

EQUALITY IMPACT ASSESSMENT (EIA)

Directorate: **Housing**

Lead officer responsible for EIA: **Louise Price**

Name of the policy or function to be assessed: **Lifeline**

Names of the officers undertaking the assessment: **Louise Price**

Is this a new or an existing policy or function? **New Policy (existing service)**

1. What are the aims and objectives of the policy or function?

The Lifeline Service is designed to increase, maintain and improve the independence of customers to remain living within their own home.

The purpose of the Lifeline Policy is to provide:

An overview of the Lifeline telecare services offered by Broxtowe Borough Council
 A mechanism for reviewing the Lifeline charges
 Information about the responsibilities of Broxtowe Borough Council and Lifeline customers

2. What outcomes do you want to achieve from the policy or function?

The Lifeline Policy clarifies the services provided by Broxtowe Borough Council and will help the service to meet the objective of “increasing the commerciality of the Lifeline service” as set out in the Housing Business Plan 2019-2022.

3. Who is intended to benefit from the policy or function?

All residents living within Broxtowe Borough are eligible to apply to receive the Lifeline service. The customers who would most benefit from this service are residents who are vulnerable through age and/or disability and may need assistance to summon help in an emergency situation.

4. Who are the main stakeholders in relation to the policy or function?

Current and prospective Lifeline customers

5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?

952 Lifeline customers

70% of Lifeline customers are female, 24.5% are male and 5.5% are couples.

6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?

A Lifeline customer satisfaction survey is currently being undertaken.

7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?

The policy will apply to new Lifeline customers. Existing Lifeline customers will not be affected

8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways?

In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:

Does the policy or function target or exclude a specific equality group or community?

The Lifeline service whilst available to all, most benefits those who are vulnerable through age and/or vulnerability

Does it affect some equality groups or communities differently? If yes, can this be justified?

No – the service is available to all

Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?

The service is chargeable and so only those who wish to receive it and its benefits will access it.

Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?

No

Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?

The Lifeline Service focuses on maintaining and improving the independence of older/vulnerable people by enabling them to remain in their own homes for longer.

What further evidence is needed to understand the impact on equality?

As the service is developed, regular Lifeline Customer surveys will be undertaken.

9. On the basis of the analysis above, what actions, if any, will you need to take in respect of each of the equality strands?

Age: It has been identified that there is a higher proportion of older residents in the borough than the national average.

The Lifeline Services is focused on older people. A marketing strategy has been developed which meets the needs of older people and their families and includes easy to understand documentation with key messages.

Disability: The Housing Act 1996 identifies 'people with learning disabilities' and 'people with a mental, physical or sensory disability' as categories where people could be classed as vulnerable.

Disabled customers form part of the Lifeline services customer base. The development of new services will focus on the changing needs of disabled people and how assistive technology in the home can help to maintain independence.

Gender: Men are currently under represented as Lifeline Customers. Marketing will be designed to ensure the Lifeline service is attractive to prospective male customers.

Gender Reassignment: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Marriage and Civil Partnership: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Pregnancy and Maternity: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Race: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Religion and Belief: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

Sexual Orientation: It is not anticipated that the Council will need to take any further action in order to enable access for this group.

10. Head of Service:

I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment:

Signature of Head of Service: L Price

1 May 2019