

Equality Impact Assessment (EIA)

Document control

Title of activity:	Establishment of an Active Homecare Framework in Havering
Type of activity:	<p>A proposal to implement an active homecare framework to replace the current homecare framework agreement.</p> <p>The new framework will award homecare contracts to successful providers that meet the quality requirements throughout the duration of the framework. Contracts awarded through the framework will run until up to January 2022.</p>
Lead officer:	Sandy Foskett, Senior Commissioning Officer
Approved by:	John Green, Head of Commissioning
Date completed:	13 June 2016
Scheduled date for review:	The current homecare framework commenced on 2013 and ceases 27 January 2017.

The Corporate Policy & Diversity team requires **5 working days** to provide advice on EIAs.

Did you seek advice from the Corporate Policy & Diversity team?	Yes
Does the EIA contain any confidential or exempt information that would prevent you publishing it on the Council's website?	No

1. Equality Impact Assessment Checklist

The Equality Impact Assessment (EIA) is a tool to ensure that your activity meets the needs of individuals and groups that use your service. It also helps the Council to meet its legal obligation under the [Equality Act 2010 and the Public Sector Equality Duty](#).

Please complete the following checklist to determine whether or not you will need to complete an EIA. Please ensure you keep this section for your audit trail. If you have any questions, please contact the Corporate Policy and Diversity Team at diversity@haverling.gov.uk

About your activity

1	Title of activity	Establishment of an Active Homecare Framework (AHF) in Haverling
2	Type of activity	<p>A proposal to implement an active homecare framework to replace the current homecare framework agreement.</p> <p>The new framework will award homecare contracts to successful providers that meet the quality requirements throughout the duration of the framework. Contracts awarded through the framework will run until up to January 2022.</p>
3	Scope of activity	<p>To resolve the issues with the existing homecare framework from February 2017 the Council propose establishing a new Active Homecare Framework (AHF) which will give the Council and homecare providers greater flexibility and ensure that all homecare is procured and evaluated in the same way to provide excellent quality homecare to Haverling residents</p> <p>(AHF) is the name for a new type framework which is similar to a standard framework agreement. It allows a number of providers to be appointed to deliver services of a similar nature by successfully completing an evaluation process. It is active in that providers can join the framework at any time by successfully completing the evaluation process. It is also active in that you can modify how the AHF is applied in the future, providing this has been made clear to all. The AHF concerns the provision of homecare only.</p> <p>This assessment considers the potential impact on residents of introducing the AHF.</p>

4a	Is the activity new or changing?	Yes
4b	Is the activity likely to have an impact on individuals or groups?	Yes
5	If you answered yes:	<i>Please complete the EIA on the next page.</i>
6	If you answered no:	<p><i>Please provide a clear and robust explanation on why your activity does not require an EIA. This is essential in case the activity is challenged under the Equality Act 2010.</i></p> <p><i>Please keep this checklist for your audit trail.</i></p>

Completed by:	Sandy Foskett sandy.foskett@haverling.gov.uk 01708 434 742
Date:	13 June 2016

2. Equality Impact Assessment

The Equality Impact Assessment (EIA) is a tool to ensure that your activity meets the needs of individuals and groups that use your service. It also helps the Council to meet its legal obligation under the [Equality Act 2010 and the Public Sector Equality Duty](#).

For more details on the Council's 'Fair to All' approach to equality and diversity, please visit our [Equality and Diversity Intranet pages](#). For any additional advice, please contact diversity@haverling.gov.uk

Please note the Corporate Policy & Diversity Team require **5 working days** to provide advice on Equality Impact Assessments.

Please note that EIAs are public documents and must be made available on the Council's [EIA webpage](#).

Understanding the different needs of individuals and groups who use or deliver your service

In this section you will need to assess the impact (positive, neutral or negative) of your activity on individuals and groups with **protected characteristics** (this includes staff delivering your activity).

Currently there are **nine** protected characteristics (previously known as 'equality groups' or 'equality strands'): age, disability, sex/gender, ethnicity/race, religion/faith, sexual

orientation, gender reassignment, marriage/civil partnership, and pregnancy/maternity/paternity.

In addition to this, you should also consider **socio-economic status** as a protected characteristic, and the impact of your activity on individuals and groups that might be disadvantaged in this regard (e.g. carers, low income households, looked after children and other vulnerable children, families and adults).

When assessing the impact, please consider and note how your activity contributes to the Council's **Public Sector Equality Duty** and its three aims to:

- eliminate discrimination, harassment and victimisation;
- advance equality of opportunity, and
- foster good relations between people with different protected characteristics.

