Herefordshire Council

Equality Impact Assessment (EIA) Form

1. Service Area/Directorate

Name of Head of Service for activity being assessed: Amanda Moorcroft and Iain Richmond
Directorate: Community Wellbeing
Name of lead person for this activity: Zakia Loughead
Individual(s) completing this assessment: Zakia Loughead
Date assessment completed: 03/02/2026

2. What is being assessed

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

Review of Adult Social Care care packages, with a particular focus on **high-cost packages** and the exploration of alternative ways to meet eligible needs. This includes considering **strengths-based approaches**, **reablement**, **Technology Enabled Care (TEC)** solutions and **community-based support.**

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

- Improve outcomes for residents through maximising independence and ensuring provision is proportionate, strengths-based and tailored.
- Ensure fair and equitable allocation of public resources.
- Reduce over-reliance on long-term, high-cost packages where alternative solutions may better promote independence and wellbeing.
- Promote the effective us of reablement, assistive technology and community assets.
- Support consistency and transparency in decision – making.
- Ensure statutory Care Act duties are met.

Who will be affected by the development and implementation of this activity?
- ☒ Service users
- ☒ Communities
- ☐ Children
- ☒ All staff
- ☐ Staff at a particular location commissioned services
- ☐ Visitors to the county
- ☒ Carers
- ☐ Patients
- ☐ All part-time staff
- ☒ Other: Partner organisations and providers of

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)

- Data on high-cost care packages and expenditure patterns
- Brokerage information and provider market analysis
- Reablement service outcomes and performance
- TEC utilisation data and cost-benefit analysis
- Demand and complexity trends
- Strengths -based practice audits
- Feedback from service users and carers about current support
- Safeguarding enquiries involving high-need individuals

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

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)

- Some high-cost packages may not reflect a strengths-based or independence-focused approach.
- Reablement is under-utilised in certain pathways; opportunities exist to shift from long-term care to short-term care to short-term enablement.
- TEC solutions (falls sensors, remote monitoring, medication prompts, etc) are inconsistently implemented.
- Community and voluntary services offer untapped potential to reduce social isolation and dependence on formal care.
- Some groups experience barriers to accessing alternative support (e.g., digital exclusion, language barriers, cultural perceptions of care).
- A personalised approach is required to ensure cost reviews do not disproportionately impact vulnerable 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?	☒	☐	☐
Advance equality of opportunity between different groups?	☒	☐	☐
Foster good relations between different groups?	☒	☐	☐

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)

Eliminate discrimination
Reviews will ensure equitable application of eligibility, reducing variability between teams. TEC and reablement can provide more personalised, dignified support compared to institutional or intensive care models.
Advance equality of opportunity
People with disabilities, long-term conditions and older adults may benefit from solution that better promote independence. Tailored TEC and community support can address inequalities in access to timely care. Reablement offers an early opportunity to regain skills and avoid long-term dependence.
Foster good relations:
Working with community groups builds trust, particularly among minority ethnic communities and digitally excluded households. Increased visibility of community assets supports social inclusion.

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 <u>positive</u> impact	Potential <u>neutral</u> impact	Potential <u>negative</u> impact	Rationale
Age (include safeguarding, consent and child welfare)	☒	☐	☒	Older adults often benefit greatly from reablement and TEC, improving safety and independence. It ensures older adults and younger adults receive regular, consistent reviews to maintain safety and appropriateness. However, sudden reductions in packages could increase risk if not managed carefully. Older adults may experience anxiety about changes to long-standing packages. Younger adults transitioning from children's services may feel destabilised. Risk of unintentional bias (e.g., assumptions about capability based on age).
Disability (consider attitudinal, physical, financial and social barriers, neuro-diversity, learning disability, physical and sensory impairment)	☒	☐	☒	TEC and reablement can support autonomy for individuals with physical, sensory or cognitive impairments. Reviews ensure packages reflect actual functional needs and identifies gaps in provision and unmet needs. They promote reasonable adjustments and equitable access. However, individuals with learning disabilities or neurodiversity may need more support in adopting new technology. People with cognitive or communication impairments may struggle to participate fully. There is a risk that changes to packages reduce stability for those with complex disabilities.
Gender Reassignment (include gender identity, and consider privacy of data and harassment)	☒	☐	☒	Reviews can identify inappropriate or insensitive care arrangements. There is the potential to improve dignity where gender identity has changes since the last review. However, there are risks of misgendering or insensitive questioning and potential challenges around carer gender preferences.
Marriage & Civil Partnerships	☐	☒	☐	
Pregnancy & Maternity (consider working arrangements, part-time working, infant caring responsibilities)	☐	☒	☐	
Race (including Travelling Communities and people of other nationalities)	☒	☐	☒	**Reviews provide the o**pportunity to address cultural or language-related unmet needs and ensure culturally appropriate support remains in place. Language or cultural differences may limit uptake or alternative support and potentially may lead to misunderstandings during reviews. Cultural assumptions could influence decisions. Some groups may distrust statutory services, affecting engagement.
Religion & Belief	☐	☒	☐	
Sex (consider issues of safety, sexual violence, part-time	☒	☐	☒	Women, who are more likely to be carers, may benefit from reduced caring burdens through TEC

Equality Group	Potential <u>positive</u> impact	Potential <u>neutral</u> impact	Potential <u>negative</u> impact	Rationale
work, and single-sex provision – especially in light of the legal definition of "sex")				and community support. Consistent reviews reduce risk of gender-based variation in care planning and support safeguarding by identifying risks earlier. Women are more likely to be older and living alone and there is the potential risk of isolation if reviews reduce support.
Sexual Orientation	☐	☒	☐	
Others: carers, care leavers, homeless, social/ economic deprivation (consider shift-patterns, caring responsibilities)	☐	☒	☐	
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)	☒	☐	☐	Reablement and TEC can prevent deterioration and hospital admission. They provide earlier intervention in deprived or rural areas where care capacity is limited.

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
Risk of inappropriate reduction in care packages	Every review must be Care Act compliant with senior sign off for high-risk cases Any reduction in a care package will have clinical and social work oversight and there will be a phased transition. Reablement and TEC solutions will be offered before any reduction. Provide clear communication in accessible formats, involving advocates or family where appropriate. Monitor for disparities in outcomes across age groups, sex, disability and race. Train reviewers on gender identity.	Heads of Adult Social Care Operations	Ongoing
Digital exclusion limiting TEC uptake	Provide analogue or easy-use devices; digital inclusion support	TEC Manager	Pre-Implementation
Anxiety among service users and carers	Clear communication, advocacy involvement, co-production sessions	Service Director – Adult Social Care and Housing	During rollout
Cultural/language barriers	Provide translated materials and community engagement if deemed necessary	Commissioning and Equality Lead	Within 3 months

Potential negative impact	What action will be taken	Who will lead	Timeframe
Staff confidence in reablement and TEC pathways	Training programme on strengths-based practice and TEC assessment	Workforce Development and TEC Manager	Within 6 months

7. Monitoring and review

How will you monitor these actions?

- Cost and outcome evaluation of care package changes.
- Tracking TEC uptake and impact.
- Reablement success rates (independence outcomes)
- Equality data audit to identify and disproportionate impact
- Review every 6 months, or earlier if concerns are identified

When will you review this EIA?

The EIA will be reviewed every six months.

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

04/02/206

9. Make this EIA available (and delete this section)

- 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.
- Upload your EIA to the shared Teams site: Equality Impact Assessment | General | Microsoft Teams
- 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.