

Equality Impact Assessment

Why do I need to consider equality issues?

Under the Equality Act 2010, as a public authority, we have a duty to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct
- advance equality of opportunity between people who share a protected characteristic and people who do not share it
- foster good relations between people who share a protected characteristic and people who do not share it

“As a public body, it is important that everyone who needs to can access our services.”

The term ‘protected characteristic’ covers age, disability, gender reassignment, pregnancy and maternity, race (including ethnic or national origins, colour or nationality), religion or belief, sex, and sexual orientation. If we fail to consider how a proposal could affect different groups in different ways, it is unlikely to have the intended effect. This can contribute to greater inequality and poor outcomes.

The Equality Duty applies to all the decisions made in the course of exercising the Council’s public functions. It applies to service provision and also internal operations and is a legal obligation.

In addition to this, the Council has specific Equality Objectives for 2020 to 2024 relating to:

- Using data and local intelligence better
- Supporting good community relations
- Accessible information and services
- Working for the Council

When formulating, reviewing, planning or providing services or policies, the Council needs to demonstrate that it has assessed the impact of any changes on people who are protected under the Equality Act, and that it has taken steps to remove or minimise any harm that it has identified.

More information about our objectives, and the Equality Act, can be found at www.reigate-banstead.gov.uk/equality.

When should I do an Equality Impact Assessment?

“Do not leave the Equality Impact Assessment to the last minute!”

If you are considering changes to a service, a new or updated strategy or policy, or starting a new project, and people will be impacted by those changes in any way, you need to think about equality issues as part of the process.

The first stage should be to complete a Stage 1 Relevance Screening. This will allow you to assess the relevance of your proposal to equality and determine whether a full Stage 2 Equality Impact Assessment is required.

Your service area is responsible for carrying out Equality Impact Assessments and monitoring the ongoing impact of proposals. Please contact [Cath Rose, Head of Corporate Policy](#), if you have any questions about the Equality Impact Assessment process, and suggestions about how it could be improved, or would like any assistance in completing the template

Stage 2: Impact Assessment

You should complete this form if your Stage 1 Relevance Assessment has indicated that an Impact Assessment is needed.

Data and evidence

In undertaking this assessment, you will need to consider relevant data and evidence, depending on the people the proposal will affect, for example:

- Relevant information about service users held by your service
- Relevant information about staff (e.g., the workforce equality information published on the [website](#), staff surveys etc)
- Relevant information about borough residents (e.g. the borough equality information published on the [website](#), service user surveys etc)
- Relevant information published by third party organisations (e.g. data, research studies etc). This could include (but is not limited to) the [Census](#), [Office for National Statistics](#) or [Joint Strategic Needs Assessment](#)
- Feedback or information from organisations representing target equality groups

1. Introduction

1.1 Service:	Neighbourhood Services
1.2 Name of proposal, policy, strategy or project:	Retender of Home Improvement Agency and Handy Person Services
1.3 This is:	A change to an existing activity (including ceasing that activity) <i>If other, please specify:</i> The services have been outsourced for many years, but the need to retender means that there may be a change of service provider.
1.4 Completing officer's name:	Katie Jackson
1.5 Date completed:	01/02/2023
1.6 Signed off by:	Head of Service name: Morag Williams Date: 01/02/2023

**** Note that the term 'proposal' is used here to include any new services proposed for introduction, changes to an existing service, withdrawal of an existing service, any new policy or strategy or change to an existing policy or strategy, and any project ****

2 Outcomes of Stage 1 Relevance Assessment

2.1 Have you completed a Stage 1 Relevance Assessment for this proposal? If 'No' please complete one before proceeding further with the Stage 2 assessment.
Yes
If yes, what date was the Stage 1 assessment completed? 01/02/2023

2.2 Please indicate which protected characteristics the relevance assessment identified as relevant to the proposal being assessed	
Age <input checked="" type="checkbox"/>	Race or ethnicity <input type="checkbox"/>
Disability <input checked="" type="checkbox"/>	Religion or belief (or lack of) <input type="checkbox"/>

Gender reassignment <input type="checkbox"/>	Sex <input type="checkbox"/>
Marriage or civil partnership <input type="checkbox"/>	Sexual orientation <input type="checkbox"/>
Pregnancy and maternity <input type="checkbox"/>	Other vulnerability (inc deprivation) <input checked="" type="checkbox"/>