Guidance on how to undertake an EIA for a protected characteristic can be found on the next page.

Guidance on undertaking an EIA

Example: Background/context							
<p><i>In this section you will need to add the background/context of your activity. Make sure you include the scope and intended outcomes of the activity being assessed; and highlight any proposed changes.</i></p> <p style="text-align: right;"><i>*Expand box as required</i></p>							
Example: Protected characteristic							
<p><i>Please tick (✓) the relevant box:</i></p> <table border="1"> <tr> <td>Positive</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Neutral</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Negative</td> <td><input type="checkbox"/></td> </tr> </table>	Positive	<input type="checkbox"/>	Neutral	<input type="checkbox"/>	Negative	<input type="checkbox"/>	<p>Overall impact: <i>In this section you will need to consider and note what impact your activity will have on individuals and groups (including staff) with protected characteristics based on the data and information you have. You should note whether this is a positive, neutral or negative impact.</i></p> <p><i>It is essential that you note all negative impacts. This will demonstrate that you have paid ‘due regard’ to the Public Sector Equality Duty if your activity is challenged under the Equality Act.</i></p> <p style="text-align: right;"><i>*Expand box as required</i></p>
Positive	<input type="checkbox"/>						
Neutral	<input type="checkbox"/>						
Negative	<input type="checkbox"/>						
<p>Evidence: <i>In this section you will need to document the evidence that you have used to assess the impact of your activity.</i></p> <p><i>When assessing the impact, please consider and note how your activity contributes to the three aims of the Public Sector Equality Duty (PSED) as stated in the section above.</i></p> <p><i>It is essential that you note the full impact of your activity, so you can demonstrate that you have fully considered the equality implications and have paid ‘due regard’ to the PSED should the Council be challenged.</i></p> <ul style="list-style-type: none"> - <i>If you have identified a positive impact, please note this.</i> - <i>If you think there is a neutral impact or the impact is not known, please provide a full reason why this is the case.</i> - <i>If you have identified a negative impact, please note what steps you will take to mitigate this impact. If you are unable to take any mitigating steps, please provide a full reason why. All negative impacts that have mitigating actions must be recorded in the Action Plan.</i> <p style="text-align: right;"><i>*Expand box as required</i></p>							

Sources used: *In this section you should list all sources of the evidence you used to assess the impact of your activity. This can include:*

- Service specific data
- Population, demographic and socio-economic data

Suggested sources include:

- Service user monitoring data that your service collects
- [Havering Data Intelligence Hub](#)
- [London Datastore](#)
- [Office for National Statistics \(ONS\)](#)

If you do not have any relevant data, please provide the reason why.

**Expand box as required*

The EIA

Background/context:

The current homecare framework has failed to deliver the required homecare capacity (i.e. availability of staff) intended within the model. This has led to Adult Social Care experiencing difficulties in setting up packages of homecare. The Council contracted with 12 homecare providers when the framework was established in 2013. This has reduced to 8 due to providers leaving the market or unable to deliver the required care. To place packages of care the Council has had to increasingly spot purchase care from homecare providers outside the framework.

To date, no one has been left without a package of care and support but it has become increasingly difficult to find placements, often requiring a lot of negotiating and persuading with a number of different care providers.

To resolve the issues with the framework from February 2017 the Council propose establishing a new Active Homecare Framework (AHF) which will give the Council and homecare providers greater flexibility and ensure that all homecare is procured and evaluated in the same way to provide excellent quality homecare to Havering residents.

There are recognised sector wide problems with recruiting and retaining homecare staff but there are some Havering specific demands which have been identified. These demands include the geographical size of the borough, less urban concentrations and certain areas being less accessible than others. The pool of people likely to go into care work are found more readily in neighbouring boroughs exacerbating the difficulties of recruiting in Havering.

To overcome some of these challenges and to recognise the additional pressures introduced such as the National Living Wage, Havering has agreed a significant increase to the homecare hourly rate of 10%. This increase demonstrates that the Council values the care provided by homecare staff and wants to create a more sustainable market in Havering.

To resolve the issues with the existing homecare framework from February 2017 the Council propose establishing a new Active Homecare Framework (AHF) which will give the Council and homecare providers greater flexibility and ensure that all homecare is procured and evaluated in the same way to provide excellent quality homecare to Havering residents.

AHF is our description for a new type framework which is similar to a standard framework agreement. It allows a number of providers to be appointed to deliver services of a similar nature by successfully completing an evaluation process. It is active in that providers can easily join the framework at any time by successfully completing the evaluation process. It is also active in that the Council can modify how the AHF is applied in the future, providing this has been made clear to all. (This process is known under EU Procurement law as a Dynamic Purchasing system (DPS)).

