



HILLINGDON
LONDON

Equality and Human Rights Impact Assessment

STEP A) Description of what is to be assessed and its relevance to equality.

What is being assessed? Please tick ✓

Review of a service ✓ Staff restructure Decommissioning a service

Changing a policy Tendering for a new service A strategy or plan

Review of third sector Carers contract

Who is accountable? E.g. Head of Service or Corporate Director

Sandra Taylor

Date assessment completed and approved by accountable person.

19th February 2025

Names and job titles of people carrying out the assessment.

Sarah Baker Adult Social Care Programme Manager

A.1) What are the main aims and intended benefits of what you are assessing?

Retender of the Carers contract for a five-year contract with the option to extend for a

further 3 years. The provider of the service has a significant part in delivering the intended outcomes of the Carers strategy which are:

- Outcome 1: Carers are identified and recognised as experts by experience.
- Outcome 2: Carers have access to quality information and advice at any point in their caring journey and know where to find this.
- Outcome 3: The physical and mental health and wellbeing of carers of all ages is supported and they have a life alongside caring.
- Outcome 4: The financial impact of being a carer is minimised.
- Outcome 5: Carers have the skills they need for safe caring.
- Outcome 6: Young carers are supported from inappropriate caring and provided with the support they need to learn, develop and thrive and enjoy being a young person.

The value of the carers contract has been reduced from £672k to £500k a reduction of £172k. This is based on a review of the model including a reduction in overheads and back-office functions; an increase in digital online support, the provider utilising other funding sources, development of peer support and the use of volunteers and greater collaboration and partnerships in the borough.

A.2) Who are the service users or staff affected by what you are assessing? What is their equality profile?

During 2023/24 5,170 carers were supported under the Carer Support Service contract. Of these 3,662 were adult carers and 1,508 young or young adult carers

- Women (74%)
- Adult carers between age 18 -64 (47%)
- Young people (15%)
- Older People (38%)
- Ethnicity (54% supported White against 48.5% of population)

A.3) Who are the stakeholders in this assessment and what is their interest in it?

Stakeholders	Interest
Leader and Cabinet Members	Good support can contribute to the physical and mental health wellbeing of carers preventing, reducing, or delaying difficulties from developing, thereby enabling carers to continue in their caring role. Furthermore, support provided by informal carers helps the Council to maximise the use of its resources.
Carers accessing support.	Robust support for carers of all ages in Hillingdon will improve their health and wellbeing so they can continue in their caring role and feel able to achieve and experience what is valuable to them.

A.4) Which protected characteristics or community issues are relevant to the assessment? ✓ in the box.

Age	✓	Sex	✓
Disability		Sexual Orientation	
Gender reassignment		Socio-economic status	
Marriage or civil partnership		Carers	✓
Pregnancy or maternity		Community Cohesion	
Race/Ethnicity	✓	Community Safety	
Religion or belief		Human Rights	

STEP B) Consideration of information; data, research, consultation, engagement

B.1) Consideration of information and data - what have you got and what is it telling you?

The data from the current Carers support provider shows that circa 6,683 carers were supported under the Carer Support Service in 2023/24 and benefitted from a range of support including information, advice and guidance through online, telephone/email and face to face access and information and advice about employment rights and benefits advice so that adult carers and parent carers could maximise their income. Carers are also supported to access short breaks for up to 4 hours a week, offered counselling and therapy sessions universal services and health and wellbeing services and advice on how to plan for the future including emergency replacement care arrangements Young carers receive advice and information, emotional support and the opportunity to access arrange of activities.

The tender will result in a collaborative, transformative longer-term contract that will continue to have a preventative approach and support carers to feel physically and mentally able to continue in their caring role which reduces reliance on statutory services. A reduction in the value of the contract has been applied but it is not expected to affect the availability or quality of support for carers as the successful provider is the incumbent provider and has identified other funding streams to support with funding short breaks and young carers activities as well as creating efficiencies due to reducing overheads ,increasing digital online support which also benefits residents who find it difficult to access the community, developing peer

support and the use of volunteers and ensuring there is greater collaboration and partnerships in the borough.