2.3 Please indicate which aims of the Equality Duty the relevance assessment identified as relevant to the proposal being assessed

Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act (*disadvantages suffered by people due to their protected characteristic*)

Advance equality of opportunity between those who share a protected characteristic and those who do not (*where the needs of people from protected groups are different from the needs of other people*)

Foster good relations between people who share a protected characteristic and those who do not (*encouraging protected groups to participate in public life or in other activities where their participation is disproportionately low*)

3. About the proposal

3.1 What is the main purpose of the proposal?

Please explain in one or two short paragraphs

The proposal is to retender the Home Improvement Agency and Handy Person Service contract. The outcome of the procurement process may be a new service provider or it may be that the current provider retains the contract and continues delivery. While the services being delivered will remain substantially the same under the new contract, the retender does present the opportunity to modify and update the service specifications and performance indicators, so certain aspects may be amended, which may positively affect service delivery and service users.

3.2 Why is it being introduced / reviewed / changed now?

This could be, for example, because of new government legislation or guidance, because of changing service user needs, or for financial reasons.

The Home Improvement Agency and Handy Person Service contract has been outsourced for many years, and was most recently retendered in 2018. It is due to expire in January 2024 at the end of a full 5 year term, and so requires retender during 2023. The Council's Contract Procedure Rules (CPR's) govern all procurement activity and set the threshold values for the authority to procure and award contracts. The HIA and HPS contract is worth at least £0.600 million over 5 years and as such requires Executive authority to award.

4. About the customer, audience or target group(s)

4.1 Who is the intended audience or target group(s) for the proposal or which group(s) of people might be affected?

Internal audience or group: Staff within one specific team (please specify below)

External audience or group: Multiple (please specify below)

If other or multiple, please specify. Please also use the section below to provide more details about the audience or target group(s):

Internally, the retender will affect staff dealing with housing assistance work i.e. the Environmental Health Manager and Housing Improvements Officer. This includes the impacts of undertaking the large scale procurement process and also impacts subsequently arising from a potential change of service provider e.g. transition and implementation phase, establishing new relationships between all parties for service delivery and contract management. Externally, a change of service provider would affect service users who were part way through receiving grant funded works, during the transition and

implementation phase. A change of provider would impact on the current provider, including their staff, to whom TUPE would apply. Surrey County Council Occupational Therapy teams, who are closely involved in the provision of housing assistance services delivered by this contract, would also be affected by a change of service provider. In all cases, this would present some initial disruption and change in delivery details during any transition and implementation phase.

4.2 Will the proposal intentionally target any particular protected characteristic group?	Yes	<i>If yes, please identify the group and explain the reason for this and what the intended impact is.</i> The services being retendered exist specifically to support those who are elderly, disabled or on a low income, throughout the home repair, adaptation or improvement process
4.3 Will the proposal intentionally exclude any particular protected characteristic group?	No	<i>If yes, please identify the group and explain the reason for this and any direct or indirect impact on that group.</i> Click or tap here to enter text.
4.4 Does the proposal have the potential to reduce inequalities or improve outcomes for protected characteristic groups?	Yes, Improve outcomes	<i>Please briefly explain your answer.</i> The services being retendered have the overall aim of enabling those in need of support to maintain their independence in their home for the foreseeable future, and to help them to live in a warm, weather tight, safe and secure home, contributing to improved quality of life, health and wellbeing. Services are primarily used to assist older or disabled people or people on low incomes with additional needs to retain their independence, and are tenure neutral.

4.5 What information do you have about the protected characteristics of the intended audience or group(s) of people who might be affected and what does it tell you? Please refer to any information you hold within your service, evidence from consultation or engagement, information from the Council's Borough and Workforce [Equality Information](#), or external data sources such as the [Census](#), [Office for National Statistics](#) or [Joint Strategic Needs Assessment](#).

If you have no information, state 'none'.

Age	Information source(s): Data on age of current service users.
	Summary: For some elements of the services, age is a qualifying criteria.
Disability	Information source(s): Data on service users
	Summary: For some elements of the services, disability is a qualifying criteria.
Gender reassignment	Information source(s): None
	Summary: Click or tap here to enter text.
Marriage and civil partnership	Information source(s): None
	Summary: Click or tap here to enter text.
Pregnancy and maternity	Information source(s): None
	Summary: Click or tap here to enter text.
Race or ethnicity	Information source(s): None
	Summary: Click or tap here to enter text.
Religion or belief (or lack of)	Information source(s): None
	Summary: Click or tap here to enter text.

