

Equality Impact Assessment (EIA) Form

1. Service Area/Directorate

Name of Head of Service for activity being assessed: Jeanette Young

Directorate: Community Wellbeing

Name of lead person for this activity: Hannah Offord

Individual(s) completing this assessment: Hannah Kettles / Hannah Offord

Date assessment completed: 31.03.26 – updated 08.06.26

2. What is being assessed

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

Introduction of a new strategy and model of delivery

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

The strategy is designed to modernise and transform Herefordshire's current community activity offer for people with learning disabilities, autistic people, and older adults with care and support needs. Its core purpose is to move away from traditional, building-based, weekday-only services and towards a flexible, personalised, strengths-based, community-focused model.

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 checked="" type="checkbox"/> Communities | <input checked="" type="checkbox"/> Carers |
| <input type="checkbox"/> Children | <input type="checkbox"/> Patients |
| <input type="checkbox"/> All staff | <input type="checkbox"/> All part-time staff |
| <input type="checkbox"/> Staff at a particular location | <input checked="" type="checkbox"/> Other: Care Providers and Partner Organisations |

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)

- Usage data – Mosaic desk top review,
- Survey data – HC online targeted survey & HC in person targeted survey
- Feedback from providers, steering group & Learning Disability Partnership Board,
- Research into other Local Authorities and national data – Coventry Council, Northamptonshire Council, LGA, CQC, Skills for Care, ADASS & National Government & NHS.
- A full review has been completed of the Shaw Healthcare contract including the 3 operating day centres. Operational activity and outcomes were reviewed against spend and commissioning intentions. This work has concluded there is a requirement for the services to be modernised.

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

- Hear Our Voices event with people with learning disabilities
- Survey of individuals, parents and carers
- Steering Group with ASC, CSC, providers and VCSE partners
- Provider Forums to understand operational issues and validate findings
- Learning Disability Partnership Board consultation to review findings and gather expert-by-experience input
- Commissioners have been working with Shaw Healthcare for some time on an on-going basis, discussing several key areas for improvement including the day centres
- Making it Real Board, Carers Partnership Board.
- Public consultation during May 2026

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 evidence reviewed shows both positive impacts and potential risks or gaps for people with protected characteristics—particularly disabled people, older adults, and carers. The current model of community activities affects these groups differently, and the proposed strategic shift is intended to reduce inequalities, increase choice and independence, and address unmet needs.

Key positive impacts identified:

- Improved choice, control and personalisation for disabled people and older people
- Better alignment with unmet needs for autistic people and those with learning disabilities
- More inclusive and diverse activity options
- Strengthening community-based options reduces barriers related to age and disability

Providing a wider range of activities supports equality in access to opportunities a modernised, tiered model allows age appropriate and ability appropriate support.

Groups most likely to be positively affected by the new strategy:

- People with learning disabilities — more choice, more skill-building, more personalised support
- Autistic people — improved preventative support, less crisis escalation
- Older adults — more choice, more enablement skill building, more personalised support, with access to age-appropriate community options
- Young adults in transition — clearer pathways to independence and work
- Carers — more flexible support options and improved respite

Gaps in Evidence:

Limited insight from specific equality groups:

- Ethnic minority communities
- LGBTQ+ individuals

4. The Public Sector Equality Duty

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

Equality Duty	Positive	Neutral	Negative
Eliminate unlawful discrimination, harassment, victimisation?	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 activity is expected to have a positive impact across all three limbs of the Public Sector Equality Duty. It removes structural barriers in the existing model, promotes personalised and preventative community based provision, and increases opportunities for disabled people, autistic people, people living with mental health conditions, carers and older adults.

The implementation of the Community Activity Strategy aims to improve service provision for the people who are assessed as needing care and support under the Care Act 2024. Co-production with those people who currently access services and their families will help shape and inform how the strategy is delivered.

It enhances equality of opportunity by broadening activity choice, improving accessibility, and strengthening progression pathways. It also fosters good relations by expanding inclusive, community based activities.

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. It may be useful to include data within these sections if you know the diversity make-up of the people likely to be affected.

Equality Group	Potential positive impact	Potential neutral impact	Potential negative impact	Rationale
Age (include safeguarding, consent and child welfare)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The review shows people accessing community activities range from their early 20s to late 90s, demonstrating a wide age span with differing needs. However, the findings do not identify age specific inequalities or differences in impact between younger adults (e.g., transition age) and older adults. The strategy will support older adults to have improved service experience and outcomes. The proposed tiered model aims to benefit all age groups equally but does not yet include tailored age specific actions or evidence on differential needs.
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 evidence highlights substantial inequalities currently experienced by these groups: <ul style="list-style-type: none"> - High unmet need, avoidable health inequalities, and increased likelihood of crisis were documented. - Current provision is traditional and limited in choice, creating indirect discrimination through inflexible systems. - Individuals reported barriers such as cost, transport, lack of evening/weekend provision, and a lack of meaningful progression. - The strategy directly addresses these issues through modernisation, personalisation, early help, enablement, and community based provision.