Consultation

B.2) Did you carry out any consultation or engagement as part of this assessment?

Please tick ✓ NO YES

Council officers met with a range of resident groups to discuss what they valued from robust Carers support. Some of the comments were:

- Advice and Information when I was worried really helped me.
- Going to some of the groups and talking to people who have or are experiencing the same things as you was my lifeline.
- Support needs to be accessible in a range of formats including online, video calls, telephone, face to face and home visits.

Hillingdon published a Prior Information Notice, and conducted two provider market engagement sessions to generate interest for participation in the tender opportunities Feedback from the engagement events included:

- Collaboration between organisations brings together multiple skills and puts less strain on individual services.
- Co-production brings in multiple hubs, knowledge and expertise so provides holistic support for people.
- It is important to have the ability to scale up quickly to meet demand.

B.3) Provide any other information to consider as part of the assessment

Legal context

There are three statutory definitions of who is a carer, and these are:

- *Parent carer:* The Children Act, 1989 defines this term as a person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility.
- *Young carer:* The Children Act, 1989 defines this term as being someone under 18 who helps to look after another person but not under a contract or scheduled voluntary work.

- *Adult carer:* The Care Act, 2014 defines this as an adult, i.e., a person aged 18 or over, who is providing care and/or support for another adult for free but not under a contract or scheduled voluntary work.

The council has a public duty to pay due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations (Equality Act 2010)

Financial context - standard text

Since 2010, the Business Improvement Delivery (BID) Programme has driven transformation across the Council, reducing costs and improving efficiency to ensure that in an environment of increased expenditure from population growth and inflationary uplifts we continue to deliver high quality services that put residents first.

Hillingdon's approach to maintaining sound financial management ensures that our finances are in a robust position, and therefore the Council is well placed to respond to Government funding not increasing at the same pace as the combined impact of a growing demand for services and increased market forces. Our latest projections indicate that further savings of £35m will be required by 2026/27 to bridge the resulting budget gap.

What are your local savings targets?

The savings attached to this review is £172k.

National policy context

The Care Act 2014 requires the Council to set up and deliver an Information, Advice and Guidance and Wellbeing support service for all people in their area who identify themselves as carers regarding a range of topics including, maximising income, support into training and employment, accessing respite breaks, physical and mental health support and reducing isolation through peer support and community activities,

C) Assessment

What did you find in B1? Who is affected? Is there, or likely to be, an impact on certain groups?

C.1) Describe any **NEGATIVE** impacts (actual or potential):

Equality Group	Impact on this group and actions you need to take
Women	<p>As there is a high percentage of women providing care the review may have a potentially negative impact on this group</p> <p>The use of other income sources to fund short breaks, the efficiencies made in overheads and enhancing the use of digital whilst acknowledging the need for other ways of contact will reduce the likelihood of any negative impact. In order to further mitigate against this, the specification promotes the development of more peer support and use of volunteers to maximise the capacity of the provider We will regularly monitor activity through monthly review meetings to ensure that the number of women receiving support is not negatively affected.</p> <p>It is recognised that there is a lower proportion of male carers, and the new specification identifies ways that the council will work with the service provider to maximise the identification of and increase the support to male carers.</p>
Adult and Parent carers aged 18-64	<p>As there is a higher percentage of adult and parent carers aged 18-24 accessing Carers support the review may have a potentially negative impact on this group</p> <p>The use of other income sources to fund short breaks, the efficiencies made in overheads and enhancing the use of digital particularly for carers who find it difficult to leave their loved ones and access the community will reduce the likelihood of any negative impact. In order to further mitigate against this, the specification promotes the development of more peer support and use of volunteers to maximise the capacity of the provider We will regularly monitor activity through monthly review meetings to ensure that the number of adult and parent carers aged 18-64women receiving support is not negatively affected</p>
Young People	<p>As there is a high percentage of young carers accessing support, the review may have a potentially negative impact on this group.</p> <p>The use of other income sources to fund young carers activities, the efficiencies made in overheads and enhancing the use of digital particularly for young carers who may find it difficult to leave their loved ones and access the community or prefer to access support online will reduce the likelihood of any negative impact. In order to further mitigate against this, the specification promotes the development of more peer support and use of</p>