The AHF will be advertised in accordance with EU procurement regulations, following which interested homecare providers can apply to join. Applications will be evaluated against a set criteria expected to cover areas such as quality, safeguarding, staffing and service delivery. This will assess provider's knowledge, experience, expertise and ability to deliver homecare. Providers that pass the evaluation will be added to the AHF and issued with a contract. Following this any provider that is on the AHF will be able to apply to deliver any package of homecare advertised by the Council.

Once established, additional providers can apply to join the AHF at any point in the future. All applications will be evaluated in the same way, using the same selection criteria. All packages of care on the AHF will be paid at Havering Council's usual hourly rate, per minute of care delivered.

Providers that are not performing to the required standards or who no longer meet the quality requirements could be excluded from the AHF.

The benefits to introducing this new type of framework include:

- flexibility for both providers and the Council;
- fair to all;
- a range of homecare providers that have been quality assured and are available to deliver care;
- providers are free to leave and join; and
- simpler application and evaluation process.

The Council may modify how the AHF is applied, provided the new rules and procedures are clear, transparent and available to all. In the future the Council might consider changes such as increasing the quality threshold, varying the price paid for homecare or provider selection based on based on quality and feedback from residents receiving homecare.

In establishing an AHF we would learn from the problems with the introduction of the existing framework agreement and take a phased approach applying the AHF for new packages of care rather than shifting existing packages.

**Expand box as required*

Age: Consider the full range of age groups		
Please tick (✓) the relevant box:		Overall impact: The new active homecare framework (AHF) service will continue to deliver homecare services to adults. The introduction of the AHF would mean additional providers can apply to join the AHF at any point in the future, potentially offering greater choice. All applications will be evaluated in the same way, using the same selection criteria. Providers that are not performing to the required standards or who no longer meet the quality requirements can be excluded from the AHF The benefits to introducing this new type of framework include: <ul style="list-style-type: none"> • flexibility for both providers and the Council; • fair to all; • a range of homecare providers that have been quality assured and are available to deliver care; • providers are free to leave and join; and • simpler application and evaluation process. Over the next 15 years Havering's older people population is projected to increase by 24%. The introduction of the new homecare framework is likely to have a positive impact on service users accessing homecare services. The framework will allow greater flexibility for the Provider and the Council. It will provide opportunities for new homecare providers to access the local market, making the market more competitive and enhancing choice for all service user age groups. With the introduction of the AHF we will also introduce a new way of collecting feedback from homecare users to better understand the quality of the care given and the outcomes achieved. This will help improve quality in the market.
Positive	✓	
Neutral		
Negative		
<i>*Expand box as required</i>		
Evidence: Homecare services are used by vulnerable adults over the age 18 years, evidence on AIS shows the majority of service users using homecare are over the age of 65 years. The current average age of a homecare service user is 80 years. See below breakdown of homecare service users age ranges as at 6 th June 2016		
<ul style="list-style-type: none"> • 16 aged 18 – 25 • 14 aged 26 – 34 • 10 aged 35 – 44 • 32 aged 45 – 54 		

- 75 aged 55 – 64
- 1034 aged 65+

Population Projections

- 65-74 age group projected to increase by 13% in 2025 and 24% in 2030
- 85+ age group projected to increase by 25% in 2025 and 40% in 2030

Havering demographics impacting Adult Social Care services

- 5.9% predicted increase from 2015 to 2020 in 18-64 age group with moderate or serious personal care disability (POPPI / PANSI)
- 4.6% predicted increase from 2015 to 2020 in 18 and over age group with a learning disability. (POPPI / PANSI)
- 8.9% predicted increase from 2015 to 2020 in 65 and over age group unable to manage at least one self care activity on their own. (POPPI / PANSI)

**Expand box as required*

Sources used:

AIS Homecare Services data as at 6th June 2016

Projecting Older People Population Information (2015)

Havering JSNA – Demographic update

**Expand box as required*

Disability: Consider the full range of disabilities; including physical mental, sensory and progressive conditions		
Please tick (✓) the relevant box:		Overall impact: Homecare services provide support to vulnerable adults with disabilities; this cohort includes people with physical, sensory, mental health and learning disabilities. The new framework will continue to provide homecare services to these cohorts. The introduction of the new homecare framework is likely to have a positive impact on service users accessing homecare services. The framework will ensure homecare is procured and evaluated in the same way to provide excellent quality homecare to Havering residents. The framework will allow greater flexibility for the Provider and the Council. It will provide opportunities for new homecare providers with specialist areas of expertise to access the local market. Providers that are not performing to the required standards or who no longer meet the quality requirements can be excluded from the AHF With the introduction of the AHF we will also introduce a new way of collecting feedback from homecare users to better understand the quality of the care given and the outcomes achieved. This will help improve quality in the market.
Positive	✓	
Neutral		
Negative		

