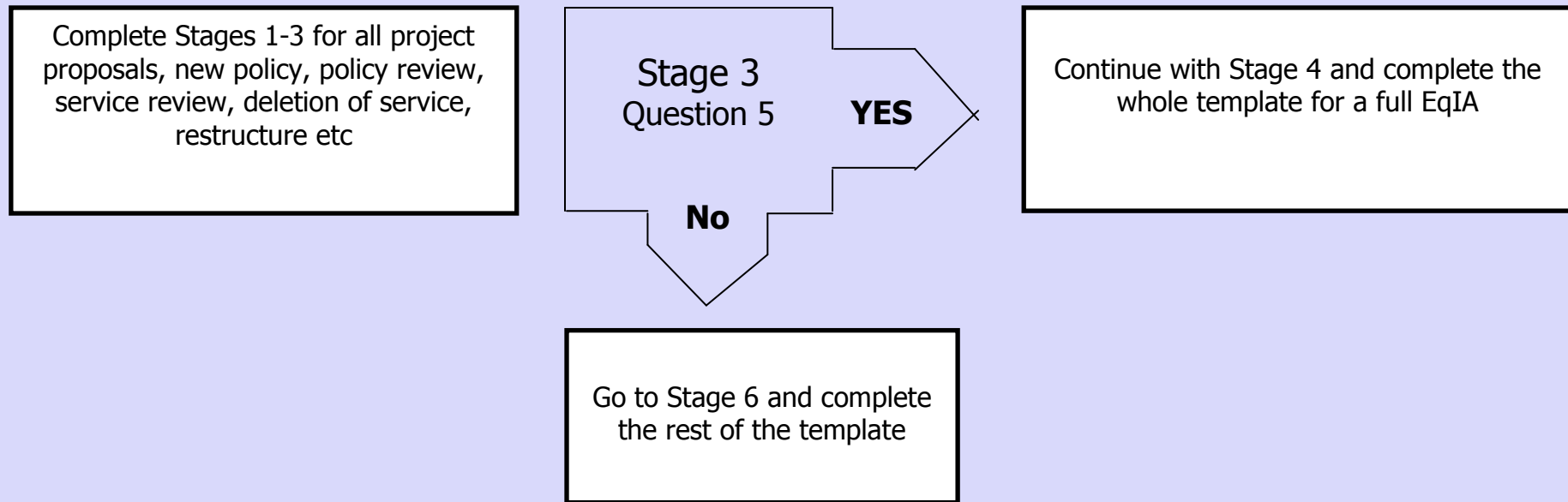


Equality Impact Assessment Template

The Council has revised and simplified its Equality Impact Assessment process (EqIA). There is now just one Template. Lead Officers will need to complete **Stages 1-3** to determine whether a full EqIA is required and the need to complete the whole template.



- In order to complete this assessment, it is important that you have read the Corporate Guidelines on EqIAs and preferably completed the EqIA E-learning Module.
- You are also encouraged to refer to the EqIA Template with Guidance Notes to assist you in completing this template.
- **SIGN OFF:** All EqIAs need to be signed off by your Directorate Equality Task Groups. EqIAs relating to Cabinet Reports need to be submitted to the EqIA Quality Assurance Group at least one month before your Cabinet Report date. This group meets on the first Monday of each month.
- Legal will NOT accept any reports without a fully completed, Quality Assured and signed off EqIA.

The EqIA Guidance, Template and sign off process is available on the Hub under Equality and Diversity

Equality Impact Assessment (EqIA) Template

Type of Decision: Tick ✓	<input type="checkbox"/>	Cabinet	<input type="checkbox"/>	Portfolio Holder	<input type="checkbox"/>	Other (explain)	<input type="checkbox"/>
Date decision to be taken:							
Value of savings to be made (if applicable):	2016/17 £10k, 2017/8 £25k						
Title of Project:	CH3_Supporting People - Handyperson Scheme						
Directorate / Service responsible:							
Name and job title of Lead Officer:	Jane Fernley, Head of Business Development and Transformation, Housing Department Jane.Fernley@harrow.gov.uk						
Name & contact details of the other persons involved in the assessment:	Meghan Zinkewich-Peotti, Housing Strategy Project Manager, Business Development and Transformation, Housing Department Meghan.Zinkewich-Peotti@harrow.gov.uk Mick Sheehy, Service Manager Adaptations michael.sheehy@harrow.gov.uk						
Date of assessment (including review dates):	03/11/2015						

