

Equality Impact Assessment

What is an Equality Impact Assessment (EIA) and why does the County Council do them?

The [Public Sector Equality Duty](#) (PSED) is an obligation within the [Equality Act 2010](#) (“the Act”), which asks public authorities, like Hampshire County Council, to give ‘due regard’ to equality considerations, in particular to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

This includes assessing the impact of policies and practices on individuals and communities with a protected characteristic, as defined in the Act and some other specific groups. The County Council uses EIAs to ensure it has paid ‘due regard’ to equalities considerations when there are changes to a service or policy, a new project or certain decisions.

EIA author	Position & Department	Contact
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Title:	Procurement of Hampshire Carers Support Service
Related EIAs:	None
EIA for Savings Programme:	No
Service affected	Procurement of a countywide Hampshire Carers Support Service. Tender publication is due May 2024.
Description of the service/policy/project/project phase	Procurement of a countywide Carers Support Service. Tender publication is due May 2024. The current contract term for ‘Carers Support and Dementia Advisors Service’ and ‘Carers Emergency Planning Service’ is due to end on 31 August 2024. Those contracts have been in place since 2019 and are currently delivered via two providers. The intention is to procure for a Carers Support Service, which is based on the requirements of a reshaped service specification, via a competitive tender process. ‘Carers’ are individuals who are intending to take on or already providing a caring role to person(s) such as a relative, friend or neighbour, who due to illness, disability or long-term health condition requires their care and support for everyday living. This does not include paid care workers.

New/changed service/policy/project	Procurement is to be undertaken for a new countywide Carers Support Service which will incorporate three elements of provision: 1) Information 2) Direct 1:1 Support 3) Contingency and Emergency Planning. The purpose of the service will be to help the carer take on and sustain their caring role, whilst maintaining or improving their own health and wellbeing. The service to be procured will offer support for carers aged 18 and over caring for adult(s) who are resident within The County Councils geographical boundary. The person(s) whom are cared for by these individual carers will include all client groups. Under The Care Act 2014, Hampshire County Council is expected to contribute towards preventing or delaying the development of and reducing the needs for care and support of adults in its area and the needs for support of carers in its area. The information and advice aspect of the service would contribute to the County Council providing people in its area with information and advice relating to support for carers. The service is designed to contribute to preventing or delaying the development of needs for support and in reducing needs for existing support irrespective of whether the cared for person or the carer has eligible needs under the Care Act. The service specification would be aligned with The Hampshire Carers Joint Strategy 2024-2029.
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Engagement	
The reshaped service specification has been informed via a range of engagement and insight channels, for example:	
- Carer defined priorities articulated by local carers and partner organisations, as part of the engagement and coproduction for the Hampshire Carers Joint Strategy 2024-2029.	
- Operational and Commissioning colleagues' feedback from within Adults' Health and Care.	
- Feedback from Health Commissioners in the Hampshire and Isle of Wight ICB and Frimley Health and Care ICS.	
- Contract monitoring data from the current contract delivery and visits to existing services.	
- Responses to a published Market Engagement Questionnaire.	
The service specification and the procurement process for the tender questioning and weighting of criteria has been informed from engagement with carers. Local carers groups were visited and carers were able to provide their views on what would be most important to them in the carers support offered and other aspects for example, the service delivery outcomes and how these may be measured.	

Equalities considerations - Impact Assessment

Age

Impact on public	Positive
Impact on staff	Positive
Rationale	The proposed new Carers Support Service is intended for all carers countywide who are adult(s), caring for an adult. This is a wide reach of age groups.

	<p>In the context of an ageing population, with people living longer and national data on the average age of carers, it is expected the majority of people who will access and benefit from this service will be people aged 45 years and over. The service will however be inclusive to all adults and will be expected to demonstrate as part of the tender process questioning and service contract performance monitoring that consideration has been made for the reach and delivery of the service relating to all adult carers.</p> <p>The service contract will include expectation on the provider to fully utilise national and local data to inform any tailoring of the service, for example, to recognise the different stages of caring and circumstances that may arise that have interconnections with age. For example, helping more older people to identify themselves as a carer, when they may be in a mutual caring role, of spouses or partners caring for each other in older age.</p> <p>Transition support for those carers aged 16-18 years of age is not intended for this contract, this is based on feedback from young carers and via carer organisations, that this cohort of carers needs will be better met via a more age tailored response. However, knowledge of young carer support services will be included in the service specification requirements so the provider will be expected to actively signpost and support any young carers to access the relevant local and national services.</p>
Mitigation	

Disability

Impact on public	Positive
Impact on staff	Neutral
Rationale	<p>The objective of the service is to enable individuals to take on and sustain their caring role. Carers enable individuals to live longer in their own homes. Therefore, the outcomes intended from the service are expected to have a positive impact on the carers and cared for person(s) health and wellbeing outcomes.</p> <p>The proposed new service will be inclusive of carers who care for person(s) with a range of disabilities and long-term conditions, including dementia, cognitive impairment and the full range of other physical and mental health conditions, as well as those caring for people with a temporary illness or end of life caring situation. Not restricting or focussing the service on those with specific needs or health conditions, is informed by the current demand for the existing services and the intention to enable a wider and more diverse reach.</p> <p>Whilst the vast majority of those currently supported through the Dementia Advisory route, within the existing contract, have a carer there is recognition that there is a small cohort, of approximately 200 individuals which equates to 10 percent of all contacts into the current service during the last year, who have been diagnosed with dementia or mild cognitive impairment and who don't have a carer</p>

	involvement. For those individuals in this situation with no carer, it is expected that the successful provider of the new Carers Support Service if contacted would signpost and link them to alternative, appropriate local, specialist dementia information and support services.
Mitigation	

