impact, consideration has been given as to whether it is possible to mitigate for that impact.</p> <p>The EIA will be reviewed as part of the decision making process for parking arrangements on HRA land.</p>

Lead Officer	Name: Mark Brayford Position: Head of Client Management Email: mark.brayford@lbhf.gov.uk Telephone No: 0208 753 6652
Date of completion of final EIA	4th March 2013

Section 02	Scoping of Full EIA	
Plan for completion	<p>Timing: The EIA was carried out and informed by the resident consultation process that has helped shape the recommendations in the Cabinet report on the HRA garage proposals and will shape the continuing review of the car parking strategy. A report on garage management and the review of parking options will be considered by Cabinet in June 2013.</p> <p>Resources: Borough-wide statistics were drawn from corporate sources, from the Parking Permit Team in H&F Direct, as well as relevant census data (ONS). The EIA was also informed by information held on lworld, which is the Housing Management database.</p> <p>The Council does not keep a record of car ownership on housing estates or equality information on car ownership. Therefore the impact on protected groups is informed by the outcome of resident consultation on garage and parking proposals.</p>	
Analyse the impact of the policy, strategy, function, project, activity, or programme	<p>Analyse the impact of the policy on the protected characteristics (including where people / groups may appear in more than one protected characteristic). You should use this to determine whether the policy will have a positive, neutral or negative impact on equality, giving due regard to relevance and proportionality.</p> <p>The approach taken during the four week consultation process has been inclusive of all tenant and leasehold groups. The use of a number of consultation methods (hard copy response form, email address, telephone and webpage has provided tenants with a number of options to obtain information and express their views.</p>	
	Protected characteristic	Analysis
		Impact: Positive, Negative, Neutral

	Age	<p>parking proposals</p> <p>The proposals for parking and garages emerged as being of low relevance to most age groups.</p> <p>Some residents who responded to the consultation and identified themselves as elderly indicated that they did not own a car. Of those, 6 required access to parking for visitors. This group is more likely to be living alone according to H&F's Carer Strategy 2005-10 and Experian Mosaic Data for the borough, therefore any future proposal regarding visitor parking will be of high relevance to those of retirement age.</p> <p>Analysis of the consultation feedback has shown that those residents who identified themselves as over retirement age, 2 wanted to maintain the provision of an allocated bay.</p> <p>The continuing review will consider options regarding specific bays.</p> <p>The implementation of the parking and garage proposals has the potential to positively impact on elderly residents, as the proposals consulted on provide greater equality of access to parking on housing land.</p> <p>Garage Proposals</p> <p>There were no specific age related issues raised in relation to the proposals concerning the garage charging arrangements or garage management policy</p> <p>Relevance: HIGH</p>	<p>Positive</p> <p>Positive</p> <p>Neutral</p>
	Disability	<p>The Disability characteristic is a principal area of review for the parking and garage proposals EIA. The 2011 Census data indicates that around 13% of residents in Hammersmith and Fulham have a limiting or long term illness. Where physical disability requires a resident to park close to their home, the continuing review will consider current arrangements with the aim of ensuring needs are met and to considering bring parity with general highway arrangements.</p>	Positive

		<p>The five wards with the highest disability rates are all in the north of the borough; College Park and Old Oak, Wormholt and White City, Shepherd's Bush Green, Hammersmith Broadway and Askew. These proposals have little impact on these Wards because Old Oak and Wormholt estates have no HRA parking; White City estate is not included in the proposals; the largest estate in Hammersmith Broadway Ward is Ashcroft Court, which has no estate parking; and in Askew Ward there are 24 BBH living on our estates..</p> <p>The proposals to introduce parking enforcement have the potential to have a positive impact upon all users of the parking facility and particularly disabled Blue Badge holders, ensuring disabled parking bays for Blue Badge holders are only used by those with a valid badge.</p> <p>Garage Proposals</p> <p>There were no specific disability related issues raised in relation to the proposals concerning the garage charging arrangements or garage management policy</p> <p>Relevance: HIGH</p>	Neutral
	Gender reassignment	<p>The protected characteristic of gender reassignment did not emerge as relevant to this review during consultation.</p> <p>Relevance: LOW</p>	Neutral
	Marriage and Civil Partnership	<p>This is not relevant to this review, as the service is not being offered in a different way to married couples or civil partners.</p> <p>Relevance: N/A</p>	N/A
	Pregnancy and maternity	<p>One woman stated they were pregnant or had small children and raised a concern about no-longer being able to guarantee a parking space close to her home.</p> <p>The future review of parking arrangements will take this concern into</p>	Neutral

