

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.

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Title:	Community Wellbeing Worker Contract 2026
Related EIAs:	None
EIA for Savings Programme:	No
Service affected	The proposed contract seeks to replace and renew the previous Community Wellbeing Worker contracts which came to a close January 2026. The new contract seeks to build on the level of service as the outgoing contract, providing bespoke one-on-one support in the community with referrals from a range of Hampshire County Council teams to provide the widest range of benefit of residents approaching Adults' Health and Care for support. The newly proposed contract will see provision expanded to all residents over the age of 18 and increase the range of support offered (including but not limited to supporting with healthy nutrition, smoking cessation and falls prevention). Focus will remain on building on the individual strengths of the participant and breaking down the barriers to connection with the local community and services and building networks of support.

Description of the service/policy/project/project phase	The Community Wellbeing Worker's project has been in place for the past 2 years, providing community- based support for older adults, carers and those experiencing social isolation and loneliness. The project accepts referrals from a range Hampshire County Council teams, ensuring the widest access for those who could benefit. Interventions are time limited and focus on empowering individuals, taking a strengths -based approach and providing the tools and connections necessary to enable the participant to maintain benefits once the intervention ends. The new contract proposes widening the service to all those over the age of 18 (with a specific focus remaining on those ages 65+ and residents of any age with learning disabilities or poor mental health) and expanding the range of health outcomes addressed. £2.5m is being allocated to provide the new service over a maximum of 2.5 years
New/changed service/policy/project	The new contract will increase the level of financial commitment to the Community Wellbeing Workers project, expanding it to cover all districts in Hampshire, (from 8 areas previously), ensuring the widest possible benefit and access for those who could benefit from this form of intervention. The Community Wellbeing Worker service has been in place over the past 2 years and over this time we have captured a range of lessons learned and best practice which will be passed on to the new providers and factored into the contract where possible, in order to ensure the best possible benefits and outcomes from the service. The new service will be funded with £2.5m and run for a maximum of 2.5years Reporting of progress and outcomes is central to the project, and the performance of the contract and providers will be monitored robustly on a quarterly basis with any learning implemented as quickly as practically possible in order to maximise the outcomes of the support provided

Engagement
Engagement has been conducted throughout the duration of the previous Community Wellbeing Worker contract, seeking the feedback of users and their own experiences. Engagement is also being carried out with referral source and existing service providers to inform the future procurement process to ensure the capture of best practice, learnings and ensuring the right support is in place for the staff undertaking interventions with participants. Monitoring is in place to ensure that the service reaches members of seldom heard groups, is equitable across the county and is able to reach the greatest number of beneficiaries possible, the contract specification makes specific reference to all seldom heard groups and the need to ensure equitable access to the service for all. With the extension of the scope of the service from 8 to 11 districts a full market engagement survey has been conducted which received responses from a range of potential applicants, demonstrating an appetite for the future service across all districts. The key learnings from these engagement exercises was around the range of potential referral sources and the need for HCC to be mindful of our internal processes to ensure a smooth referral process and appropriate people are referred based on needs and matching the specification.

Equalities considerations - Impact Assessment

Age

Impact on public	Positive
Impact on staff	Neutral
Rationale	Whilst the scope of the service is expanding, the primary target demographic for support remains older adults (defined as those 65+) who have an element of existing frailty and reduced social connectivity. One on one community based support is provided to enable older adults to adapt to age related changes and challenges and live independently in their own homes, connecting those who are experiencing social isolation and loneliness to a range of community facilities to strengthen their social and support networks. This contract enables support to be provided in the location which best suits the individual, from at home intervention to community locations which benefits those who may have age related considerations as to where they would like provision to take place. Within a 24 month period, the existing Community Wellbeing Worker service supported 725 older adults. The new contract proposes an increased geographical reach and an enhanced target reach of 1200 older adults, increasing the associated benefits for those within this characteristic. This service prioritises the building and strengthening of social networks and connections alongside connecting to community based services to breakdown barriers which can lead to or reinforce social isolation and loneliness. Feedback has been sought from those who were supported under the previous service contract and these have been collated and will be shared with future providers to ensure the maximum outcomes and benefits for older adults accessing this provision. Based on JSNA data one of the key reasons for people requiring a greater level of care intervention is a fall at home. Across Hampshire the number of people experiencing a fall in the previous 12 months is estimated to be 89,000; 27.2% of the population aged over 65 years and this group will be the main focus of this undertaking, with a key focus on reducing the risk of falls. As outlined in the specification, applicants will be required to demonstrate how they can train, manage and support their staff to display cultural competency across all protected characteristics, including age.
Mitigation	