**Expand box as required*

Evidence:

As at 6th June 2016 there were 1181 service users using homecare service. The table below shows the breakdown of Homecare service user disabilities;

Learning, Developmental Or Intellectual Disability - Asperger'S Syndrome/ High Functioning Autism	1
Learning, Developmental Or Intellectual Disability - Autism (Excluding Asperger'S Syndrome / High Functioning Autism)	6
Learning, Developmental Or Intellectual Disability - Learning Disability	54
Learning, Developmental Or Intellectual Disability – Other	4
Lthc - Neurological - Acquired Brain Injury	4
Lthc - Neurological - Motor Neurone Disease	4
Lthc - Neurological – Other	47
Lthc - Neurological - Parkinson'S	29
Lthc - Neurological – Stroke	113
Lthc - Physical - Acquired Physical Injury	17
Lthc - Physical – Cancer	53
Lthc - Physical - Chronic Obstructive Pulmonary Disease	48
Lthc - Physical – Other	675

Mental Health Condition – Dementia	150
Mental Health Condition – Other	35
No Relevant Long Term Health Conditions	65
Sensory - Hearing Impaired	22
Sensory – Other	3
Sensory - Visually Impaired	50
Grand Total	1380

**Expand box as required*

Sources used:

AIS Homecare Services data as at 6th June 2016

**Expand box as required*

Sex/gender: Consider both men and women		
Please tick (✓) the relevant box:		Overall impact: Homecare services are non-gender specific and both males and females benefit equally. The new homecare framework will continue to provide services to male and female clients equally. The introduction of the new homecare framework is likely to have a positive impact on males and females service users accessing homecare services. The framework will ensure homecare is procured and evaluated in the same way to provide excellent quality homecare to Havering residents. The framework will allow greater flexibility for the Provider and the Council. It will provide opportunities for new homecare providers to access the local market, making the market more competitive, enhancing choice for both male and female residents. Providers that are not performing to the required standards or who no longer meet the quality requirements can be excluded from the AHF With the introduction of the AHF we will also introduce a new way of collecting feedback from homecare users to better understand the quality of the care given and the outcomes achieved. This will help improve quality in the market
Positive	✓	
Neutral		
Negative		

**Expand box as required*

Evidence:

As at 6th June 2016 there were 1181 service users using homecare service. The table below shows the breakdown of sex/gender groups of Homecare service users on AIS;

Gender	Homecare service users
Female	798
Male	383

**Expand box as required*

Sources used:

AIS Homecare Services data as at 6th June 2016

**Expand box as required*

Ethnicity/race: Consider the impact on different ethnic groups and nationalities

Please tick (✓) the relevant box:

Positive

✓

Neutral

Negative

Overall impact:

The current homecare service is available to people of all nationalities and ethnic groups. The new service will continue to do so the same.

The introduction of the new homecare framework is likely to have a positive impact on service users of all nationalities and ethnic groups.

The framework will ensure homecare is procured and evaluated in the same way to provide excellent quality homecare to Havering residents. The framework will allow greater flexibility for the Provider and the Council. It will provide opportunities for new homecare providers with specialist areas of expertise to access the local market, making the market more competitive, diverse and enhancing choice for all service users.

Providers that are not performing to the required standards or who no longer meet the quality requirements can be excluded from the AHF

With the introduction of the AHF we will also introduce a new way of collecting feedback from homecare users to better understand the quality of the care given and the outcomes achieved. This will help improve quality in the market.

As part of the evaluation process and ongoing quality checks will ensure that providers have the skills to meet the cultural and

		religious needs of different ethnic groups.
<i>*Expand box as required</i>		

Evidence:

As at 6th June 2016 there were 1181 service users using homecare service.
The table below shows the breakdown of service user ethnic groups on AIS;

Asian / Asian British - Any Other Asian Background	13
Asian / Asian British – Bangladeshi	1
Asian / Asian British – Chinese	2
Asian / Asian British – Indian	12
Asian / Asian British – Pakistani	3
Black / Black British – African	6
Black / Black British - Any Other Black Background	3
Black / Black British – Caribbean	15
Mixed - White And Black African	2
Mixed - White And Black Caribbean	2
Mixed - Any Other Mixed/ Multiple Ethnic Background	1
Other - Any Other Ethnic Group	2
White - Any Other White Background	14
White – British	1078
White – English	16
White – Irish	11
Grand Total	1181

**Expand box as required*

Sources used:

AIS Homecare Services data as at 6th June 2016

**Expand box as required*

Religion/faith: Consider people from different religions or beliefs including those with no religion or belief

Please tick (✓) the relevant box:

Positive



Overall impact:

The current homecare service is available to people of all faiths, religions and beliefs. The new service will be the same.