	volunteers to maximise the capacity of the provider We will regularly monitor activity through monthly review meetings to ensure that the number of adult and parent carers aged 18-64 women receiving support is not negatively affected
Older People	<p>As there is a high percentage of older people being supported by the carers accessing Carers support the review may have a potentially negative impact on this group</p> <p>The use of other income sources to fund short breaks to give the carers a break, the efficiencies made in overheads and enhancing the use of digital to enable the carer to access support from their own home thus potentially increasing the level of support will reduce the likelihood of any negative impact. In order to further mitigate against this, the specification promotes the development of more peer support and use of volunteers to maximise the capacity of the provider We will regularly monitor activity through monthly review meetings to ensure that the number of women receiving support is not negatively affected.</p>
Ethnicity	The data shows that 54% of carers are White British which is reflected in the fact that the majority of people being cared for are older people. The new specification identifies ways that the council will work with the service provider to maximise the identification of and increase the support to carers from ethnic minority groups

C.2) Describe any **POSITIVE** impacts

Equality Group	Impact on this group and actions you need to take
Women	The proposed changes to the way Carers support is offered will result in more outreach and support being available in a range of sites as well as online and more peer-to-peer support which carers find so valuable. This means that women will be able to access support online or locally rather than having to travel around the borough and will also be able to speak to carers who are in the same or similar situation to them,
Adult and Parent carers aged 18-64	The proposed changes to the way Carers support is offered will result in more outreach and support being available in a range of sites as well as online and more peer-to-peer support which carers find so valuable. This means that Adult and Parent carers aged 18-64 will be able to access support online or locally rather than having to travel around the borough and will also be able to speak

	to carers who are in the same or similar situation to them,
Young People	The proposed changes to the way Carers support is offered will result in more outreach and support being available in a range of sites as well as online and more peer-to-peer support which carers find so valuable. This means that Young People, particularly for young carers who may find it difficult to leave their loved ones will be able to access support online or locally rather than having to travel around the borough and will also be able to attend activities for young carers speak to other carers who are in the same or similar situation to them
Older People	The proposed changes to the way Carers support is offered will result in more outreach and support being available in a range of local sites as well as online and more peer-to-peer support which carers find so valuable. This means that older people will be cared for in their communities by their carers who feel supported in a range of different ways and are able to continue in their caring role.
Ethnicity	The proposed changes to the way Carers support is offered will result in more outreach and support being available in a range of sites as well as online. This means that more people from an ethnic minority will be able to access carers support locally within their communities rather than having to travel around the borough.

D) Conclusions

Whilst the changes to carers support offered by the third sector will have an impact on women, young and parent carers aged 18-64, young carers, older people and carers from ethnic minority groups , the changes proposed are intended to have a positive impact in developing opportunities for them to access a wide range of support in a variety of ways e.g. face to face in local resources, online, through attending group sessions. The carers support provider will embrace the key principles of, empowerment, choice, control and independence and will provide robust support, advice, guidance and breaks to enable carers to continue in their supporting roles.

To ensure that any negative impacts are mitigated the Service Provider will actively promote opportunities for carers to be involved with and seek their views in establishing good practice, reviewing policy and procedure, and maintaining and continuously improving delivery of the service in accordance with the principles of meaningful collaboration and coproduction.

As the contract is an outcomes-based contract, performance management will focus on positive changes that the carers support has provided to help carers and the cared for achieve, rather than simply on what support has been delivered. The measurement of the outcomes will have a structured approach, based on Key Performance Indicators, principles of good evidence and appropriate data collection tools

Signed and dated:.....Sarah Baker...19th February 2024

Name and position: Sarah Baker Adult Social Care Programme Manager