Gender Reassignment

Impact on public	Neutral
Impact on staff	Neutral
Rationale	Whilst there is no quantitative data available to assess this impact, there is no indication that there would be disproportionate impacts on individuals with this protected characteristic.
Mitigation	

Pregnancy and Maternity

Impact on public	Neutral
Impact on staff	Neutral
Rationale	Whilst there is no quantitative data available to assess this impact, there is no indication that there would be disproportionate impacts on individuals with this protected characteristic.
Mitigation	

Race

Impact on public	Neutral
Impact on staff	Neutral
Rationale	There is no indication that there would be disproportionate impacts on individuals with this protected characteristic. National research from Carers UK highlights the intersectionality of being a carer and consideration of a person's race. Within the procurement process in the tender questioning and the service contract, the provider will be required to demonstrate the reach of the service delivery and data monitoring will include ethnicity. The previous service monitoring data indicates a lower level of referral numbers for people who identify as being from an ethnic minority. Whilst there is no further data available on previous delivery in relation to race, the new service tender questioning and service contract will require the provider to demonstrate how they will advance the reach of service delivery and data monitoring will include race/ethnicity.
Mitigation	

Religion or Belief

Impact on public	Neutral
Impact on staff	Neutral
Rationale	Whilst there is no quantitative data available to assess this impact, there is no indication that there would be disproportionate impacts on individuals with this protected characteristic.
Mitigation	

Sex

Impact on public	Positive
Impact on staff	Neutral
Rationale	The national trend and the data from the previous services for carers in Hampshire, indicates that carers are more likely to be female, and that those carers those who do access support services are also more likely to be female. Within the procurement process, in the tender questioning and the service contract, the provider will be required to demonstrate the reach of the service promotion and delivery and data monitoring will include sex.
Mitigation	

Sexual Orientation

Impact on public	Neutral
Impact on staff	Neutral
Rationale	There is no indication that there would be impacts of either a positive or negative nature on individuals with this protected characteristic. National research from Carers UK highlights the intersectionality of negative risk factors for individual's health and wellbeing and lower accessing of support services where a carer is also bisexual or gay. Within the procurement process, in the tender questioning and the service contract, the provider will be required to demonstrate the reach of the service promotion and delivery and data monitoring will include sexual orientation.
Mitigation	

Marriage and Civil Partnership

Impact on public	Neutral
Impact on staff	Neutral
Rationale	Whilst there is no quantitative data available to assess this impact, there is no indication that there would be disproportionate impacts on individuals with this protected characteristic.
Mitigation	

Poverty

Impact on public	Positive
Impact on staff	Neutral
Rationale	National research from Carers UK indicates the negative impact of caring upon an individuals' financial circumstances due to the additional financial implications of taking on a caring role and often curtailing impact on the person(s) education, training and employment. This was also reflected in the high take up of recent local initiatives in Hampshire to support carers with financial cost of living support via the Household Support Fund. Carers Allowance, where carers are eligible, is the lowest level benefit within the system. The impact of the proposed Carers Support service is assessed as positive as it is intended to offer a wider reach and depth of support, as well as helping carers to link with other specialist local services and this includes on topics such as financial help, debt management and employment.
Mitigation	

Rurality

Impact on public	Neutral
Impact on staff	Neutral
Rationale	There is no indication that there would be disproportionate impacts on individuals living within rural areas of Hampshire. The proposed service is intended to be county wide, with one provider to help with consistency of provision and is to be offered via a range of channels, including in person, online and telephone.
Mitigation	

Geographical Impact:All Hampshire

Equality Statement

Additional information:

'Carers' are individuals who are intending to take on or already providing a caring role to person(s) such as a relative, friend or neighbour, who due to illness, disability or long-term health condition requires their care and support for everyday living. This does not include paid care workers.

The 2021 Census reported 111,739 carers in Hampshire. According to the Office for National Statistics the numbers reported are likely to be much higher than the Census figures indicate. The Census also provided information on the hours of care provided. The number of carers reported in Hampshire as providing 50 hours of care or more a week has increased compared to the previous Census, this is in line with the national trend of an increase in hours dedicated to caring. 16,545 of those reported carers in Hampshire, provide 19 hours or less of care per week and 31,284 carers provide 50 plus hours of care per week.

There is increasing evidence that caring should be considered a social determinant of health (Public Health England, 2021). Individual carers are at increased risk of experiencing negative impacts upon their life and health outcomes, for example, through facing disadvantages in finances, employment, health and relationships as a consequence of the demands of their caring role. This increases the likelihood of the carer themselves developing needs which may require social care input and services. Access to timely and targeted information and support for carers can help to mitigate risks to their own health and wellbeing.

Under The Care Act 2014, Hampshire County Council is expected to contribute towards preventing or delaying the development of and reducing the needs for care and support of adults in its area and the needs for support of carers in its area. The information and advice aspect of the service would contribute to the County Council providing people in its area with information and advice relating to support for carers. The service is designed to contribute to preventing or delaying the development of needs for support and in reducing needs for existing support irrespective of whether the cared for person or the carer has eligible needs under the Care Act. The service specification would be aligned with The Hampshire Carers Joint Strategy 2024-2029.

Overview Statement:

A summary assessment to show that due regard to the Public Sector Equality Duty has been paid, which is undertaken when a full EIA is not needed:

EIA reference number: 00624

Date of production of EIA for publication: 08/10/2024