Disability

Impact on public	Positive
Impact on staff	Neutral
Rationale	The service will provide support to Hampshire residents with a range of disabilities, from accessing local networks of support, checking benefits entitlements through to providing practical support for being more independent at home. The service is fully accessible and can be delivered in the participants home, local facilities or via telephone so

	is able to be used by people with a range of mobility limitations in a way which best suits them. The service proposed will build on the previous Community Wellbeing Worker Contract to extend the target participants to also include those with learning disabilities and as outlined in the specification, applicants will be required to demonstrate how they can train, manage and support their staff to be able to address the needs of and provide targeted support to those within this group who are referred.
Mitigation	

Gender Reassignment

Impact on public	Neutral
Impact on staff	Neutral
Rationale	This service does not cater specifically for those who have undergone gender reassignment, however the service is open to all and referrals are made against a set criteria and anyone who is in need of the service and meets the criteria will be able to access it irrespective of gender reassignment.
Mitigation	

Pregnancy and Maternity

Impact on public	Neutral
Impact on staff	Neutral
Rationale	This service does not cater specifically for those who are pregnant or have recently given birth, particularly as the service is designed for those over 65 years, however the service is open to all and referrals are made against a set criteria and anyone who is in need of the service and meets the criteria will be able to access it irrespective of whether they are pregnant or recently given birth.
Mitigation	

Race

Impact on public	Neutral
Impact on staff	Neutral
Rationale	This service does not cater specifically to people of any particular race, the service is open to all and referrals are made against a set criteria and anyone who is in need of the service and meets the criteria will be able to access it irrespective of their race. As part of

	the referring process, client ethnicity is captured, and has been built into the future contract monitoring. Close management of the contract, once awarded will be used to ensure that providers and referrers are supporting access to the service from a diverse racial background and that there are no barriers to participation for any particular race. The new contract sees an expansion of the service countywide and will cover more ethnically diverse areas (for example Rushmoor Borough) and monitoring will be undertaken to ensure that participants match the demography of Hampshire and highlighting any gaps which can be addressed. As outlined in the specification, applicants will be required to demonstrate how they can train, manage and support their staff to display cultural competency across all protected characteristics, including race.
Mitigation	

Religion or Belief

Impact on public	Neutral
Impact on staff	Neutral
Rationale	This service does not cater specifically for any particular religion, however the service is open to all and referrals are made against a set criteria and anyone who is in need of the service and meets the criteria will be able to access it irrespective of any religion or belief system.
Mitigation	

Sex

Impact on public	Neutral
Impact on staff	Neutral
Rationale	This service does not cater specifically for any particular sex, however the service is open to all and referrals are made against a set criteria and anyone who is in need of the service and meets the criteria will be able to access it irrespective of sex. The existing service has supported approximately 300 males, and 425 females over the 24 month delivery period. We expect the new contract to continue with this ratio male:female which broadly reflects the gender breakdown of the ages served. With the target audience of the service expanding beyond just those ages 65+ we will be closely monitoring the gender profile of the new groups participating to ensure this is reflective of the county wide demographic to identify any areas of under representation which can be quickly addressed through quarterly monitoring.
Mitigation	

Sexual Orientation

Impact on public	Neutral
Impact on staff	Neutral
Rationale	This service does not cater specifically for any particular marriage or civil partnership status, however the service is open to all and referrals are made against a set criteria and anyone who is in need of the service and meets the criteria will be able to access it irrespective of marriage or civil partnership status. As outlined in the specification, applicants will be required to demonstrate how they can train, manage and support their staff to display cultural competency across all protected characteristics, including sexual orientation.
Mitigation	

Marriage and Civil Partnership

Impact on public	Neutral
Impact on staff	Neutral
Rationale	This service does not cater specifically for any particular marriage or civil partnership status, however the service is open to all and referrals are made against a set criteria and anyone who is in need of the service and meets the criteria will be able to access it irrespective of marriage or civil partnership status.
Mitigation	

Poverty

Impact on public	Positive
Impact on staff	Neutral
Rationale	The service aims to have a positive outcome for those impacted by and experiencing poverty. The community wellbeing workers will be able to provide practical support to those struggling with finances, linking them in to local sources of support around financial management and budgeting, including debt minimisation. The service will be able to support with form filling and accessing benefits to ensure people are in receipt of all funds they are entitled to in order to alleviate any financial hardship. The service is fully flexible in terms of the location of provision and so poverty will never be a barrier to accessing the community wellbeing support. Whilst the existing contract does not capture individual financial support gained, this has been built into the contract monitoring for the future contract
Mitigation	

Rurality

Impact on public	Positive
Impact on staff	Neutral
Rationale	This service does not specifically cater for residents in rural locations but the county wide nature of the provision means that nobody will be excluded based on rurality. The service is delivered in a fully flexible way which will be of benefit to residents in rural locations who may not have previously been able to access services which are traditionally in larger urban settlements. Expanding the geography of the future contract to ensure countywide coverage is provided will ensure those older people living in rural and urban areas will be able to access the proposed service.
Mitigation	

Geographical Impact:All Hampshire

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: 01077

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