		consideration.	
		<p>Garage Proposals</p> <p>There were no specific pregnancy or maternity related issues raised in relation to the proposals concerning the garage charging arrangements or garage management policy.</p> <p>Relevance: LOW</p>	
	Race	<p>Race did not emerge as relevant to the changes, during the review.</p> <p>A higher proportion of BME residents live in H&F Council estates compared with other racial groups in the boroughs' population. As such, any changes proposed resulting from the future parking review may have a disproportionate effect on BME residents compared with other racial groups.</p> <p>The implementation of the parking and garage proposals has the potential to positively impact on residents of any race, because the proposals consulted on provide greater equality of access to parking on housing land.</p> <p>Garage Proposals</p> <p>There were no specific race related issues raised in relation to the proposals concerning the garage charging arrangements or garage management policy</p> <p>Relevance: medium</p>	Positive
	Religion/ belief (including non-belief)	<p>The protected characteristic of Religion did not emerge as relevant to this review during consultation.</p> <p>Relevance: LOW</p>	Neutral

<p>Sex</p>	<p>Two women of the 646 that rent an individual parking space objected to the proposal to remove the allocation of individual parking bays. Individual bays are currently let to 646 residents (3.8% of all residents) and as the census data indicates 331 of these are likely to be women as they constitute 51.3% of householders in the borough.</p> <p>The future review of parking will take this concern into consideration.</p> <p>The implementation of the parking proposals has the potential to positively impact on all residents because the proposals consulted on provide greater equality of access to parking on housing land, restricting those who are not eligible to parking from parking on HRA land.</p> <p>Garage Proposals</p> <p>There were no specific disability related issues raised in relation to the proposals concerning the garage charging arrangements or garage management policy</p> <p>Relevance: Low</p>	<p>Positive</p>
<p>Sexual Orientation</p>	<p>This protected characteristic of Sexual Orientation did not emerge as relevant to this review during consultation as no-one indicated it was an issue because of their sexual orientation.</p> <p>Relevance: LOW</p>	<p>Neutral</p>

Human Rights or Children's Rights

If your decision has the potential to affect Human Rights or Children's Rights, please contact your Borough Lead for advice

Will it affect Human Rights, as defined by the Human Rights Act 1998?

No

Will it affect Children's Rights, as defined by the UNCRC (1992)?

	No
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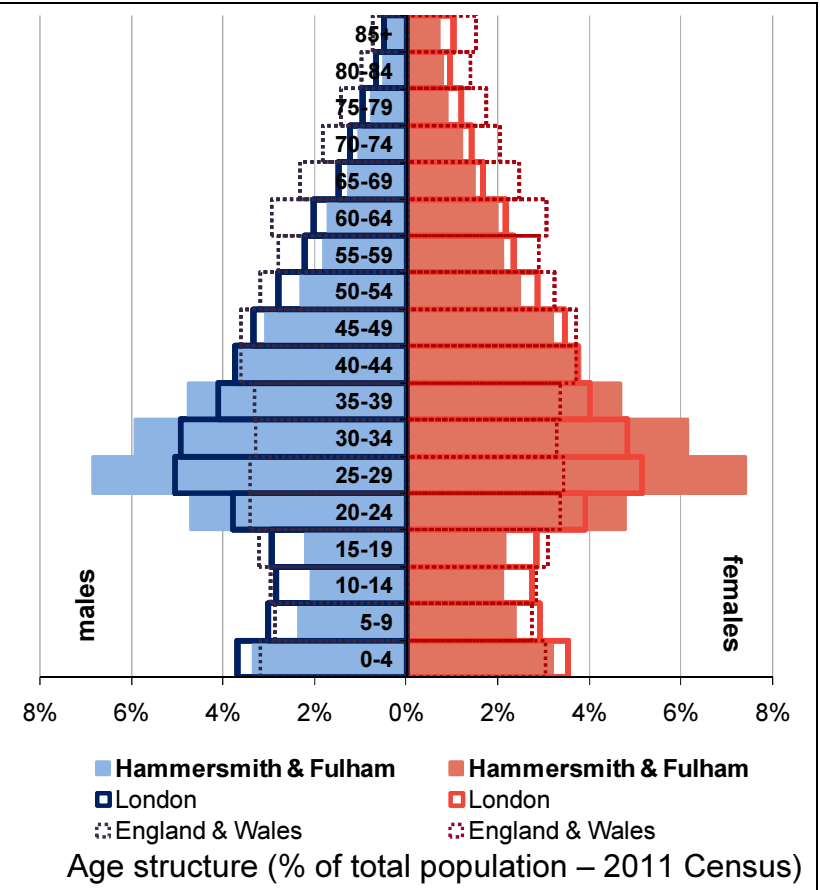
Section 03	Analysis of relevant data Examples of data can range from census data to customer satisfaction surveys. Data should involve specialist data and information and where possible, be disaggregated by different equality strands.
Documents and data reviewed	<p><u>LOCAL DEMOGRAPHICS OF EQUALITY TARGET GROUPS</u></p> <p>The following summary of the demographic situation in relation to each of the equality groups is based on the most recent (2011 census) datasets.</p> <p>Population</p> <p>The borough population was measured at 182,493 at the time of the 2011 Census making Hammersmith & Fulham the sixth most densely populated local authority in England and Wales.</p> <p>The population of the borough is relatively young and ethnically diverse. It is also a highly mobile population with about quarter of all residents having moved from outside the UK in the previous ten years.</p> <p>It is projected by the GLA (2012), taking account a quantity of the borough's future housing supply, that the population will increase by 15% to 208,976 in 2031.</p> <p>Households</p> <p>The borough has a high proportion of single people under pensionable age, the sixth highest proportion (29%) of any local authority in England & Wales and 37.4% of all households consist of one person households in 2011.</p> <p>It is projected by GLA (2012) that households will increase from 80,590 in 2011 to 92,085 in 2031 (14% increase). It is also projected that the main growth in number of households will be in 'one person' households (18% up to 2031), while the number of 'couple' households will increase by just 3% between 2011 and 2031.</p> <p>Age</p>

