



You will need to produce an Equality Impact Assessment (EqIA) if:

- You are developing a new policy, strategy, or service
- You are making changes that will affect front-line services
- You are reducing budgets, which may affect front-line services
- You are changing the way services are funded and this may impact the quality of the service and who can access it
- You are making a decision that could have a different impact on different groups of people
- You are making staff redundant or changing their roles

Guidance notes on how to complete an EqIA and sign off process are available on the Hub under Equality and Diversity. You must read the [guidance notes](#) and ensure you have followed all stages of the EqIA approval process. Section 2 of the template requires you to undertake an assessment of the impact of your proposals on groups with protected characteristics. Borough profile data and other sources of statistical information on each group can be found on the Harrow hub, within the section entitled: Equality Impact Assessment - [Borough profile data](#) and other sources of information to help you complete your EqIA template.

Equality Impact Assessment (EqIA)

Type of Decision:	<input checked="" type="radio"/> Cabinet <input type="radio"/> Portfolio holder <input type="radio"/> Other (state)	
Title of Proposal	Procurement of Mobility Assessments Contractor	Date EqIA created: February 2019
Value of savings to be made (if applicable):	N/A	
Name and job title of completing/lead Officer	Fern Silverio – Head of Service	
Directorate/ Service responsible		
Organisational approval		
EqIA approved by Directorate Equality Task Group (DETG) Chair	Name Alex Dewsnap	Signature <input checked="" type="checkbox"/> Tick this box to indicate that you have approved this EqIA Date of approval

1. Summary of proposal, impact on groups with protected characteristics and mitigating actions
(to be completed after you have completed sections 2 - 5)

a) What is your proposal?

The primary objective of the procurement is to secure the seamless provision of third party support from June 2020 when the existing contract for mobility transport assessments with Access Independent is scheduled to end. The procurement requires a Service Provider to carry out face to face and desktop mobility assessments for Blue Badge, Freedom Pass and Taxi Card scheme eligibility.

Whilst the service included options to add the administration of applications where eligibility is considered 'automatic', and the management of periodic strategic reviews of scheme membership, this option was however not exercised. The procurement is therefore simply replacing the existing service supplier with a new contractor. As the recommendation is to appoint a replacement contractor, there will be no change or impact to service delivery and a seamless continuation of service delivery is expected..

These proposals do not involve any change in eligibility policy, entitlement or involve any changes in the way residents apply for travel concessions.

b) Summarise the impact of your proposal on groups with protected characteristics

There are no anticipated adverse impacts arising from this proposal as the change is simply that of procuring a Service provider, which may mean changing the existing contractor. If the existing Service Provider is retained, there will be no change.

If there were any impacts these would be mitigated via a review impact of proposals within six months of the implementation date. Additionally contract monitoring will be undertaken by the Head of Service – Collections and Benefits.

c) Summarise any potential negative impact(s) identified and mitigating actions

There are no identified negative impacts on the groups

Should a different Service Provider be appointed who perhaps did not understand the cohort of residents we support, this would be mitigated by both the specification and the need to adhere to performance targets and standards which would ensure optimum quality is delivered and therefore negative impacts minimised. Contract management and close liaison with the Service provider

would also ensure service is delivered as required.

Census data for Harrow has been used to inform the service of who our clients are / might be and to allow us to ensure any contractor appointed takes into account the population diversity within Harrow.

2. Assessing impact					
You are required to undertake a detailed analysis of the impact of your proposals on groups with protected characteristics. You should refer to <u>borough profile data</u> , <u>equalities data</u> , service user information, consultation responses and any other relevant data/evidence to help you assess and explain what impact (if any) your proposal(s) will have on each group. Where there are gaps in data, you should state this in the boxes below and what action (if any), you will take to address this in the future.		What does the evidence tell you about the impact your proposal may have on groups with protected characteristics? Click the relevant box to indicate whether your proposal will have a positive impact, negative (minor, major), or no impact			
Protected characteristic	For each protected characteristic, explain in detail what the evidence is suggesting and the impact of your proposal (if any). Click the appropriate box on the right to indicate the outcome of your analysis.	Positive impact	Negative impact		No impact
			Minor	Major	
Age	The data highlights the linkage between age and limiting long term health/bad health and the service is designed to ensure the Service Provider takes this into account.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	Appointing an independent appropriate contractor to carry out mobility eligibility assessments will allow for a seamless continuation of the service and ensures no assessment backlogs are created which would disadvantage those who require an assessment to access the concessions. Additionally the contract will stipulate that qualified mental health professionals are used to assess hidden disabilities which will ensure those with non-physical disabilities are not discriminated against and have access to a qualified assessor for their type of disability.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Gender reassignment	No impact as the contractor will assess all who apply regardless of gender.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and Civil Partnership	No impact as the contractor will assess all who apply regardless of status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and Maternity	No information held but expecting no impact as the contractor will assess all who apply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race/ Ethnicity	No impact as the contractor will assess all who apply regardless of race/ethnicity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or belief	No impact as the contractor will assess all who apply regardless of religious belief.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	No impact as the contractor will assess all who apply regardless of sex.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual Orientation	No impact as the contractor will assess all who apply regardless of sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

2.1 Cumulative impact – considering what else is happening within the Council and Harrow as a whole, could your proposals have a cumulative impact on groups with protected characteristics?