Stage 1: Overview

<p>1. What are you trying to do?</p> <p>(Explain your proposals here e.g. introduction of a new service or policy, policy review, changing criteria, reduction / removal of service, restructure, deletion of posts etc)</p>	<p>The proposal is the cessation of Supporting People funding for the Handyperson Scheme, which is intended to become self-supporting through commercialisation.</p> <p>The Home Improvement Agency (HIA) is partly funded by the General Fund, previously Supporting People money of £50k pa. One service the HIA offers is a free service to vulnerable people who meet strict criteria to undertake small jobs in the home they are unable to complete themselves. Each applicant is entitled to up to 6 hours a year, they just pay for materials. The service is widely acknowledged to save money in the longer term as it plays an important part of the prevention agenda-helping to enable people to retain independent living and avoid trips and falls by not attempting to do such jobs themselves.</p> <p>The proposal is to commercialise this service by offering a similar service to other Harrow residents who may struggle to find trustworthy tradespeople to undertake small jobs, at a competitive hourly rate. This may also help those who meet the criteria when they have used up the annual allocation of 6 hours for the free service to have more, or larger jobs completed.</p>
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	Sufficient take up of the paid for service once costs, including a contribution to staff salaries, have been met will generate additional income sufficient to fund the free service in the future, protecting the service to the most vulnerable.				
2. Who are the main people / Protected Characteristics that may be affected by your proposals? (✓ all that apply)	Residents / Service Users	✓	Partners		Stakeholders
	Staff	✓	Age	✓	Disability
	Gender Reassignment	✓	Marriage and Civil Partnership	✓	Pregnancy and Maternity
	Race	✓	Religion or Belief	✓	Sex
	Sexual Orientation	✓	Other		
3. Is the responsibility shared with another directorate, authority or organisation? If so: <ul style="list-style-type: none"> Who are the partners? Who has the overall responsibility? How have they been involved in the assessment? 	<p>The other stakeholders are Adult Social Care, Health and voluntary sector organisations working with potential clients of the service, contractors, current customers and the wider residents of Harrow who are potential customers.</p> <p>Maggie Challoner – Head of Housing Asset Management has overall responsibility.</p> <p>Limited market testing has been carried out to date with potential customers and more is planned.</p>				

Stage 2: Evidence & Data Analysis

4. What evidence is available to assess the potential impact of your proposals? This can include census data, borough profile, profile of service users, workforce profiles, results from consultations and the involvement tracker, customer satisfaction surveys, focus groups, research interviews, staff surveys, press reports, letters from residents and complaints etc. Where possible include data on the nine Protected Characteristics.

(Where you have gaps (data is not available/being collated for any Protected Characteristic), you may need to include this as an action to address in your Improvement Action Plan at Stage 6)

Protected Characteristic	Evidence	Analysis & Impact
Age (including carers of young/older people)	Harrow's population as at 2011: 6.7% of residents were aged four and under, 13.5% were aged 5 to 15, 65.7% were of working age (16 to 64) and 14.1% were aged 65 and over. 18% of Harrow's households are comprised solely of residents aged 65 and over.	<p>The Handyperson Scheme is clearly predominantly used by service users aged 65 and over, with the next largest group being those aged 55-64.</p> <p>We expect the free service to continue as described, hence</p>

Profile of **Harrow Council Housing tenants** as of 11 November 2014:

Age	Number of tenants	%
0-15	0	0.0
16 -24	113	2.1
25 - 34	441	8.2
35 -44	895	16.6
45-54	1315	24.4
55-64	951	17.6
65+	1,678	31.1
Total	5393	100.0

Out of 434 service users of the **Handyperson Scheme** to date in 2014/2015:

Age	Number of service users	%
0-15	0	0
16-24	2	0.5
25-34	4	0.9
35-44	16	3.7
45-54	28	6.5
55-64	60	13.8
65+	312	71.9
No info	12	2.7
Total	434	100

we do not consider there will be a disproportionate, adverse impact on this protected characteristic.

Expansion of the service to include a wider group of residents may or may not follow the characteristics of the current customer base. Further market testing and research will determine this.

Disability (including carers of disabled people)

In 2011 14.6% of **Harrow residents** identified themselves as having a limiting long term illness.

Profile of **Harrow Council Housing tenants** as of 11

The data on disability is limited but indicates that the service is used by people with disabilities.