Sex	Information source(s): Data on gender of service users is recorded for some elements.
	Summary: Click or tap here to enter text.
Sexual orientation	Information source(s): None
	Summary: Click or tap here to enter text.
Other vulnerability (please state)	Information source(s): Deprivation - financial means test or evidence of qualifying income related benefits is required for some service elements.
	Summary: Most elements of the services have a financial eligibility criteria

4.6 If you have identified any information gaps that make it difficult to assess the impact of your proposal on people, please explain what the gaps are and explain how those gaps can be filled in the future.

No information gaps identified.

4.7 Has there been any consultation with relevant interested parties or is any consultation planned?

This could include consultation, further evidence gathering or changing or amended the proposed approach. Give consideration to both consultation within the Council (e.g. staff) and outside the Council (e.g. residents).

Yes, planned

If yes, please explain the nature of the consultation that has been undertaken or is planned. If no, please explain why consultation is not considered necessary. How were protected characteristic groups consulted or how will they be consulted?

There has not been any formal consultation with partners or stakeholders regarding the proposal to retender the services. The services have been delivered by an outsourced provider for more than 10 years and like all contracts are subject to expiration dates which require them to be retendered periodically. This in itself is not a matter which can be influenced by external partners. During the procurement process, there will however be engagement with relevant stakeholders, including the current service provider, Surrey County Council and Foundations, the National Body for Home Improvement Agencies.

4.8 What actions have been, or could be, taken to increase the positive impacts for people with protected characteristic(s) or other vulnerabilities? This could include changing or amending the proposed approach.

The services being retendered are specifically designed to increase the positive impacts for service users, all of whom will have a protected characteristic.

4.9 What actions have been, or could be, taken to reduce potential negative impacts on people with protected characteristic(s) or other vulnerabilities? This could include changing or amended the proposed approach, or allowing the proposal to be tailored to fit different individual circumstances

If the retender process results in a change of service provider, the transition and implementation phase will be subject to careful project management, to ensure a smooth handover and minimal impact on service users.

5. Assessment of potential impact

Information about the protected characteristic groups as defined by the Equality Act is available [here](#). You should also use this assessment to consider impacts on other vulnerable groups such as those on low incomes.

In undertaking your assessment, please think about every stage of your process, including the design phase, any consultation, the delivery phase and once the proposal is up and running.

Considering the above information, please summarise the likely impact on [protected characteristic groups](#) (within the organisation, outside the organisation or both) This may be direct, indirect or differential impact. Use the above link for definitions, and consider issues such as physical access to services, different cultural or social practices and how people are able to access information.

5.1 Age including children, young people or older people

Does your assessment indicate a disproportionate negative impact relation to Age?	No
If yes, please describe the nature of any disproportionate negative impacts.	None
What actions will be taken to address any disproportionate negative impact?	Click or tap here to enter text.
Does your assessment indicate a positive impact relation to Age?	Yes
If yes, please describe the nature of the positive impact(s)	Services are primarily aimed at adapting the homes of older people, to facilitate safe, independent living.

5.2 Disability including physical, sensory or learning disability or long-term health impairment

Does your assessment indicate a disproportionate negative impact relation to Disability?	No
If yes, please describe the nature of any disproportionate negative impacts.	Click or tap here to enter text.
What actions will be taken to address any disproportionate negative impact?	Click or tap here to enter text.
Does your assessment indicate a positive impact relation to Disability?	Yes
If yes, please describe the nature of the positive impact(s)	Services are primarily aimed at adapting the homes of disabled people, to facilitate safe, independent living.