The age profile of Hammersmith & Fulham is typical of an affluent urban population. There are fewer people near the retirement age and a corresponding lower level of younger children than in London and England & Wales.

Three in four residents are of working age (16-64); the third highest level in England & Wales.

In 2011, the borough had a higher proportion of young adults aged 20-39 (45%) than London (36%) and England and Wales (27%). Conversely, fewer than one in five of the borough's population are children and non-dependent young people (0-19) compared to 25% in London and 24% in England and Wales. Finally, 9% of the population is aged 65 or over, which is relatively lower than the London (11%) and country (16%) averages.

According to the H&F Carer's Strategy 2005-2010 and Experian Mosaic Data for the borough, older residents in the borough are more likely to live alone.



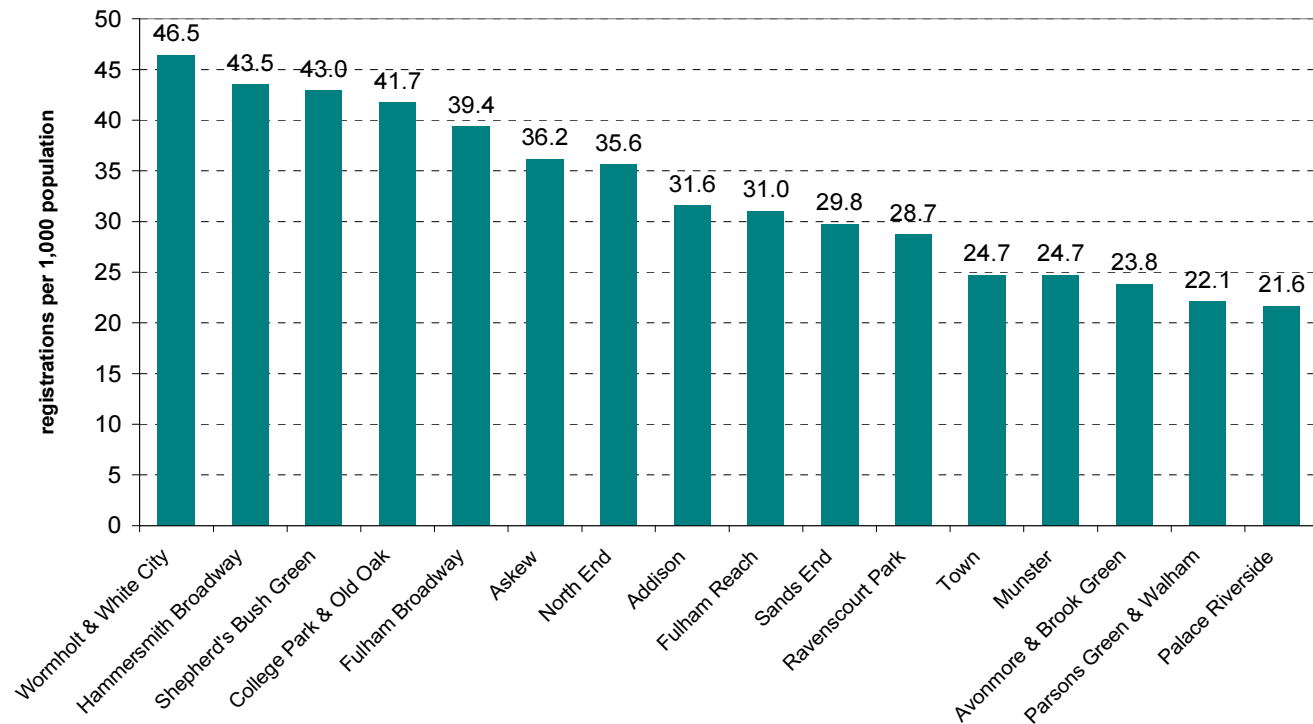
Disability

The level of physical disability registrations for Hammersmith and Fulham as a whole is 39.4 registrations per 1,000 population. The 2011 Census data indicates that around 13% of residents in Hammersmith and Fulham have a limiting or long term illness. Wormholt and White City has the highest rate of physical disability registrations in the borough (46.5), followed closely by Hammersmith Broadway (43.5), Shepherd’s Bush Green (43.0) and College Park and Old Oak. Palace Riverside has the lowest level of registrations in the borough. Physical disability registration is voluntary so the figures do not give a complete picture of disability within Hammersmith & Fulham. Ravenscourt Park Ward has the highest number of recorded visually impaired people in the borough due to a home for the visually impaired being located there.

We recognise that people with disabilities and those that support them may be represented in one or more of the

other equality groups. The other related group that is usually referenced is age; in particular, we recognise that people with disabilities who can experience difficulty accessing services are often children and young people, older people, and those who may provide care for older and younger disabled people. As disability covers a broad spectrum, we also recognise that adaptations for people with mobility impairments may not make services accessible for people with sensory impairments, and that people with mental health or long-term limiting illnesses may have different requirements.

