

Equality Impact Assessment (EIA) Form

1. Service Area/Directorate

Name of Head of Service for activity being assessed: Hayley Doyle (Service Director All Age Commissioning)

Directorate: Community Wellbeing

Name of lead person for this activity: Sharon Amery (Commissioning Manager)

Individual(s) completing this assessment: Sharon Amery

Date assessment completed: 19 August 2024

2. What is being assessed

Activity being assessed (eg. policy, procedure, budget, service redesign, strategy etc.)

Integrated Community Equipment Service (ICES)

What is the aim, purpose, or intended outcome of this activity?

We are currently re-commissioning the county's Integrated Community Equipment Service (ICES), with a new contract commencing on 1 April 2025.

ICES is a statutory service which provides free equipment to people with assessed eligible health or social care needs, to help them remain safe and independent in their own homes and communities for longer. The equipment ranges from commodes, toilet frames and shower chairs to hoists, slings, mattresses and beds.

The service is designed to provide appropriate equipment to individuals of all ages, to help:

- Prevent and reduce unnecessary admission to / delayed discharge from hospital
- Prevent and reduce the need for more formal health and social care services, including admission to care homes
- Improve and enhance access to education facilities for disabled children

Who will be affected by the development and implementation of this activity?

- | | |
|---|---|
| <input checked="" type="checkbox"/> Service users | <input type="checkbox"/> Visitors to the county |
| <input type="checkbox"/> Communities | <input checked="" type="checkbox"/> Carers |
| <input checked="" type="checkbox"/> Children | <input checked="" type="checkbox"/> Patients |
| <input type="checkbox"/> All staff | <input type="checkbox"/> All part-time staff |
| <input type="checkbox"/> Staff at a particular location | <input type="checkbox"/> Other: |

Is this:

- Review of an existing activity/policy
- New activity/policy
- Planning to withdraw or reduce a service, activity or presence?

3. Background information and findings

What information and evidence have you reviewed to help inform this assessment? (name your sources, eg. demographic information, usage data, Census data, feedback, complaints, audits, research)

We have utilised evidence and data from a number of sources, including:

- Service data from our current provider, NRS Healthcare, including client numbers, ages, spend, equipment usage, client feedback
- [2023 Director of Public Health Annual Report: Ageing Well in Herefordshire](#)
- Verbal and written feedback from health and social care practitioners (prescribers) and service / area managers using the service
- Research / benchmarking with other local and regional councils

Summary of engagement or consultation undertaken (eg. who you've engaged with, and how, or why do you believe this is not required)

We have engaged with different groups who use this service, including:

- Service users via an online survey (completed with support from practitioners) and telephone survey calls using a random sample selection of individuals who have used the service within the last 12 months
- Health and social care practitioners (prescribers), who use the service to arrange equipment for their clients, via MS Teams feedback sessions and an online survey
- Internal and external service / area managers, with expertise in health and social care, via multiple MS Teams engagement and scoping sessions
- Informal consultation and research with other local and regional councils, as a benchmarking exercise, including Birmingham City Council, Shropshire Council, Warwickshire Council and Worcestershire County Council

Summary of relevant findings (it is possible that you will have gaps in your evidence. You must decide whether you need to fill in the gaps now, and if it is feasible to do so. It might be that collecting robust information forms part of your action plan below)

The majority of prescriber and service / area manager feedback gave similar concerns around the service and areas for improvement during the re-commissioning, including:

- Better provider communication around ordering, delivery and collection issues
- Ordering / delivery process for urgent cases, such as end of life patients
- Provider expertise when installing / maintaining equipment
- Improved equipment training / demonstrations for prescribers

4. The Public Sector Equality Duty

Will this activity have a positive, neutral or negative impact on our duty to:

	Positive	Neutral	Negative
Eliminate unlawful discrimination, harassment, victimisation?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Advance equality of opportunity between different groups?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foster good relations between different groups?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain your rationale here, and include any ways in which you could strengthen the capacity of this activity to promote equality (remember to add anything relevant into your action planning below)

The service is available to anyone with an assessed eligible health or social care need, in order to maintain users' safety and independence. Therefore, it positively helps to advance equality of opportunity between different groups.

