

Equality analysis report

Use this report template to record your equality analysis. This report is a written record that demonstrates that you have shown *due regard* to the need to **eliminate unlawful discrimination, advance equality of opportunity and foster good relations** with respect to the personal characteristics protected by equality law. Due regard must be paid at formative stages of policy or service development, changes, or withdrawal.

To assist you in completing this report, please ensure you read the guidance notes in the Equality Analysis Toolkit and refer to the following Factsheets:

- Factsheet 1: Equality Profile of the Epping Forest District
- Factsheet 2: Sources of information about equality protected characteristics
- Factsheet 3: Glossary of equality related terms
- Factsheet 4: Common misunderstandings about the Equality Duty
- Factsheet 5: Frequently asked questions
- Factsheet 6: Reporting equality analysis to a committee or other decision making body

If you require further help, please contact the Performance Improvement Unit.

Step 1. About the policy, service change or withdrawal

Name of the policy, service or project: <i>be specific</i>	Careline
Revised / new / withdrawal:	Review of the Epping Forest Careline Monitoring Service
Intended aims / outcomes/ changes:	Increase resilience of Careline service for clients
Relationship with other policies / projects:	EFDC Epping Forest Tenant Census 2014 Report EFDC Strategic Housing Market Assessment HRA Business Plan 2016 Careline 2016 Survey Careline 2016 Annual Report Equality Careline Data KPIs Older People Services Epping Forest DRAFT Local Plan 2016 Cost to the HRA of providing an enhanced Careline service
Name of senior manager for the policy / project:	Roger Wilson
Name of policy / project manager:	Denise Pegler

Other relevant documentation	ONS Census Data 2011 ONS Subnational population projections for England 2012 – based on 2011 Census Strategic Housing Market Assessment for West Essex & East Herts 2015 Essex Insight.org.uk & data captured from website
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Step 2. Decide if the policy, service change or withdrawal is equality relevant

<p>Does the policy / project / service process involve, or have consequences for employees or other people? If yes, please state who will be affected. If yes, then the policy / project is equality relevant.</p> <p>If no, state your reasons for this decision. Go to step 7.</p> <p><i>The majority of Council policies and projects are equality relevant because they affect employees or our communities in some way.</i></p>	<p>If yes, state which protected groups:</p> <ul style="list-style-type: none"> • Age (i.e. older and vulnerable people) • Dependents / caring responsibilities (peace of mind for relatives and friends of service users) • Clients with disabilities have access to the service <p>The following groups could benefit from the service if there are any risks to their safety in relation to violent or hate crimes</p> <ul style="list-style-type: none"> • Gender reassignment • Race / ethnicity • Religion or belief • Sexual Orientation • Domestic violence <p>If no, state reasons for your decision:</p>
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Step 3. Gather evidence to inform the equality analysis

What evidence have you gathered to help you understand the impact of your policy or service change or withdrawal on people? What does your evidence say about the people with the protected characteristics?

If there is no evidence available for any of the characteristics, please explain why this is the case, and your plans to obtain relevant evidence. Please refer to Factsheet 2 ‘Sources of evidence for the protected characteristics’

Characteristic	Evidence (name of research, report, guidance, data source etc)	What does this evidence tell you about people with the protected characteristics?
Age	ONS Census Data 2011 ONS Subnational population projections for England 2012 – based on 2011 Census	Census shows that 22.3% of the Epping Forest District population is aged 65 years and over. Life expectancy is increasing. Pg. 6 of the report shows a 5% population growth rate for the Epping Forest District.
	EFDC Tenant Census 2014 Report	Just over half of the Council's tenants responded: <ul style="list-style-type: none"> • 47% were over 65 years of age; and • 26.9% were over 75 years of age; The following Wards has an older population of over 70%: - <ul style="list-style-type: none"> • Lower Nazeing • Waltham Abbey • North Weald Bassett • Moreton and Fyfield Household living in 1 bedroom Council accommodation - 48.1% were between 65 and 74 years of age
	Epping Forest DRAFT Local Plan 2016	Pg 13 Paragraph 2.4 states: <i>“the District’s population increased by almost 17,000 between 1961 and 2011. Government estimates that the District’s population had risen by just over 5,000 since 2011.”</i> <i>“In 2011, compared to the rest of England, the District had smaller proportions of people aged under 30 and a larger proportion of people aged 45 to 64 years and 65 years and over.”</i> <i>“by 2033, projections suggest the proportion of people aged over 65 years will rise sharply compared to the other age bands”</i>
	HRA Business Plan 2016	Pg. 28: Careline Clients breakdown (as of 1/4/2014): - <ul style="list-style-type: none"> • Council tenants 1,231 • Private Occupiers 1,131 • Housing association tenants 108 • Total clients 2,470