The five wards with the highest disability rates are all in the north of the borough; College Park and Old Oak, Wormholt and White City, Shepherd's Bush Green, Hammersmith Broadway and Askew. These proposals have little impact on these Wards because Old Oak and Wormholt estates have no HRA parking; White City estate is not included in the proposals; the largest estate in Hammersmith Broadway Ward is Ashcroft Court, which has no estate parking; and in Askew Ward there are 24 BBH living on our estates and arrangements will be made to provide adequate free parking for these residents close to their homes .



	<p style="text-align: right;">Number of people registered with a disability (Community Services registrations)</p> <p>Sex From the 2001 Census (H&F) the breakdown of households by sex shows there were: Male - 78,993 (47.8%) Female - 86,249 (52.2%)</p> <p>The 2011 Census for H&F indicates an increase in the number of households overall, with an increase of 0.8% in the proportion of male households than there was in 2001. This is still less than the overall proportion of female households: Male - 88,914 (48.7%) Female - 93,579 (51.3%)</p>
New research	<p>If new research is required, please complete this section N/A</p>

Section 04	Consultation
Consultation	<p>Details of consultation findings (if consultation is required. If not, please move to section 06)</p> <p>The consultation process was in compliance with the statutory requirements placed upon the Council under s105 of the Housing Act 1985 for tenant consultation, but also include leaseholders and freeholders.</p> <ul style="list-style-type: none"> 15,050 consultation packs were sent to tenants, leaseholders, and freeholders across the borough, White City households (approximately 2000) were not included in this consultation because the estate is already in a Controlled Parking Zone (CPZ). Consultation was about charging policy for parking and garages, enforcement and improvement of garages.. The consultation attracted feedback from 635 respondents in total. This is broken down as: 35 email responses, 61 telephone responses, and 539 written responses; which represents an overall response rate of 4.2%. Of these 239 were women, 207 men, 24 responded as couples and the rest

failed to identify their gender.

