

## Appendix B

## Horsham District Council Equality Impact Assessment

Before completing this EIA please ensure you have read the EIA guidance notes

<b>Organisation prepared for</b>	Horsham District Council		
<b>Version</b>	1	<b>Date Completed</b>	14 January 2022
<b>Description of what is being impact assessed</b>			
The impact of increasing charges for the Community Link Service to cover the cost of introducing new digital equipment			
<b>Evidence</b>			
<p><b>What data/information have you used to assess how this policy/service might impact on protected groups?</b> Sources such as the <a href="#">Office of National Statistics</a>, <a href="#">Intelligence Partnerships</a>, <a href="#">Horsham District Council's Joint Strategic Needs Analysis (JSNA)</a>, Staff and/ or <a href="#">area profiles</a>, should be detailed here</p>			
<p>There are 1,700 customers who use the system. Because these service users are individually assessed according to their needs and requirements, we have full details of the needs of all customers. The impact of this proposal does not fall on one or more protected group, rather on the individual according to their specific circumstances. Any service users may have some or many of the protected characteristics and our service adapts to meet each individual need.</p>			
<b>Who have you consulted with to assess possible impact on protected groups?</b> If you have not consulted other people, please explain why?			
<p>No, because we know and work with the whole population of our customers and will work with them individually to mitigate the negative impacts of the change.</p>			

<b>Analysis of impact on protected groups</b>				
The Public Sector Equality Duty requires us to eliminate discrimination, advance equality of opportunity and foster good relations with protected groups. Consider how this policy/service will achieve these aims. In the table below, using the evidence outlined above and your own understanding, detail what considerations and potential impacts against each of the three aims of the Public Sector Equality Duty. Based on this information, make an assessment of the likely outcome, before you have implemented any mitigation.				
<b>Protected group</b>	<b>Summary of impact</b>	<b>Negative outcome</b>	<b>Neutral outcome</b>	<b>Positive outcome</b>
<b>Age</b>	<ul style="list-style-type: none"> <li>Prices will go up for older customers</li> </ul>	☒	☐	☐
<b>Disability</b>	<ul style="list-style-type: none"> <li>Prices will go up for customers with disabilities</li> </ul>	☒	☐	☐
<b>Gender reassignment</b>	<ul style="list-style-type: none"> <li>Prices will go up for customers who have undergone gender assignment</li> </ul>	☒	☐	☐
<b>Marriage and civil partnership</b>	<ul style="list-style-type: none"> <li>Prices will go up for customers who are married or in a civil partnership or are single or widowed.</li> </ul>	☒	☐	☐

<p><b>Pregnancy and maternity</b></p>	<ul style="list-style-type: none"> <li>Prices would go up for customers in this group although our analysis says there are none.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p><b>Race and ethnicity</b></p>	<ul style="list-style-type: none"> <li>Prices will go up for all customers regardless of their race or ethnicity.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Religion or belief</b></p>	<ul style="list-style-type: none"> <li>Prices will go up for all customers regardless of their religion and belief</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Sex</b></p>	<ul style="list-style-type: none"> <li>Prices will go up for all genders. There are more females in our customer base than any other gender.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Sexual orientation</b></p>	<ul style="list-style-type: none"> <li>Prices will go up for people of all sexual orientations.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Other, e.g. carers, veterans, homeless, low income, rurality/isolation, etc.</b></p>	<ul style="list-style-type: none"> <li>Carers may be impacted if a customer price rise limits household income.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Negative outcomes action plan</b>				
Where you have ascertained that there will potentially be negative outcomes, you are required to mitigate the impact of these. Please detail below the actions that you intend to take.				
<b>Action taken/to be taken</b>	<b>Date</b>	<b>Person responsible</b>	<b>How will it be monitored?</b>	<b>Action complete</b>
1. Benefit assessment – many clients are eligible for Attendance Allowance (for their disabilities, even arthritis) or other benefits and are not claiming them, we can discuss the price increase with them and signpost them towards people who can help them apply. At £60 per week, this makes a massive impact on their finances.	30/06/2022	Penny Marsh	An analysis of the outcomes will be taken to PDAG in July	<input type="checkbox"/>
2. We will give advice to clients who only use their landline for the alarm – they could consider make a saving by cancelling their telephone contract.	30/06/2022	Penny Marsh	An analysis of the outcomes will be taken to PDAG in July	<input type="checkbox"/>
3. We will consider whether alternative equipment the “Ownfone” (at (17.50 per month) which can call for help but doesn’t link to additional peripherals e.g.smoke alarm. This may be suitable for some service users.	30/06/2022	Penny Marsh	An analysis of the outcomes will be taken to PDAG in July	<input type="checkbox"/>
4. We have a small hardship budget which we have discretion to use when a service user is struggling. We will talk to users about their circumstances and help those who need it to apply.	30/06/2022	Penny Marsh	An analysis of the outcomes will be taken to PDAG in July	<input type="checkbox"/>
5. We will look at customers to see if they can apply for a Disabled Facilities Grant as this can pay for the service for a period	30/06/2022	Penny Marsh	An analysis of the outcomes will be taken to PDAG in July	<input type="checkbox"/>

6. If customers still cannot afford the increased cost and options 1-5 don't work we will work with the customers to find alternative funding via charities	30/06/2022	Penny Marsh	An analysis of the outcomes will be taken to PDAG in July	<input type="checkbox"/>
<b>If negative impacts remain, please provide an explanation below.</b>				
These measures should ensure the negative impacts of the price rise on customers who cannot afford the change are mitigated.				
<b>Completed by:</b>	<b>Penny Marsh</b>			
<b>Date</b>	<b>14/1/22</b>			
<b>Signed off by:</b>	<b>Marc Rankin</b>			
<b>Date</b>	<b>17/1/22</b>			
<b>Head of Service /Manager sign off date:</b>	<b>Marc Rankin</b>			
<b>To be reviewed by: (officer name)</b>	<b>17/1/22</b>			
<b>Review date:</b>	<b>30/6/22</b>			