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	Essex Insight.org.uk & data captured from website	Dataset population projections for the Epping Forest District which shows a forecasted increase in older people across all age bands: <table border="1" data-bbox="730 607 1241 965"> <thead> <tr> <th>Year</th> <th>60/65-74</th> <th>75-84</th> <th>85+ years</th> </tr> </thead> <tbody> <tr> <td>2020</td> <td>17,971</td> <td>9,012</td> <td>4,431</td> </tr> <tr> <td>2025</td> <td>18,692</td> <td>10,934</td> <td>5,141</td> </tr> <tr> <td>2030</td> <td>20,885</td> <td>11,582</td> <td>6,218</td> </tr> <tr> <td>2035</td> <td>22,247</td> <td>11,940</td> <td>7,930</td> </tr> <tr> <td>2039</td> <td>22,330</td> <td>13,439</td> <td>8,633</td> </tr> </tbody> </table>	Year	60/65-74	75-84	85+ years	2020	17,971	9,012	4,431	2025	18,692	10,934	5,141	2030	20,885	11,582	6,218	2035	22,247	11,940	7,930	2039	22,330	13,439	8,633
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	Strategic Housing Market Assessment for West Essex & East Herts 2015 pg108(6.33) & 106(6.22)	<ul style="list-style-type: none"> • Projections in Chapter 3, of this document show that the population of West Essex and East Hertfordshire is likely to increase by around 65,000 persons over the 22-year period 2011-33. The number of people over 65 years of age is projected to increase by around 47,200 persons, almost three-quarters (73%) of the overall growth. This includes 23,300 persons over 85 years of age, more than a third (36%) of the total increase. Most of these older people will already live in the area and many will not move from their current homes. • Older people are living longer, healthier lives and specialist housing offered today may not be appropriate for the future years and the Government's reform of Health and Adult Social Care is underpinned by a principle of sustaining people at home for as long as possible. 																								
	Equality Careline Data	The age profile breakdown for the Careline customers: - <ul style="list-style-type: none"> • 7.8% Birth to 64yrs • 9.1% - 65-69 yrs. • 11.1% - 70-74 yrs. • 13% - 75-79yrs • 19.1% - 80-84yrs • 39.9% - 85+ yrs. 																								
	Epping Forest DRAFT Local Plan 2016	Ageing population – will require dwellings that are adaptable and accessible																								
	KPIs Older People Services	Percentage of calls to Careline answered: - <ul style="list-style-type: none"> • 99.9% within 1 minute & 99.99% within 3 minutes. 																								

Characteristic	Evidence (name of research, report, guidance, data source etc.)	What does this evidence tell you about people with the protected characteristics?
	Careline 2016 Annual Report	<p>Careline currently has approximately 2,500 clients. Nov 2016 we conducted a random survey of 300 clients (12% of the user base).</p> <ul style="list-style-type: none"> • 99.3% satisfied with the quality of service • 99.3% happy with time taken to respond to calls • 100% found Epping Forest Careline staff helpful • 98% service was good value for money – this was a reduction from 99.2% in 2015. There was a marginal rise in monitoring fees for the 1st time in 3 years which may account for this. If prices increase further under either Option 3 or 4 in the report this could result in satisfaction on value for money reducing further • 99.3% equipment easy to use • 100% would recommend Epping Forest Careline to friends and family • The service carried out 347 new installations across the district in 2016, and received a total of 61,162 calls over the year, averaging 168 calls per day. <p>Careline enables the client to lead an independent life more confidently.</p>
Dependents / caring responsibilities	Customer Impact Assessment Stage 1 form Housing Ops 2010	<p>Children may have difficulty understanding how the system operates if they have caring responsibilities for their parent/guardian. Although staff demonstrate the systems at installations and follow-up visits.</p>