- Of the 635 respondents 54 identified that they had a disability of which 48 responded in writing, 1 by email and 5 telephoned. In total 25 respondents said they were over retirement age, 21 responded in writing, 1 by email and 3 by telephone.
- The proposed changes set out to introduce a consistent and realistic charging policy for parking and garages, and for the monitoring and enforcement of parking arrangements on the Council's housing land. The Housing Revenue Account is ring-fenced and along with the housing subsidy system introduced in part IV of the Local Government Act and Housing Act 1989, which specified that expenditure and income related to property listed in section 74 of the Act must not subsidise services which are for the benefit of the wider community. In addition parking and garages fall within the remit of the Medium Term Financial Strategy and so services provided must be paid for by services users.
- Fulham and Lancaster Court Estates were consulted on proposals to include the estates in a local CPZ in addition to the changes to the charging policy and enforcement
- Consultation documents relating to the proposed changes were issued on Monday 10th December 2012 with a four week deadline for responses. Consultation ended on 9th January 2013. The full set of documents comprised:
 - Response Pro forma
 - Prepaid Envelope

Tenants were invited to respond in a variety of ways, either by:

- Detailing their comments on the response proforma and returning it in the prepaid envelope provided.
- Telephoning four dedicated consultation officers via either a free phone telephone number or direct dial extensions, or leaving a message to express their views.
- Emailing their comments to a dedicated consultation email inbox from where their comments were retrieved and recorded.

Analysis of consultation outcomes

Summary of Consultation Responses

Specific Parking & Garages Concerns

A number of tenants raised queries or made comments about parking and garages charges and enforcement arrangements. Some of the principal comments that were considered when evaluating this EIA are listed below:

Age

- 1) One elderly resident commented that he may find it difficult to access a parking space if he had to walk further from his front door to a parking bay.

Council Response - The age profile of Hammersmith & Fulham is typical of an affluent urban population and as such the proportion of elderly people in the borough is low. The 2011 Census shows that 9% of the population in the borough is aged 65 or over and some of these residents are also Blue Badge Holders. The continuing review of parking will take this concern into consideration.

- 2) A number of residents who identified themselves as elderly raised the issue of parking for carers and some sheltered residents wanted to retain their parking for visitors and doctors.

Council Response - The continuing review of parking will take this concern into consideration and will reflect as closely as possible the arrangements on highways.

Disability

- 1) Many residents approved of the provision of disability parking bays for BBH.

Council Response - The continuing review of parking will take this approval into consideration.

- 2) Six residents who identified themselves as elderly said they wanted parking for their visitors and one raised a concern that because of infirmity he wanted to guarantee a parking space close to his home.

Council Response - The continuing review of parking will take this concern into consideration.

Sex

One women raised a concern about her personal safety if the provision of individual allocated parking bays is taken away.

–The continuing review of parking will take this concern into consideration.

Personal Security & Reduced Mobility

Personal security and the security of cars were concerns raised by a few respondents if they did not have their own individual parking bay.

Council Response - The continuing review of parking will take this concern into consideration.

Financial

- 1) A number of residents asked if there will be an option to pay the parking charges in instalments.

Council Response - The continuing review of parking will take this concern into consideration and it will be reflected in future proposals for parking charges on estates.

- 2) Around 190 residents commented on the proposal to increase garage rent levels closer to that of the market value. The majority were in favour of a realistic charge, but did not agree that the charge to rent a garage should be set at the market value, as they considered property values in the borough high which would make the garage rents unaffordable.

Council Response - The recommended charge represents an increase of 68% on the current charge of £13.69 per week or £59.32 a month; which is closer to the rent charged by other boroughs but still significantly below the private market rent.

Allocations of Parking Spaces

A large number wanted a restriction of one permit per household to stop abuse of the system. A number of respondents raised questions asking what would happen on small estates or blocks with few spaces, but large number of dwellings.

Council Response - The continuing review of parking will take this concern into consideration and it will be reflected in future proposals for parking on estates.

Allocation of Spaces to Carers and Visitors

A number of elderly residents raised the issue of parking for carers and some sheltered residents wanted to retain their parking for visitors and doctors.

Council Response - The continuing review of parking will take this concern into consideration and it will be reflected in future proposals for parking on estates.

Contractor & Staff Parking

Contractor and staff parking was a key issue with many complaints that the current arrangements were being abused with cars or vans left all day and in some cases overnight in resident bays.