Yes No

If you clicked the Yes box, which groups with protected characteristics could be affected and what is the potential impact? Include details in the space below

It is anticipated that there will not be any adverse impact arising from the proposals concerning the above protected characteristics.

3. Actions to mitigate/remove negative impact

Only complete this section if your assessment (in section 2) suggests that your proposals may have a negative impact on groups with protected characteristics. If you have not identified any negative impacts, please complete sections 4 and 5.

In the table below, please state what these potential negative impact (s) are, mitigating actions and steps taken to ensure that these measures will address and remove any negative impacts identified and by when. Please also state how you will monitor the impact of your proposal once implemented.

State what the negative impact(s) are for each group, identified in section 2. In addition, you should also consider and state potential risks associated with your proposal.	Measures to mitigate negative impact (provide details, including details of and additional consultation undertaken/to be carried out in the future). If you are unable to identify measures to mitigate impact, please state so and provide a brief explanation.	What action (s) will you take to assess whether these measures have addressed and removed any negative impacts identified in your analysis? Please provide details. If you have previously stated that you are unable to identify measures to mitigate impact please state below.	Deadline date	Lead Officer
There are no anticipated adverse impacts arising from this proposal.	Review impact of proposals within six months of the implementation date. Monitoring will be undertaken by the Revenues and Benefits	By completion of the planned review Continuous contract monitoring Monitoring of service area complaints	31/12/2020 & ongoing	Fern Silverio

	<p>Management Team with overall responsibility resting with the Head of Service – Collections and Benefits.</p> <p>Census data for Harrow has been used to inform the service of who our clients are / might be and to inform any contractor appointed so they take into account the population diversity within Harrow.</p>			
<u>BUT IF ANY WERE FOUND</u>	<u>POST CONTRACT AWARD; EG</u>			
Applicants not dealt with quickly enough and have to wait too long for their concessions	Contract has key targets around turnaround times and dates by which key actions must be done by.	Monitor contract, liaison with Service provider, issue default penalties or default notices to ensure compliance.	Within 3 months of contract date and then on-going.	Fern Silverio
Contractor does not resource sufficient clinics increasing waiting time for assessments	Contract has key targets around turnaround times and dates by which key actions must be done by.	Monitor contract, liaison with Service provider, issue default penalties or default notices to ensure compliance.	Within 3 months of contract date and then on-going.	Fern Silverio
Compliance with guidance not effective increasing or reducing concessions disproportionately	Outcomes will be monitored and percentage rates for refusals and successful assessments for Blue Badges, Freedom Passes and Taxi Cards compared to historical rates.	Monitor contract, liaison with Service provider, issue default penalties or default notices to ensure compliance.	Monthly and on-going.	Fern Silverio

4. Public Sector Equality Duty

How does your proposal meet the Public Sector Equality Duty (PSED) 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

Include details in the space below

The Service Provider will be required to comply with the Public Sector Equality Duty as set out within the contract documents and in accordance with the provisions of their method statement submission concerning "Social Value".

5. Outcome of the Equality Impact Assessment (EqIA) click the box that applies

Outcome 1

No change required: the EqIA has not identified any potential for disproportionate impact and all opportunities to advance equality of opportunity are being addressed

Outcome 2

Adjustments to remove/mitigate negative impacts identified by the assessment, or to better advance equality, as stated in section 3&4

Outcome 3

This EqIA has identified missed opportunities to advance equality and/or foster good relations. However, it is still reasonable to continue with the activity. Outline the reasons for this and the information used to reach this decision in the space below.

Include details here

Depending on the Service Provider appointed, the procurement brings some acceptable risk. Continuation and a seamless transfer will

only occur if the same contractor is appointed. However if a different Service Provider is appointed, the specification requirements together with the method statement demands regarding responses, clarifications and set key performance indicators will ensure only qualified and professional contractors are shortlisted and ultimately appointed to mitigate against capacity or quality issues both of which could bring detrimental impacts.

Once a contract is awarded, then mitigations will be managed via contract liaison, contract meetings and the penalty system for conformance within the contract.