Characteristic	Evidence (name of research, report, guidance, data source etc.)	What does this evidence tell you about people with the protected characteristics?
Disability	EFDC Epping Forest Tenant Census 2014 Report	<p>Over half of all tenants responded: -</p> <ul style="list-style-type: none"> • 30.2% stated they had a disability • 34% of households contained at least one person who had a disability • North Weald Bassett Ward contained the highest proportion of tenants with a disability (39%), followed by Waltham Abbey North East (38%). These Wards had a higher than average number of older residents. • 1.4% of tenants needed assistance in communicating due to hearing difficulties, with 14 of these tenants understanding British Sign Language. • 240 tenants that completed the survey had a problem with their sight and preferred information supplied in large print. <p>% within each age group (who responded) of tenants with a disability: -</p> <ul style="list-style-type: none"> • 25-34yrs - 10% • 35-44yrs - 12.5% • 45-54yrs – 20.4% • 55-59yrs – 27.2% • 60-64yrs – 29.2% • 65-74yrs – 37.8% • 75-84yrs – 42.1% • 85 yrs and over 54%
	Equality Careline Data	<p>Client profile breakdown (or those that provided the information):</p> <ul style="list-style-type: none"> • Visual impairment – 9% • Hearing impairment – 13% • Mobility – 21% • Cancer – 4% • Mental Health – 2% • Progressive Disability / Chronic illness – 21% • Learning disability – 0% • Autistic spectrum – 0% • Other – 17% • Did not wish to disclose – 13%

Characteristic	Evidence (name of research, report, guidance, data source etc.)	What does this evidence tell you about people with the protected characteristics?
Race / ethnicity	EFDC Epping Forest Tenant Census 2014 Report	Just over half of all tenants responded: - 94% stated they were White British 98% stated they use English as their first language
	Customer Impact Assessment Stage 1 form Housing Ops 2010	Could be problem with a language barrier if a client cannot speak English or if English is not their first language.
	Equality Careline Data	Client profile breakdown of those who responded:- <ul style="list-style-type: none"> • White British / English – 86% • White British / Irish – 0% • White other – 3% • Mixed white & black Caribbean – 0% • Mixed white & black African – 1% • Mixed other – 0% • Asian / Asian British Indian – 0% • Asian / Asian British Pakistani – 0% • Asian / Asian British Bangladeshi – 0% • Asian / Asian British other – 0% • Black / Black British African – 1% • Black / Black British Caribbean • Black / Black British Other – 0% • Chinese / Other ethnic group: Chinese – 0% • Chinese / other ethnic group: other • Gypsy / Romany / Irish Traveller – 0% • Do not wish to disclose – 9%
Religion or belief	ONS Census Data 2011 ONS Subnational population projections for England 2012 – based on 2011 Census	Of the EFDC Population <ul style="list-style-type: none"> • Christian - 61.8% • Buddhist – 0.3% • Hindu – 1.4% • Jewish – 3.2% • Muslim – 1.9% • Sikh – 1% • Other religion – 0.3% • No religion –22.5% • Do not wish to disclose – 7.6%
	Customer Impact Assessment Stage 1 form Housing Ops 2010	There could be access restrictions due to faith.