We expect the free service to continue as described, hence

	<p>November 2014:</p> <table border="1" data-bbox="465 156 1227 399"> <thead> <tr> <th>Disability</th> <th>Number of tenants</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>964</td> <td>16.2</td> </tr> <tr> <td>No</td> <td>1,484</td> <td>24.9</td> </tr> <tr> <td>Prefer not to say</td> <td>29</td> <td>0.5</td> </tr> <tr> <td>Unknown</td> <td>3,471</td> <td>58.4</td> </tr> <tr> <td>Total</td> <td>5948</td> <td>100.0</td> </tr> </tbody> </table> <p>Out of 434 service users of the Handyperson Scheme to date in 2014/2015, 67 (15%) have a disability and we do not hold the information for the other 367 (85%).</p>	Disability	Number of tenants	%	Yes	964	16.2	No	1,484	24.9	Prefer not to say	29	0.5	Unknown	3,471	58.4	Total	5948	100.0	<p>we do not consider there will be a disproportionate, adverse impact on this protected characteristic.</p> <p>Expansion of the service to include a wider group of residents may or may not follow the characteristics of the current customer base. Further market testing and research will determine this.</p>
Disability	Number of tenants	%																		
Yes	964	16.2																		
No	1,484	24.9																		
Prefer not to say	29	0.5																		
Unknown	3,471	58.4																		
Total	5948	100.0																		
Gender Reassignment	<p>There is limited data held about this protected characteristic for the population and in relation to the Handyperson scheme.</p>	<p>We expect the free service to continue as described, hence we do not consider there will be a disproportionate, adverse impact on this protected characteristic.</p> <p>Expansion of the service to include a wider group of residents may or may not follow the characteristics of the current customer base. Further market testing and research will determine this.</p>																		
Marriage / Civil Partnership	<p>There is limited data held about this protected characteristic for the population and in relation to the Handyperson scheme.</p>	<p>We expect the free service to continue as described, hence we do not consider there will be a disproportionate, adverse impact on this protected characteristic.</p> <p>Expansion of the service to include a wider group of residents may or may not follow the characteristics of the current customer base. Further market testing and research will determine this.</p>																		
Pregnancy and Maternity	<p>There is limited data held about this protected characteristic for the population and in relation to the Handyperson scheme.</p>	<p>We expect the free service to continue as described, hence we do not consider there will be a disproportionate,</p>																		

		<p>adverse impact on this protected characteristic.</p> <p>Expansion of the service to include a wider group of residents may or may not follow the characteristics of the current customer base. Further market testing and research will determine this.</p>						
Race	<p>Harrow's population as at 2011: 44% of Harrow's usual resident population is Asian, sub-categorised as White/Asian (1.4%) Indian (26.4%) Pakistani (3.3%) Bangladeshi (0.6%) Chinese (1.1%) Other Asian (11.3%) (mainly Sri Lankan and Tamil).</p> <p>42.2% of Harrow's usual resident population is White, sub-categorised as British (30.9%) Irish (3.1%) Gypsy/Irish Traveller (0.1%) Other (8.2%) (mainly from other parts of Europe, with a large proportion from Eastern Europe, particularly Romania and Poland).</p> <p>9.7% (23,105) of Harrow's usual resident population is Black, sub-categorised as White/Black Caribbean (1%) White/Black African (0.4%) Black African (3.6%) Black Caribbean (2.8%) Other Black (1.8%).</p> <p>4.1% of residents were included in the Arab and Other grouping.</p> <p>Profile of Harrow Council Housing tenants as of 11 November 2014:</p> <table border="1" data-bbox="465 1326 1272 1398"> <thead> <tr> <th data-bbox="465 1326 936 1398">Race/Ethnicity</th> <th data-bbox="936 1326 1122 1398">Number</th> <th data-bbox="1122 1326 1272 1398">%</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Race/Ethnicity	Number	%				<p>The Handyperson Scheme is currently predominantly used by service users from White ethnic groups, with the next largest group being service users from Asian ethnic groups.</p> <p>We expect the free service to continue as described, hence we do not consider there will be a disproportionate, adverse impact on this protected characteristic.</p> <p>Expansion of the service to include a wider group of residents may or may not follow the characteristics of the current customer base. Further market testing and research will determine this.</p>
Race/Ethnicity	Number	%						

Asian/Asian British/Other Asian	1037	23.1
Black/Black British/Other Black	81	1.8
Other Ethnic Group	175	3.9
Mixed	149	3.3
White/Other White	2448	54.5
Prefer not to say	600	13.4
Total	4490	100.0

