

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
Tracy Marie Williams	Strategic Manager Quality and Assurance Adults' Health and Care	tracy.m.williams@hants.gov.uk

Title:	Provider Interruption, Closure and Failure Policy
Related EIAs:	None
EIA for Savings Programme:	No
Service affected	Independent sector providers who are unable to deliver their service either temporarily or permanently. The Local Authority duty under the Care Act 2014 ensures the care and support of the people is not affected.
Description of the service/policy/project/project phase	All local authorities have duties under the Care Act 2014 to enable them to respond to interruptions, failures or closures of social care services. The policy and supporting action cards provide information and guidance for Adults' Health and Care (AHC) staff on how to respond to such instances.
New/changed service/policy/project	The policy has been in place for several years and has been reviewed and minor changes made. An Equality Impact Assessment (EIA) of the policy is being undertaken to ensure any impacts of individuals associated with their characteristics are identified and addressed. As part of this update the emphasis has been on further developing the internal guidance for staff to follow.

Engagement
This is an internal guidance policy, all Local Authorities in England are required to have policy and guidance in place that directs responses to this care act duty.

Equalities considerations - Impact Assessment

Age

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>If a service suffers an interruption, it may be necessary for AHC to temporarily deliver care and support the service was delivering to the people impacted. Service interruption could take place in any service or care group and so younger or older adults might be impacted. This might include people with disabilities, sensory impairments, or mental health needs. If alternative care is needed either temporarily or permanently, all people impacted will be communicated with in a manner appropriate to their needs. Key members of staff are allocated and contact details shared with the people impacted, their families and representatives.</p> <p>AHC work to limit the possibility of service interruption, closure or failure by monitoring the quality of services delivered in the market. However, interruptions may occur as a result of unplanned events, such as fire or flood. The majority of cases are planned and therefore have limited impact AHC staff ability to respond. In an emergency situation, AHC emergency planning service will also deal with the response.</p> <p>The business-as-usual activity of the directorate and the person focused approach adopted when responding to such events, mean that people's protected characteristics will be the core focus of any change to their care and support needs. Discussions will take place to try and where possible people's preferences will be accounted for.</p> <p>AHC will work with partner agencies to ensure that people's needs are fully met, this might include for example, specific ambulance or transport requirements, pharmacy and medication support from professionals, and communication with community nursing and GP services.</p> <p>The majority of people in receipt of care are aged 65+ (66%) followed by people aged 26-64 (30%).</p> <p>There is no evidence to suggest a disproportionate positive impact because of the age of an individual.</p>
Mitigation	

Disability

Impact on public	Positive
Impact on staff	Neutral
Rationale	<p>If a service suffers an interruption, it may be necessary for AHC to temporarily deliver care and support the service was delivering to the people impacted. Service interruption could take place in any service or care group and so younger or older adults might be impacted. This might include people with disabilities, sensory impairments, or mental health needs. If alternative care is needed either temporarily or permanently, all people impacted will be communicated with in a manner appropriate to their needs. Key members of staff are allocated and contact details shared with the people impacted, their families and representatives.</p> <p>AHC work to limit the possibility of service interruption, closure or failure by monitoring the quality of services delivered in the market. However, interruptions may occur as a result of unplanned events, such as fire or flood. The majority of cases are planned and therefore have limited impact AHC staff ability to respond. In an emergency situation, AHC emergency planning service will also deal with the response.</p> <p>The business-as-usual activity of the directorate and the person focused approach adopted when responding to such events, mean that people with protected characteristics will be the core focus of any change to their care and support needs. Discussions will take place to try and where possible people's preferences will be accounted for.</p> <p>AHC will work with partner agencies to ensure that people's needs are fully met, this might include for example, specific ambulance or transport requirements, pharmacy and medication support from professionals, and communication with community nursing and GP services.</p> <p>The people who would benefit from a reduction in the possibility of the service interruption are likely to meet eligible Care Act needs including being disabled or unlikely to undertake daily living activities. It is anticipated that the policy and guidance will have a positive impact on disabled people.</p>
Mitigation	

Gender Reassignment

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>If a service suffers an interruption, it may be necessary for AHC to temporarily deliver care and support the service was delivering to the people impacted. Service interruption could take place in any service</p>

or care group and so younger or older adults might be impacted. This might include people with disabilities, sensory impairments, or mental health needs. If alternative care is needed either temporarily or permanently, all people impacted will be communicated with in a manner appropriate to their needs. Key members of staff are allocated and contact details shared with the people impacted, their families and representatives.

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AHC will work with partner agencies to ensure that people's needs are fully met, this might include for example, specific ambulance or transport requirements, pharmacy and medication support from professionals, and communication with community nursing and GP services.

As far as possible, individuals will have a choice of alternative care provision. All providers that the Council commission with are expected to respond positively to the diverse needs of people in receipt of care, inclusive of gender reassignment, although there do not appear to be any providers that specifically specialise in this area. There is no evidence to suggest a disproportionate impact because of the gender of an individual.

