

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:	HCC Care & Support Services
Related EIAs:	None
EIA for Savings Programme:	Yes EIA - Adults Health & Care - 2025/05/27
Service affected	HCC Care and Support Services
Description of the service/policy/project/project phase	HCC Care and Support currently operates 12 older persons care homes with 800 beds, consisting of longterm and short-term provision. This includes one residential home, four nursing homes (three of which are exclusively or predominantly being used to support the short-term needs of patients being discharged from hospitals) and seven joint residential and nursing homes for older people. The decision was taken in February 2024 to close five HCC Care and Support residential homes, and this activity is now complete. Residents impacted by these changes were consulted with, and new placements were secured for them (both in HCC Care and Support and in the independent sector). As well as providing residential and nursing care for older people, HCC Care and Support also provides day services, respite services, including a crisis service, and a small number of residential places for adults under 65 years old with

	learning disabilities. HCC Care currently run two older persons day services, Chesil Lodge in Winchester and Newman Court in Basingstoke. There is also a smaller third provision which replaced Solent Mead Day Service which is now located within the Younger Adults community link service in the New Forest. These services support with individuals' physical and emotional wellbeing, provide social interaction, engaging activities and professional care. They also support and offer respite to any family carers who may care for the individual at home. 80% of individuals who attend the service are supported at home by carers.
New/changed service/policy/project	This programme will focus on ensuring the County Council meets to Care Act (2014) duties in respect of the individuals currently attending the two dedicated Older Adult day services in Winchester and Basingstoke in the most cost-effective way. This will include a review of the responses to the Future Services Consultation – Spring 2025, and the updated proposals to further develop the day services by procuring an external provider to operate the services on site.

Engagement
<p>Stage 2 consultations have taken place with individuals accessing the service, their carers and families, as well as with staff employed at the two Day Services.</p> <p>No pre-consultation engagement has been carried out.</p> <p>The Future Services Consultation covered four different proposals. In relation to the proposals for Older Adults' Day Services there were 963 respondents, 97% of which came from individuals and 3% from organisations and Elected representatives. The demographic profiles include:</p> <ul style="list-style-type: none"> • Gender - with 63% female (compared to 51% of the general population of Hampshire) • Health and disability - with 24% of respondents reporting their day-today activities are limited a little or a lot by health or illness, compared to 18% of the general population • Ethnic categorisation - with 9% identifying as being part of an ethnic minority group, compared to 12% of the general population • Age – with 31% of respondents aged over 65 (compared to 24% of the general population) and 2% under 25 (27% general population) <p>The responses gathered during the consultation period revealed a diverse range of opinions among the respondents. While there was no overall majority, a significantly higher portion of participants disagreed with the proposed changes compared to those who agreed. Many respondents expressed concerns about the negative impact on users if the services were to be discontinued. This sentiment was particularly strong among those who are more likely to be affected, such as older adults, individuals living near the services, those with health conditions or disabilities, and households with an income between £10,000 and £20,000. These impacts included detrimental effects on individuals who attend the service, particularly those with dementia, older adults, and those living in rural or impoverished areas. There were also worries about the impact on carers and families.</p> <p>A formal HR staff consultation took place between 12 March – 7 May for staff at both Day Services. All members of staff attended the consultation briefings and a number of staff drop-in sessions, attended by senior management and HR representatives, were offered and attended by all staff members over the two sites. Additionally, staff have been actively encouraged to engage with unions where they wished to do so, senior management and have been supported through conversations</p>

with the Unit Manager. The presence and accessibility of Senior Managers on site has been vocally appreciated. The general themes of the conversations were:

- Concern from staff for individuals who attend the service if the service did not continue.
- Discussion regarding redeployment, TUPE, notice periods and request for support for job applications and CV writing.
- The impact of HCC stopping accepting new individuals who attend the service during the consultation period may have on the viability of the service to new providers.
- The consultation document said that 'day care services provide a range of individual and group activities (e.g. crafts, exercise, singing) together with personal care.' Staff have stated they feel that they provide more support to the individuals and their carers than this.

A range of engagement activity has taken place with individuals being supported by the services and their families including:

- Initial meetings open to all individuals on the launch of the consultation.
- Private sessions so that individual concerns could be discussed. These sessions were supported by senior managers, social work staff and independent advocacy. In total 75 sessions offered across both Day Services with 44 sessions attended across both services.
- Advocates have met with groups to support them to express and communicate their wishes/feeling about the proposals and helped them to feed this back.
- Advocates offered to support individuals to complete their response to the consultation.
- Social Work teams have also visited individuals and their families to discuss alternative services (see below).
- Further sessions were held at Chesil Lodge and Newman Court between 1 and 7 May, supported by staff independent of the services, as well as advocacy support.