Out of 434 service users of the **Handyperson Scheme** to date in 2014/2015:

Ethnicity	Number of service users	%
White groups	260	59.9
Black groups	20	4.6
Asian groups	131	30.2
Other groups	4	0.9
Refused	1	0.2
No Info	18	4.1
	434	100

Religion and Belief

Harrow's population as at 2011: 37.3% of residents

We expect the free service to continue as described, hence

	<p>identify as Christian, 25.3% as Hindu, 12.5% as Muslim and 4.4% as Jewish. 4.8% of Harrow's residents are followers of all other religions (such as Sikhs and Buddhists). 9.6% have no religion.</p> <p>There is limited data held about this protected characteristic in relation to the Handyperson scheme.</p>	<p>we do not consider there will be a disproportionate, adverse impact on this protected characteristic.</p> <p>Expansion of the service to include a wider group of residents may or may not follow the characteristics of the current customer base. Further market testing and research will determine this.</p>												
Sex / Gender	<p>Profile of Harrow Council Housing tenants as of 11 November 2014:</p> <table border="1" data-bbox="465 536 1176 815"> <thead> <tr> <th>Sex (Gender)</th> <th>Number of tenants</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>3,730</td> <td>63.1</td> </tr> <tr> <td>Male</td> <td>2,184</td> <td>36.9</td> </tr> <tr> <td>Total</td> <td>5,914</td> <td>100.0</td> </tr> </tbody> </table> <p>Out of 434 service users of the Handyperson Scheme to date in 2014/2015, 110 are men, 316 are women and 8 people did not respond.</p>	Sex (Gender)	Number of tenants	%	Female	3,730	63.1	Male	2,184	36.9	Total	5,914	100.0	<p>The service is clearly used by more women than men.</p> <p>We expect the free service to continue as described, hence we do not consider there will be a disproportionate, adverse impact on this protected characteristic.</p> <p>Expansion of the service to include a wider group of residents may or may not follow the characteristics of the current customer base. Further market testing and research will determine this.</p>
Sex (Gender)	Number of tenants	%												
Female	3,730	63.1												
Male	2,184	36.9												
Total	5,914	100.0												
Sexual Orientation	<p>There is limited data held about this protected characteristic for the population and in relation to the Handyperson scheme.</p> <p>Profile of Harrow Council Housing tenants as of 11 November 2014:</p> <table border="1" data-bbox="465 1302 1256 1410"> <thead> <tr> <th>Sexual Orientation</th> <th>Number of tenants</th> <th>%</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Sexual Orientation	Number of tenants	%				<p>We expect the free service to continue as described, hence we do not consider there will be a disproportionate, adverse impact on this protected characteristic.</p> <p>Expansion of the service to include a wider group of residents may or may not follow the characteristics of the current customer base. Further market testing and research will determine this.</p>						
Sexual Orientation	Number of tenants	%												

Heterosexual	2,107	85.5
Bisexual	22	0.9
Gay man	8	0.3
Gay woman / Lesbian	4	0.2
Prefer not to say	324	13.1
Total	2,465	100.0

Stage 3: Assessing Potential Disproportionate Impact

5. Based on the evidence you have considered so far, is there a risk that your proposals could potentially have a disproportionate adverse impact on any of the Protected Characteristics?

	Age (including carers)	Disability (including carers)	Gender Reassignment	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion and Belief	Sex	Sexual Orientation
Yes									
No	√	√	√	√	√	√	√	√	√

YES - If there is a risk of disproportionate adverse Impact on any **ONE** of the Protected Characteristics, continue with the rest of the template.

- **Best Practice:** You may want to consider setting up a Working Group (including colleagues, partners, stakeholders, voluntary community sector organisations, service users and Unions) to develop the rest of the EqIA
- It will be useful to also collate further evidence (additional data, consultation with the relevant communities, stakeholder groups and service users directly affected by your proposals) to further assess the potential disproportionate impact identified and how this can be mitigated.
- **NO** - If you have ticked 'No' to all of the above, then go to **Stage 6**
- Although the assessment may not have identified potential disproportionate impact, you may have identified actions which can be taken to advance equality of opportunity to make your proposals more inclusive. These actions should form your Improvement Action Plan at Stage 6

Stage 4: Further Consultation / Additional Evidence

6. What further consultation have you undertaken on your proposals as a result of your analysis at **Stage 3**?

Who was consulted? What consultation methods were used?	What do the results show about the impact on different groups / Protected Characteristics?	What actions have you taken to address the findings of the consultation? E.g. revising your proposals

Stage 5: Assessing Impact

7. What does your evidence tell you about the impact on the different Protected Characteristics? Consider whether the evidence shows potential for differential impact, if so state whether this is a positive or an adverse impact? If adverse, is it a minor or major impact?