Equality Group	Potential positive impact	Potential neutral impact	Potential negative impact	Rationale
				- The strategy will support older disabled adults to have improved service experience and outcomes.
Gender Reassignment (include gender identity, and consider privacy of data and harassment)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The review and engagement did not identify specific impacts on trans or gender diverse people. There is no evidence of barriers, but also no explicit positive impact reported for this group. The strategy will benefit people regardless of their gender reassignment. However, where people's gender has been reassigned, we will expect service providers to deliver appropriate care and support and be able to cater for individual need.
Marriage & Civil Partnerships	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This characteristic does not relate directly to how community activities are accessed, commissioned or structured. No consultation evidence highlighted issues linked to marital status.
Pregnancy & Maternity (consider working arrangements, part-time working, infant caring responsibilities)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The evidence review does not identify any impacts relating to pregnancy or maternity. Community activities are not shaped around maternity specific factors, and no issues surfaced through engagement. For older people affected by this strategy, it is unlikely due to their age profile that there will be direct impact on this characteristic.
Race (including Travelling Communities and people of other nationalities)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The strategy will follow expectations under the Equality Act and ensure people's race is accounted for when services are delivered to them e.g. meal choices and communication. The assessment does not include data broken down by ethnicity or Travelling Communities. Community activities are not shaped around race factors. Consideration will be given and the EIA updated should any outcomes reflect any concerns through further engagement and consultation.
Religion & Belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Whilst no religious or cultural impacts are noted in the review, the proposed activity model does not knowingly impact the practice of faith, access to religious spaces, or culturally specific needs. We will revise expectations of how people are supported to acquire or maintain religion and beliefs.
Sex (consider issues of safety, sexual violence, part-time work, and single-sex provision – especially in light of the legal definition of "sex")	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The findings from the review does not highlight any sex specific issues (e.g., safety, single sex provision, or gendered inequalities). There is no evidence that men or women experience different outcomes in relation to community activity provision.
Sexual Orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There were no findings relating to LGBTQ+ specific experiences or barriers within community activities. Engagement did not capture any distinct needs for this group. If further consultation raises any issues, this will be updated in this document. We expect people's individual care and support outcomes are achievable and provided in a way that does not discriminate on these grounds.
Others: carers, care leavers, homeless, social/economic deprivation (consider	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Carers and people experiencing socioeconomic deprivation face practical barriers such as cost, transport, limited flexible hours and lack of affordable options. The strategy actively addresses these issues by:

Equality Group	Potential positive impact	Potential neutral impact	Potential negative impact	Rationale
shift-patterns, caring responsibilities)				<ul style="list-style-type: none"> - Increasing flexible, local community rooted, affordable provision - Supporting early intervention and stability (reducing crises for carers) - Improving choice and variation in services - Proposing new funding models that increase affordability, choice and control (e.g., ISFs)
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"/>	<p>The review emphasises that individuals with care and support needs experience:</p> <ul style="list-style-type: none"> - Very significant health inequalities - Higher likelihood of multiple long-term conditions - Increased risk of crisis and premature mortality when support is reactive <p>The proposed strategy strengthens:</p> <ul style="list-style-type: none"> - Early help and prevention - Stability, routine and emotional regulation - Community resilience - Reduced reliance on crisis-driven pathways - Reduce loneliness and isolation - Support and sustain lasting connections

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)

Potential negative impact	What action will be taken	Who will lead	Timeframe
Further co-production may present accessibility challenges for some people, including disabled people, autistic people, carers, and people who need information in alternative formats.	We will offer participation opportunities through a range of methods, including online and face-to-face engagement, easy read materials, alternative formats, and advocacy support where required, to reduce barriers to participation and ensure engagement is inclusive.	Commissioning Team with support from Engagement and Provider Partners	Ongoing throughout implementation and at each stage of consultation or co-production
Changes to existing services may cause uncertainty, distress, or disruption for people currently using provision and for their carers if transition arrangements are not carefully managed.	Individual reassessment will be carried out where appropriate, with accessible communication and advocacy support made available if required. Any transition will be phased, and no one will move from existing arrangements until suitable alternative support is identified and in place.	Operational Leads, Social Care Teams and Commissioning Team	Prior to and during any service changes, with review at each transition point

Potential negative impact	What action will be taken	Who will lead	Timeframe
Changes to service models may create transport and access barriers, particularly for rural communities, disabled people, older adults, and carers where suitable travel arrangements are not available.	Transport impacts will be considered as part of implementation planning and individual reviews. Where barriers are identified, these will inform commissioning, care planning and transition arrangements so that access to suitable support is maintained as far as possible.	Commissioning Team with Operational and Social Care Leads	During implementation planning and before any changes affecting travel or access are introduced

7. Monitoring and review

How will you monitor these actions?

Monitoring of the implementation of the strategy will be done through the community wellbeing transformation board.


When will you review this EIA?

Will be reviewed as the need arises, and in line with the strategy implementation.

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



Date signed

08.06.2026