Council Response - Staff car parking is under review by the Chief Executive's Office and their findings will be implemented once agreed. The continuing review of parking will take this concern into consideration and it will be reflected in future proposals for parking on estates.

Proposed Separate Arrangements for Fulham Court & Lancaster Court

Very few residents from either Fulham Court or Lancaster Court responded but there were a number of objections raised mainly from residents that rented individual allocated bays and wanted to keep them. There were some concerns about increased traffic and the safety of children on the estate. Residents considered that the controlled zone hours were not long enough and football fans would regularly take up spaces on the estate.

Council Response - The continuing review of parking will take this concern into consideration and it will be reflected in future proposals for parking on estates.

Section 05	Analysis of impact and outcomes
Analysis	<p>What has your consultation (if undertaken) and analysis of data shown? You will need to make an informed assessment about the actual or likely impact that the policy, proposal or service will have on each of the protected characteristic groups by using the information you have gathered. The weight given to each protected characteristic should be proportionate to the relevant policy (see guidance).</p> <p>This has been covered in both the analysis of consultation results and in the nine protected characteristics.</p>

Section 06	Reducing any adverse impacts and recommendations
Outcome of Analysis	<p>Include any specific actions you have identified that will remove or mitigate the risk of adverse impacts and / or unlawful discrimination. This should provide the outcome for LBHF, and the overall outcome.</p> <p>The continuing review of parking will take into consideration the concerns identified below.</p> <p>Following detailed analysis of the consultation responses the principal issues that have been highlighted relate to:</p> <p><u>Age</u> One residents who responded to the consultation said they were elderly and infirm, they were concerned that because of the loss of their individual parking bays they would have to park a greater distance from their home.</p> <p><u>Disability</u> Where physical disability requires a resident to park close to their home, the continuing review will :</p> <ul style="list-style-type: none"> • Identify Blue Badge holders on council estates and consider the best way of providing parking as close to their homes as possible and that reflects arrangements of Highways as far as possible. • Promote the Blue Badge scheme and; • Consider similar arrangements for parking for carers as there is on the Highway scheme. <p>The five wards with the highest disability rates are all in the north of the borough; College Park and Old Oak, Wormholt and White City, Shepherd's Bush Green, Hammersmith Broadway and Askew.</p> <p><u>Sex</u> The number of women who responded negatively to the loss of their individual parking space was 10. One felt she would feel less secure, eight said that parking was at a premium and they would not be able to guarantee a space and one wanted to park close to her front door. Three men said it would have a negative impact, two because their insurance would be higher and one because parking was at a premium and they wanted a guaranteed space. Individual bays are currently let to 3.8% of residents and as the census data indicates 51.3% of these are likely to be women, as that is their representation in the local community.</p>

Section 07	Action Plan					
Action Plan	Note: You will only need to use this section if you have identified actions as a result of your analysis					
	Issue identified	Action (s) to be taken	When	Lead officer	Expected outcome	Date added to business/service plan
	The needs of Blue Badge Holders to have parking close to their home on Council estates.	Promotion of the BBH scheme and identification of BBH on Council estates.	June/July 2013	Wendy Reade	Parking arrangements for residents registered with a Blue Badge that meets the requirements of the council as landlord.	June 2013
	Arrangements for visitor parking and carer parking that best reflects arrangements on Highways	Further consideration of how this could be implemented and managed in an efficient and effective way	July 2013	Wendy Reade	Provision for visitors and carers that reflects resident views and best reflects arrangements on Highways	June 2013

Section 08	Agreement, publication and monitoring	
Chief Officers' sign-off	Name: Jo Rowlands Position: Director Housing Services Email: jo.rowlands@lbhf.gov.uk Telephone No: 020 8753 1313	
Key Decision Report (if relevant)	Date of report to Cabinet/Cabinet Member: 24.06.2013 Key equalities issues have been identified: The ongoing review of parking will reflect the views given in the feedback	

	<p>which will be taken into consideration in any future proposals. Yes and there will be a negative impact for a minority of residents who currently have the opportunity to rent an individual parking bay The proposals for increasing charges for garages and improving the asset had positive feedback, the proposals only affect the minority of residents that rent a garage.</p>
<p>Opportunities Manager (where involved)</p>	<p>Name: Carly Fry Position: Opportunities Manager Date advice / guidance given: 14/02/2013 Email: PEIA@lbhf.gov.uk Telephone No: 020 8753 3430</p>