Mitigation

Pregnancy and Maternity

Impact on public	Neutral
Impact on staff	Neutral
Rationale	If a service suffers an interruption, it may be necessary for AHC to temporarily deliver care and support the service was delivering to the people impacted. Service interruption could take place in any service or care group and so younger or older adults might be impacted. This might include people with disabilities, sensory impairments, or mental health needs. If alternative care is needed either temporarily or permanently, all people impacted will be communicated with in a manner appropriate to their needs. Key members of staff are allocated and contact details shared with the people impacted, their families and representatives.

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Mitigation	

Race

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>If a service suffers an interruption, it may be necessary for AHC to temporarily deliver care and support the service was delivering to the people impacted. Service interruption could take place in any service or care group and so younger or older adults might be impacted. This might include people with disabilities, sensory impairments, or mental health needs. If alternative care is needed either temporarily or permanently, all people impacted will be communicated with in a manner appropriate to their needs. Key members of staff are allocated and contact details shared with the people impacted, their families and representatives.</p> <p>AHC work to limit the possibility of service interruption, closure or failure by monitoring the quality of services delivered in the market. However, interruptions may occur as a result of unplanned events, such as fire or flood. The majority of cases are planned and therefore have limited impact AHC staff ability to respond. In an emergency situation, AHC emergency planning service will also deal with the response.</p> <p>The business-as-usual activity of the directorate and the person focused approach adopted when responding to such events, mean that people's protected characteristics will be the core focus of any change to their care and support needs. Discussions will take place to try and where possible people's preferences will be accounted for.</p>

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Mitigation	

Religion or Belief

Impact on public	Neutral
Impact on staff	Neutral
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Mitigation	

Sex

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>If a service suffers an interruption, it may be necessary for AHC to temporarily deliver care and support the service was delivering to the people impacted. Service interruption could take place in any service or care group and so younger or older adults might be impacted. This might include people with disabilities, sensory impairments, or mental health needs. If alternative care is needed either temporarily or permanently, all people impacted will be communicated with in a manner appropriate to their needs. Key members of staff are allocated and contact details shared with the people impacted, their families and representatives.</p> <p>AHC work to limit the possibility of service interruption, closure or failure by monitoring the quality of services delivered in the market. However, interruptions may occur as a result of unplanned events, such as fire or flood. The majority of cases are planned and therefore have limited impact AHC staff ability to respond. In an emergency situation, AHC emergency planning service will also deal with the response.</p> <p>The business-as-usual activity of the directorate and the person focused approach adopted when responding to such events, mean that people's protected characteristics will be the core focus of any change to their care and support needs. Discussions will take place to try and where possible people's preferences will be accounted for.</p> <p>AHC will work with partner agencies to ensure that people's needs are fully met, this might include for example, specific ambulance or transport requirements, pharmacy and medication support from professionals, and communication with community nursing and GP services.</p> <p>There is no evidence to suggest a disproportionate impact because of the sex of an individual.</p>
Mitigation	

Sexual Orientation

Impact on public	Neutral
Impact on staff	Neutral
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Mitigation	

Marriage and Civil Partnership

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>If a service suffers an interruption, it may be necessary for AHC to temporarily deliver care and support the service was delivering to the people impacted. Service interruption could take place in any service or care group and so younger or older adults might be impacted. This might include people with disabilities, sensory impairments, or mental health needs. If alternative care is needed either temporarily or permanently, all people impacted will be communicated with in a manner appropriate to their needs. Key members of staff are allocated and contact details shared with the people impacted, their families and representatives.</p> <p>AHC work to limit the possibility of service interruption, closure or failure by monitoring the quality of services delivered in the market. However, interruptions may occur as a result of unplanned events, such as fire or flood. The majority of cases are planned and therefore have limited impact AHC staff ability to respond. In an emergency situation, AHC emergency planning service will also deal with the response.</p> <p>The business-as-usual activity of the directorate and the person focused approach adopted when responding to such events, mean that people's protected characteristics will be the core focus of any change to their care and support needs. Discussions will take place to try and where possible people's preferences will be accounted for.</p>

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Mitigation	

Poverty

Impact on public	Neutral
Impact on staff	Neutral
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Mitigation	

Rurality

Impact on public	Neutral
Impact on staff	Neutral
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Mitigation	

Geographical Impact: All Hampshire

Equality Statement

Additional information:

Over the last 12-month period 20 different providers have been recorded as exiting the market, failing, or have had interruptions or a high potential of interruption to their service delivery.

The directorate has received positive feedback from the Care Quality Commission (CQC) about how well and sensitively moving individuals from a care home was facilitated and managed.

The new supporting action cards, provide more detailed direction and information for staff to follow to

ensure that the directorate has a robust audit trail for each of this complex situations.

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: 00878

Date of production of EIA for publication: 16/07/2025