Protected Characteristic	Positive Impact ✓	Adverse Impact		Explain what this impact is, how likely it is to happen and the extent of impact if it was to occur. Note – Positive impact can also be used to demonstrate how your proposals meet the aims of the PSED Stage 7	What measures can you take to mitigate the impact or advance equality of opportunity? E.g. further consultation, research, implement equality monitoring etc (Also Include these in the Improvement Action Plan at Stage 6)
		Minor ✓	Major ✓		

Age (including carers of young/older people)					
Disability (including carers of disabled people)					
Gender Reassignment					
Marriage and Civil Partnership					
Pregnancy and Maternity					
Race					
Religion or Belief					

Sex					
Sexual orientation					

8. Cumulative Impact – Considering what else is happening within the Council and Harrow as a whole, could your proposals have a cumulative impact on a particular Protected Characteristic? If yes, which Protected Characteristics could be affected and what is the potential impact?	Yes		No	

9. Any Other Impact – Considering what else is happening within the Council and Harrow as a whole (for example national/local policy, austerity, welfare reform, unemployment levels, community tensions, levels of crime) could your proposals have an impact on individuals/service users socio economic, health or an impact on community cohesion? If yes, what is the potential impact and how likely is it to happen?	Yes		No	

Stage 6 – Improvement Action Plan

List below any actions you plan to take as a result of this Impact Assessment. These should include:

- Proposals to mitigate any adverse impact identified
- Positive action to advance equality of opportunity
- Monitoring the impact of the proposals/changes once they have been implemented
- Any monitoring measures which need to be introduced to ensure effective monitoring of your proposals? How often will you do this?

Area of potential adverse impact e.g. Race, Disability	Proposal to mitigate adverse impact	How will you know this has been achieved? E.g. Performance Measure / Target	Lead Officer/Team	Target Date
All	We will monitor the impact of the new service and compare with the existing service and the diversity profile of Harrow residents.	Performance management data to be analysed and reported	Mick Sheehy/ Home Improvement Agency	tbc
All	We will review the position if the market testing is not successful and thus there is a threat to the free service	Performance data on activity/ fee income	Mick Sheehy/ Home Improvement Agency	tbc

Stage 7: Public Sector Equality Duty

10. How do your proposals meet the Public Sector Equality Duty (PSED) which requires the Council to:

1. Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
2. Advance equality of opportunity between people from different groups
3. Foster good relations between people from different groups

The proposals to expand the service will enable a broader section of residents to access the handy person service. They will be well publicised to all groups. Increased clarity and fairness help to foster good relations between people from different groups.

Stage 8: Recommendation

11. Please indicate which of the following statements best describes the outcome of your EqIA (✓ tick one box only)

Outcome 1 – No change required: the EqIA has not identified any potential for unlawful conduct or disproportionate impact and all opportunities to advance equality of opportunity are being addressed.	✓
Outcome 2 – Minor Impact: Minor adjustments to remove / mitigate adverse impact or advance equality of opportunity have been identified by the EqIA and these are listed in the Action Plan above.	
Outcome 3 – Major Impact: Continue with proposals despite having identified potential for adverse impact or missed opportunities to advance equality of opportunity. In this case, the justification needs to be included in the EqIA and should be in line with the PSED to have 'due regard'. In some cases, compelling reasons will be needed. You should also consider whether there are	

sufficient plans to reduce the adverse impact and/or plans to monitor the impact. (Explain this in Q12 below)	
12. If your EqIA is assessed as outcome 3 explain your justification with full reasoning to continue with your proposals.	

Stage 9 - Organisational sign Off

13. Which group or committee considered, reviewed and agreed the EqIA and the Improvement Action Plan?			
Signed: (Lead officer completing EqIA)	<i>Jane Fenley -</i>	Signed: (Chair of DETG)	<i>Harif Islam</i>
Date:	3 November 2015	Date:	26/11/2015
Date EqIA presented at the EqIA Quality Assurance Group (if required)		Signature of DETG Chair	<i>Harif Islam</i>