5.3 Gender reassignment	
Does your assessment indicate a disproportionate negative impact relation to Gender reassignment?	No
If yes, please describe the nature of any disproportionate negative impacts.	Click or tap here to enter text.
What actions will be taken to address any disproportionate negative impact?	Click or tap here to enter text.
Does your assessment indicate a positive impact relation to Gender reassignment?	No
If yes, please describe the nature of the positive impact(s)	Click or tap here to enter text.
5.4 Marriage and civil partnership	
Does your assessment indicate a disproportionate negative impact relation to Marriage and civil partnership?	No
If yes, please describe the nature of any disproportionate negative impacts.	Click or tap here to enter text.
What actions will be taken to address any disproportionate negative impact?	Click or tap here to enter text.
Does your assessment indicate a positive impact relation to Marriage and civil partnership?	No
If yes, please describe the nature of the positive impact(s)	Click or tap here to enter text.
5.5 Pregnancy and maternity	
Does your assessment indicate a disproportionate negative impact relation to Pregnancy and maternity?	No
If yes, please describe the nature of any disproportionate negative impacts.	Click or tap here to enter text.
What actions will be taken to address any	Click or tap here to enter text.

disproportionate negative impact?	
Does your assessment indicate a positive impact relation to Pregnancy and maternity?	No
If yes, please describe the nature of the positive impact(s)	Click or tap here to enter text.
5.6 Race or ethnicity	
Does your assessment indicate a disproportionate negative impact relation to Race or ethnicity?	No
If yes, please describe the nature of any disproportionate negative impacts.	Click or tap here to enter text.
What actions will be taken to address any disproportionate negative impact?	Click or tap here to enter text.
Does your assessment indicate a positive impact relation to Race or ethnicity?	No
If yes, please describe the nature of the positive impact(s)	Click or tap here to enter text.
5.7 Religion or belief or lack of	
Does your assessment indicate a disproportionate negative impact relation to Religion or belief?	No
If yes, please describe the nature of any disproportionate negative impacts.	Click or tap here to enter text.
What actions will be taken to address any disproportionate negative impact?	Click or tap here to enter text.
Does your assessment indicate a positive impact relation to Religion or belief?	No
If yes, please describe the nature of the positive impact(s)	Click or tap here to enter text.
5.8 Sex	

Does your assessment indicate a disproportionate negative impact relation to Sex?	No
If yes, please describe the nature of any disproportionate negative impacts.	Click or tap here to enter text.
What actions will be taken to address any disproportionate negative impact?	Click or tap here to enter text.
Does your assessment indicate a positive impact relation to Sex?	No
If yes, please describe the nature of the positive impact(s)	Click or tap here to enter text.
5.9 Sexual orientation	
Does your assessment indicate a disproportionate negative impact relation to Sexual orientation?	No
If yes, please describe the nature of any disproportionate negative impacts.	Click or tap here to enter text.
What actions will be taken to address any disproportionate negative impact?	Click or tap here to enter text.
Does your assessment indicate a positive impact relation to Sexual orientation?	No
If yes, please describe the nature of the positive impact(s)	Click or tap here to enter text.
5.10 Other vulnerability	
Does your assessment indicate a disproportionate negative impact relation to any other vulnerability?	No
If yes, please specify the vulnerability and describe the nature of any disproportionate negative impacts.	Click or tap here to enter text.
What actions will be taken to address any disproportionate negative impact?	Click or tap here to enter text.

Does your assessment indicate a positive impact relation to any other vulnerability?	Yes
If yes, please specify the vulnerability and describe the nature of the positive impact(s)	Deprivation - the services include elements to assist low income home owners to repair and improve their homes.

Important:

Any disproportionate negative impacts must be drawn to the attention of the decision-maker (for example the relevant Board or Committee).

In the event that there are disproportionate negative impacts identified and it is concluded that the proposal should still be agreed/implemented, it is highly recommended that consultation is carried out (including with representatives of the affected group) before the final proposal is agreed

6. Monitoring and review

6.1 How do you proposed to monitor the impact of your proposal and keep track of the delivery of any identified actions to address disproportionate negative impact? Please outline how you will monitor the impact of your proposal, once implemented, on protected characteristic groups, and who will be responsible for this monitoring.

Procurement process will be subject to a full project plan, including Risk Register and Key Milestones, and regular Project Group meetings are scheduled to ensure the process runs smoothly and to time. This will include the transition and implementation phase if there is a change of service provider.

6.2 Please outline what the mechanisms for review of the impact of your proposal will be? (for example if any negative impact is found to be occurring) Include detail of review frequency and who will be responsible for the review.

In addition to the Project Plan for the procurement process, service delivery itself is subject to quarterly and annual activity returns to monitor delivery outcomes, including volumes and timescales, which is undertaken by the service manager.