The specific themes that officers identified from this engagement were:

- The impact on individuals who attend – this included general comments that people felt they would be worse without the service, should it close, as well as specific comments around social isolation, and the impact on physical or mental health and the risk of needing residential care.
- The impact on others – most commonly mentioned was the impact of carers and families, both in terms of their respite needs and their own mental wellbeing.
- Alternative suggestions for services – including suggestions that individuals could pay more, suggesting improvements in referral processes, or suggestions for alternative savings elsewhere in the County Council

This work included undertaking Care Act assessments with individuals and relatives / carers. These assessments helped officers to further understand the individual Care Act (2014) eligible needs of those attending Chesil or Newman Day Services, and what other alternative arrangements could be sourced to guarantee the County Council continues to meet its statutory obligations.

The closure would also impact carers, leading to an increase in Take a Break services. An estimated 13 people were identified as being at risk of moving into residential care, if the services were to close.

Independent sector providers were keen to stress their desire to develop and expand the services beyond their current focus on Care Act eligible needs. During extended conversations, which took place as part of the consultation process, officers explained to the Working Group that providers open up their services to individuals with no direct care needs, but who attend to avoid social isolation. The range of needs within schemes adds to their overall effectiveness, and in some circumstances can further be supported by links to other services, such as admiral nurses or partnerships with charitable organisations. As a result of the consultation, the proposals being put forward for decision is therefore that an alternative provider be sought via an appropriate procurement exercise to help secure the continued delivery whilst minimising costs to the County Council.

It is also recommended that the County Council, taking all reasonable steps to strengthen its recovery of service delivery costs, will increase charges for both Chesil Lodge Resource Centre and Newman Court Resource Centre from 1st January 2026.

Equalities considerations - Impact Assessment

Age

Impact on public	Positive
Impact on staff	Neutral
Rationale	<p>Public (Positive): All residents in HCC Care and Support services for older adults are aged 65 or over. If an outcome of the stage 2 consultation determined that proposals were to transfer services to an alternative provider, then residents would be fully supported with their needs and preferences taken into account.</p> <p>There is the potential for an alternative provider to further develop the services, increasing access arrangements and meeting a wider range of needs within the local populations. This has the potential to be a positive impact on individuals who may be able to access an increased level of support, and has the potential to be positive for those already attending the service, as a wider degree of need an increased use creates additional opportunities to reduce social isolation, and gives them access to a more active environment.</p> <p>There would be a robust communications and engagement plan for all residents/ individuals who attend the service and their families to ensure that all affected would have an opportunity to engage with the process, and have their views taken into account when an alternative provider is being sourced.</p> <p>Staff (Neutral): HR data recorded on SAP confirms that 39% of staff who work for Hampshire County Council are aged between 25 and 44, 51% between 45 and 64 and 5% are aged 65 or over. Within the two services the age profile of the workforce is typically older with 50% of staff aged between 55 and 64. The proposals should not negatively impact this profile primarily because any changes to staffing will be driven by business needs and would not be based on the age profile of the staff.</p>

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Disability

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>Public (Neutral): 96% of the current HCC Care & Support Services residents have a disability. Most residents have multiple chronic conditions, including mobility issues, dementia, and sensory loss. It is recognised that any proposals leading to change could negatively impact these individuals, especially for individuals with dementia, who may require additional support from staff during any transition phase. There is the potential for an alternative provider to further develop the services, increasing access arrangements and meeting a wider range of needs within the local populations. This has the potential to be a positive impact on individuals who may be able to access an increased level of support and has the potential to be positive for those already attending the service, as a wider degree of need an increased use creates additional opportunities to reduce social isolation and gives them access to a more active environment.</p> <p>Staff (Neutral): HR data recorded on SAP at point of writing confirms that 9.7% of the Hampshire County Council workforce are recorded as having (or previously had) a disability. The profile in HCC Care Services – Older Persons indicates that the numbers of staff who are recorded as having (or had) a disability is 3%, and 2.5%. The proposals should not negatively impact this profile primarily because any changes to staffing will be driven by business needs and would not be based on the age profile of the staff.</p>
Mitigation	