5. The impact of this activity

Consider the potential impact of this activity on each of the equality groups outlined below and explain your rationale. Please note it is possible for the potential impact to be both positive and negative within the same equality group. Remember to consider the impact on staff and service users (current and potential) and partner organisations.

Equality Group	Potential positive impact	Potential neutral impact	Potential negative impact	Rationale
Age (include safeguarding, consent and child welfare)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The service benefits thousands of people across the county, predominately those aged over 65. In 2023, ICES supported 6,303 people, of which 4,726 (75%) were aged 65 to 94.
Disability (consider attitudinal, physical, financial and social barriers, neuro-diversity, learning disability, physical and sensory impairment)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The service supports disabled individuals to help them remain independent in their own homes for longer.
Gender Reassignment (include gender identity, and consider privacy of data and harassment)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no negative impact on this group, as a result of the service being re-commissioned.
Marriage & Civil Partnerships	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no negative impact on this group, as a result of the service being re-commissioned.
Pregnancy & Maternity (consider working arrangements, part-time working, infant caring responsibilities)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no negative impact on this group, as a result of the service being re-commissioned.
Race (including Travelling Communities and people of other nationalities)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no negative impact on this group, as a result of the service being re-commissioned.
Religion & Belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no negative impact on this group, as a result of the service being re-commissioned.
Sex (consider issues of safety and sexual violence, part-time work)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no negative impact on this group, as a result of the service being re-commissioned.
Sexual Orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is no negative impact on this group, as a result of the service being re-commissioned.

Equality Group	Potential <u>positive</u> impact	Potential <u>neutral</u> impact	Potential <u>negative</u> impact	Rationale
Others: carers, care leavers, homeless, social/ economic deprivation (consider shift-patterns, caring responsibilities)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The service can help support carers by issuing appropriate equipment for the individual's they are caring for.
Health Inequalities (any preventable, unfair & unjust differences in health status between groups, populations or individuals that arise from unequal distribution of social, environmental & economic conditions)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	An improved re-commissioned service aims to address health inequality by providing appropriate equipment to disabled users or older people who require additional support to remain independent in their home.

Where a negative impact on any of the equality groups is realised after the implementation of the activity, the activity lead will seek to minimise the impact and carry out a full review of this EIA.

6. Action planning

What actions will you take as a result of this impact assessment? (you will need to include actions to mitigate any potential negative impacts)

Objective	What action will be taken	Who will lead	Timeframe
Ensure nobody is denied equipment in Herefordshire, if they've been assessed as having an eligible health or social care need	Immediate action will be taken with prescribers and the provider, if any issues of this nature are raised	Sharon Amery	As required
Ensure relevant information is recorded for individuals to assist with providing a quality service	This will include name, age, gender and health conditions, to ensure a personalised service is provided	Sharon Amery	As required

7. Monitoring and review

How will you monitor these actions?

Actions will be monitored as part of the provider's quarterly performance review.

When will you review this EIA?

The EIA will be reviewed on an annual basis, or sooner if an issue is identified.

8. Equality Statement

- All public bodies have a statutory duty under the Equality Act 2010 to give due regard to how they can improve society and promote equality in every aspect of their day-to-day business. This means that they must consider, and keep reviewing, how they are promoting equality in decision-making, policies, services, procurement, staff recruitment and management.
- Herefordshire Council will challenge discrimination, promote equality, respect human rights, and design and implement services, policies and measures that meet the diverse needs of our population, ensuring that none are placed at a disadvantage over others.

Signature of person completing EIA

Sharon Amery

Date signed

19 August 2024

9. Make this EIA available

- Attach your EIA as an appendix to any decision reports so that decision-makers have all the equality data they need in order to make robust and fair decisions.
- Staff, trade unions, service users or members of the public may want to see this EIA, so it must be published on our website along with the decision report.