Characteristic	Evidence (name of research, report, guidance, data source etc.)	What does this evidence tell you about people with the protected characteristics?
	Equality Careline Data	Client profile breakdown f(or those that provided the information): - <ul style="list-style-type: none"> • None – 4% • Christian (all denominations) 79% • Buddhist – 0% • Hindu – 0% • Jewish – 1% • Muslim – 0% • Sikh – 0% • Any other religion – 1% • Not known – 0% • Do not wish to disclose – 15%
Sex	Equality Careline Data	Client profile breakdown f(or those that provided the information): - <ul style="list-style-type: none"> • Male – 29% • Female – 57% • Transgender – 0% • Other – 0% • Do not wish to disclose – 14%
Sexual Orientation	Equality Careline Data	Client profile breakdown (or those that provided the information): <ul style="list-style-type: none"> • Heterosexual – 61% • Bi-sexual – 1% • Transsexual – 0% • Gay / Lesbian – 0% • Other – 1% • Do not wish to disclose – 37%
Domestic Violence	Equality Careline Data	0.8% of Careline Clients are connected due to threats of domestic violence
Staff	Recruitment of staff	Difficulties in recruiting staff due to the nature of the work and the salary levels. This has led to additional pressures on existing staff having to cover not only vacant posts, but also annual leave and sickness absences. New personnel undertake an 8 week training programme prior to starting full duties.

Steps 4 & 5 Analyse the activity, policy or change (*The duty to eliminate unlawful discrimination*)

Based on the evidence you have analysed, describe any actual or likely adverse impacts that may arise as a result of the policy decision.

Where actual or likely adverse impacts have been identified, you should also state what actions will be taken to mitigate that negative impact, i.e. what can the Council do to minimise the negative consequences of its decision or action.

Characteristic	Actual or likely adverse impacts identified	Positive (+) actions that are already or could be taken to reduce the negative effects identified	Negative(-) impact as a result of possible action taken
Age	<p>The census shows that 22.3% of the Epping Forest District population is over 65 years of age and life expectancy is increasing</p> <p>There are semi-rural areas such as Moreton and Fyfield which in 2014 showed an older population of 73%. Residents living in rural type areas could possibly be more likely to use the Careline service due to their location</p> <p>The above shows that there is a likelihood that demand for the service will increase</p>	<p>That the Cabinet agrees the Recommendations set out in the report and the Careline monitoring service is outsourced. Or alternatively that the service is enhanced or outsourced overnight. This would ensure that the service could be expanded and take on more connections in order to provide the service to the ageing population in the District</p>	<p>If the service continues as it is currently being provided, this would remove the ability to take on any further connections and therefore would have a negative impact on the District's ageing population</p> <p>If the service was enhanced this would bring additional costs which if passed onto the client will make the service uncompetitive and resulting additional members of staff having an insufficient workload</p>
Disability Gender reassignment Race / ethnicity Religion or belief	<p>With the increasing population it is more likely that there will be a larger percentage of members in the community that are:</p> <ul style="list-style-type: none"> • Home carers, • Persons with a disability living independently • Victims of hate crime • Victims of domestic abuse • Client's first language is not English, • Religion or belief - the client's or their family beliefs and culture may inhibit communication <p>The above also shows that there is a likelihood that demand for the service will increase</p>	As above	As above

Characteristics	Actual or likely adverse impacts identified	Positive (+) actions that are already or could be taken to reduce the negative effects identified	Negative(-) impact as a result of possible action taken
Marriage and Civil partnership Pregnancy and maternity Sex Sexual orientation	None identified	None identified	None identified

Step 6.