Gender Reassignment

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>Public (Neutral): Census 2021 data suggests that less than 0.25% of UK residents over 65 years identify as transgender. HCC Care data currently indicates that there are no residents within the service who have had gender reassignment. We know that the ageing transgender population may have specific and complex social and physical needs relating to their gender reassignment. Due to the current low numbers this is regarded to be a neutral impact. Gender identity: age and sex, England and Wales - Office for National Statistics</p> <p>Staff (Neutral): There is no staff data available regarding gender reassignment</p>

Mitigation	
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Pregnancy and Maternity

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>Public (Neutral): The Office for National Statistics (ONS) records maternal age up to 45 years with the average age of mother giving birth in England and Wales at 30.9 years in 2021. While the overall trend is that of delaying parenthood, due to biological factors it is reasonable to assume that proposals will have none to very limited impact on pregnancy and maternity either positively or negatively. Based on the above, it is unlikely that anyone entering an HCC Care Home or using HCC Care Day Services would have parental responsibility for children under 18 years therefore the proposals have a neutral impact.</p> <p>Birth characteristics in England and Wales - Office for National Statistics</p> <p>Staff (Neutral): Although there is no data available, the current legislative framework ensures that staff who are pregnant and/or are on maternity leave have additional protection from an employment law perspective. Therefore, there is no expectation that the programme will negatively impact this staff group, as legislation applies equally to both the County Council and any alternative providers in this case.</p>
Mitigation	

Race

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>Public (Neutral): The Hampshire population is less diverse than England as a whole, with 92.6% describing themselves as belonging to White ethnic groups compared to the national average of 81%. The diversity of the area's population is increasing; 7.4% of the population described themselves as of an ethnic background other than White in 2021, up from 5% in the previous census conducted in 2011. Data also suggests that the demographic of the population who are from an ethnic minority group is younger. While the numbers of BME residents in HCC Care homes remains low (3%), and in HCC Care Day Services – Older Persons (circa 1%), it is anticipated that numbers may increase in line with the population ageing. The personalisation of care, staff training on equality and diversity and effective equality and inclusion policies may be more likely to have an impact on BME residents than the proposals, therefore this impact is neutral.</p>

	<p>JSNA Demography Health and social care Hampshire County Council</p> <p>Staff (Neutral): HR data recorded on SAP confirms that 11.4% of staff who work for Hampshire County Council (HCC) identify as being from the BME community, 85% white and 3% prefer not to say. The workforce profile in HCC Care Day Services – Older Persons, 6.5% identified themselves as BAME. There is no expectation that the proposals would negatively impact this profile. The workforce profile will be monitored to ensure there are no unintended consequences of any staffing decisions.</p>
Mitigation	

Religion or Belief

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>Public (Neutral): Census 2021 data reported almost two thirds of Hampshire residents (51.5%) stated they have a religion, 42.8% no religion and 5.7% did not say. Christianity was the dominant religion with 47.8% of Hampshire residents reporting to be Christian. 1.1% reported Hindu as their religion, 0.9% Muslim and 0.8% Buddhist. Within HCC Care, 52% of residents have not described their religion or belief, 32% of residents describe themselves as non-religious, 14% Christian and 2% Roman Catholic. Within HCC Care Day opportunities, 98% of residents have not described their religion or belief, whereas the other 2% describe themselves as Christian, Baptist or Catholic. Practising religion can become more difficult for a person with dementia; it is appreciated that while there is a need for an individual’s cultural and religious identity to be preserved as their dementia progresses as part of person-centred care, this can be complicated and challenging. It is not foreseen that the proposal will have any measurable impact on individuals and the impact is therefore considered neutral.</p> <p>JSNA Demography Health and social care Hampshire County Council</p> <p>Staff (Neutral): HR data recorded on SAP confirms that within Hampshire County Council 27% of staff are Christian, 1% Buddhist, 1% Hindu, 1% Muslim, 2% prefer not to say and 67% have no religion or belief recorded. Within HCC Care Services - Older Persons 33% of the workforce are Christian and 59% have no religion or belief recorded, while in HCC Care Day Services – Older Persons 31% of the workforce are Christian and 69% have no religion or belief recorded. Therefore, the profile in HCC Care Older Persons is broadly similar to the organisation’s profile. It is not foreseen that the proposal will have any measurable impact on individuals and the impact is therefore considered neutral.</p>
Mitigation	

Sex

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>Public (Neutral): Within the general Hampshire population there are slightly more females (51%) than males and this difference becomes more pronounced as the population ages. For Day Care services 60% attendees are female and 40% are male. It is not foreseen that the proposal will have any measurable impacts on individuals on the grounds of sex and the impact is therefore considered neutral.</p> <p>JSNA Demography Health and social care Hampshire County Council</p> <p>Staff (Neutral): HR data recorded on SAP confirms that 76% of the Hampshire County Council workforce are recorded as female and 24% as male. The workforce profile in HCC Care Services – Older Persons is broadly similar with 79% female and 21% male, and in HCC Care Day Services -Older Persons 87.5% female and 12.5% male. It is not foreseen that proposals would have any measurable impact on individuals on the grounds of sex and the impact is therefore considered neutral.</p>
Mitigation	

Sexual Orientation

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>Public (Neutral): In the 2021 Census, 91.3% of Hampshire residents identified as ‘Straight or Heterosexual’, 1.2% identified as ‘Gay or Lesbian’ and 1.1% identified as ‘Bisexual’. HCC Care does not hold data on the sexual orientation of residents or individuals with attend the service. Evidence shows that accessing care can be particularly challenging for LGBT+ individuals due to fears of homophobia or of not having their specific needs met. Services are required to offer environments which facilitate individual rights and choices in sexuality expression, therefore the impact is determined to be neutral.</p> <p>JSNA Demography Health and social care Hampshire County Council</p> <p>Staff (Neutral): There is currently no data regarding HCC Care & Support Services staff who may have the protected characteristic of sexual orientation. It is not foreseen that the proposal will have any measurable impact on individuals on the grounds of sexual orientation and the impact is therefore considered neutral.</p>
Mitigation	

Marriage and Civil Partnership

Impact on public	Neutral
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Impact on staff	Neutral
Rationale	<p>Public (Neutral): It is recognised that should changes be taken forward then there would be a neutral impact upon those who are married or in a civil partnership who use day services.</p> <p>Staff (Neutral): It is not foreseen that the proposal will have any measurable impacts on staff on the basis of their marital/civil partnership status and the impact is therefore considered neutral.</p>
Mitigation	

Poverty

Impact on public	Negative - Low
Impact on staff	Neutral
Rationale	<p>Public (Negative - Low): Hampshire is among the least deprived authorities in England according to the Index of Multiple Deprivation (IMD) 2019, although there are pockets within Hampshire that fall within the most deprived areas in the country. At a district level, the most deprived areas are in Havant, Rushmoor, Gosport and Eastleigh, with pockets also in the New Forest.</p> <p>JSNA Demography Health and social care Hampshire County Council</p> <p>Staff (Neutral): HCC Care & Support Services does not hold staff data on these details. It is therefore possible that that the proposals would have a measurable impacts on staff on grounds of poverty in the event of transfer to an alternative provider. This is mitigated through the protections offered under Transfer Under Protected Employment (TUPE) legislation.</p>
Mitigation	<p>These services no not generally support individuals from within these areas. Individuals eligible for funding support to enable their needs to be met within a care setting have their fees paid in part or full by the County Council, unless needs are primarily healthbased, in which case the NHS arrange and pay for care under Continuing Health Care. It is likely that, as a result of a decision to transfer services to an alternative provider is identified, or as a result of a decision for the County Council to increase its charges, some individuals may need to pay more for the service they receive. Increasing charges was suggested by respondents to the consultation, and by individuals who access the service and their families. However, it is possible that some individuals may be negatively impacted by the changes, therefore the County Council will continue to monitor impacts on individuals, and will consider further Care Act and financial assessments on individuals to ensure all people impacted are supported in line with legislation.</p>

Rurality

Impact on public	Neutral
Impact on staff	Neutral
Rationale	<p>Public (Neutral): As part of developing service proposals, consideration will be given to their location and the communities they serve. Consultation is also intended to aid understanding of the impact of proposals on access to services and how these might be best mitigated within the resources available.</p> <p>Staff (Neutral): HCC Care & Support Services does not hold staff data on these details. It is not foreseen that the proposals would have any measurable impacts on staff on the basis of rurality and the impact is therefore considered neutral.</p>
Mitigation	

Geographical Impact: Basingstoke and Deane, Winchester

Equality Statement

Additional information:

none

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: 00975

Date of production of EIA for publication: 18/09/2025