The duty to advance equality of opportunity

Can the policy, service or project help to advance equality of opportunity in any way? If yes, provide details. If no, provide reasons. *(Note: not relevant to marriage and civil partnership)*

<i>Characteristic</i>	<i>Ways that this policy, service or project can advance equality of opportunity</i>	<i>Why this policy, service or project cannot help to advance equality of opportunity:</i>
Age	Contributes to the ability for clients to maintain their lifestyle and live within their community independently. Client feels secure when they need assistance, help and support can be reached quickly, thereby promoting equality in the community.	If changes are not made to ensure the future resilience of the service then there would be no scope to expand in order to meet the needs of the predicted increase of an ageing population and to meet the needs of other groups with Protected Characteristics
Disability		
Dependents / caring responsibilities	Enables carers to have peace of mind	As above
Pregnancy and maternity	No data	No data
Gender reassignment	Enables clients to maintain their lifestyle and live within their community independently, and feel secure that help and support is accessed quickly if they have been victimised due to hate crime. Thereby promoting equality in the community.	As above
Race / ethnicity		
Religion or belief		
Sex		
Sexual orientation		

The duty to foster good relations

Can the policy, service or project help to foster good relations in any way? If yes, provide details. If no, provide reasons. *(Note: not relevant to marriage and civil partnership)*

Characteristic	How this policy, service or project can foster good relations:	Why this policy, service or project cannot help to foster good relations:
Age	Contributes to the ability for clients to maintain their lifestyle and live within their community independently which fosters good relations	If changes are not made to ensure the future resilience of the service then there would be no scope to expand in order to meet the needs of the predicted increase of an ageing population and to meet the needs of other groups with Protected Characteristics. This in itself may not help to foster good relations.
Disability		
Dependents / caring responsibilities	Enables carers to live their lives and not feel they cannot leave their dependent alone. Reduce the feeling of being 'trapped in doors' or isolation from the community they live in, which can have a detrimental impact on their health.	
Pregnancy and maternity	No data	
Gender reassignment	Enables clients to maintain their lifestyle and live within their community independently, and feel secure that help and support is accessed quickly if they have been victimised due to hate crime. Thereby promoting equality in the community.	
Race / ethnicity		
Religion or belief		
Sex		
Sexual orientation		

Step 7. Documentation and Authorisation

Summary of actions to be taken as a result of this analysis (add additional rows as required):	Name and job title of responsible officer	How and when progress against this action will be reported
1. If the Cabinet agree the Recommendations or agrees either Option 2 or 4 then in order to meet the increasing needs of those with Protected Characteristics, particular taking into account the ageing population, the service will be outsourced. This will enable the expansion of the service to more older and vulnerable users	Roger Wilson Assistant Director (Housing Operations)	Further report to Cabinet on the appointment of the external provider
2. If agreed, expansion of the service including increased promotional activity in order to reach out to various client groups who need the service	Housing Manager (Older Peoples Services)	Through quarterly officer performance management meetings

Name and job title of officer completing this analysis:	Mary Masterson Performance and Information Officer
Date of completion:	11 January 2017
Name & job title of responsible officer: (If you have any doubts about the completeness or sufficiency of this equality analysis, advice and support are available from the Performance Improvement Unit)	Roger Wilson Assistant Director Housing Operations
Date of authorisation:	13 January 2017
Date signed copy and electronic copy forwarded to PIU equality@eppingforestdc.gov.uk	13 January 2017

Step 8. Report your equality analysis to decision makers:

Your findings from this analysis (and any previous analysis) must be made available to a decision making body when it is considering the relevant service or policy.

Therefore you must:

- reflect the findings from this analysis in a 'Due Regard Record' (template available), and attach it as an appendix to your report. The Record can be updated as your policy or service changes develop, and it exists as a log of evidence of due regard;
- Include this equality information in your verbal report to agenda planning groups or directly to portfolio holders and other decision making groups.

Your summary of equality analysis must include the following information:

- if this policy, service change or withdrawal is relevant to equality, and if not, why not;
- the evidence base (information / data / research / feedback / consultation) you used to help you understand the impact of what you are doing or are proposing to do on people with protected characteristics;
- what the evidence base (information / data / research / feedback / consultation) told you about people with protected characteristics;
- what you found when you used that evidence base to assess the impact on people with the protected characteristics;
- whether or not your policy or service changes could help to advance quality of opportunity for people with any of the protected characteristics;
- whether or not your policy or service changes could help to foster good relations between communities.