Neutral

The introduction of the new homecare framework is likely to

<p>Negative</p>	<p>have a positive impact on service users. The framework will ensure homecare is procured and evaluated in the same way to provide excellent quality homecare to Havering residents. The framework will allow greater flexibility for the Provider and the Council. It will provide opportunities for new homecare providers to access the local market, making the market more diverse, competitive and enhancing choice for all service users.</p> <p>Providers that are not performing to the required standards or who no longer meet the quality requirements can be excluded from the AHF.</p> <p>With the introduction of the AHF we will also introduce a new way of collecting feedback from homecare users to better understand the quality of the care given and the outcomes achieved. This will help improve quality in the market.</p> <p>As part of the evaluation process and ongoing quality checks will ensure that providers have the skills to meet the cultural and religious needs of individuals.</p> <p style="text-align: right;"><i>*Expand box as required</i></p>
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Evidence:

Buddhist	1
Catholic	69
Christian	66
Church Of England	469
Church Of Scotland	2
Hindu	5
Islamic	2
Jehovah'S Witness	2
Jewish	9
Muslim	4
No Religion	35
Not Recorded	232
Not Stated	268
Other	1
Other Religion	12
Sikh	4
Grand Total	1181

**Expand box as required*

Sources used:

AIS Homecare Services data as at 6th June 2016

**Expand box as required*

Sexual orientation: Consider people who are heterosexual, lesbian, gay or bisexual

Please tick (✓) the relevant box:

Positive

✓

Neutral

Negative

Overall impact:

The current homecare service is available to all regardless of sexual orientation. The new service will continue to offer care in the same way.

The introduction of the new homecare framework is likely to have a positive impact on service users. The framework will ensure homecare is procured and evaluated in the same way to provide excellent quality homecare to Havering residents. The framework will allow greater flexibility for the Provider and the Council. It will provide opportunities for new homecare providers to access the local market, making the market more diverse, competitive and enhancing choice for all service users including this cohort.

Providers that are not performing to the required standards or who no longer meet the quality requirements can be excluded from the AHF

With the introduction of the AHF we will also introduce a new way of collecting feedback from homecare users to better understand the quality of the care given and the outcomes achieved. This will help improve quality in the market.

**Expand box as required*

Evidence:

The table below shows the breakdown of the sexual orientation of Homecare Service users:

Substantial amount of data below is not recorded due to many people not wishing to disclose this information.

Heterosexual	20
Not Recorded	987
Prefer Not To Say	174
Grand Total	1181

**Expand box as required*

Sources used:

AIS Homecare Services data as at 6th June 2016

**Expand box as required*

Gender reassignment: Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth

Please tick (✓)
the relevant box:

Positive

✓

Neutral

Negative

Overall impact:

The new service will be available to all regardless of whether they are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth.

The introduction of the new homecare framework is likely to have a positive impact on service users. The framework will ensure homecare is procured and evaluated in the same way to provide excellent quality homecare to Havering residents. The framework will allow greater flexibility for the Provider and the Council. It will provide opportunities for new homecare providers to access the local market, making the market more diverse, competitive and enhancing choice for all service users.

Providers that are not performing to the required standards or who no longer meet the quality requirements can be excluded from the AHF

With the introduction of the AHF we will also introduce a new way of collecting feedback from homecare users to better understand the quality of the care given and the outcomes achieved. This will help improve quality in the market.

**Expand box as required*

Evidence:

No data held

**Expand box as required*

Sources used:**Expand box as required***Marriage/civil partnership:** Consider people in a marriage or civil partnership*Please tick (✓) the relevant box:***Positive**

✓

Neutral**Negative****Overall impact:**

The new service will continue to operate in the same way offering care to all who are eligible regardless of their partnership status.

The introduction of the new homecare framework is likely to have a positive impact on service users.

The framework will ensure homecare is procured and evaluated in the same way to provide excellent quality homecare to Havering residents. The framework will allow greater flexibility for the Provider and the Council. It will provide opportunities for new homecare providers to access the local market, making the market more competitive and enhancing choice for all service users including this cohort.

Providers that are not performing to the required standards or who no longer meet the quality requirements can be excluded from the AHF

With the introduction of the AHF we will also introduce a new way of collecting feedback from homecare users to better understand the quality of the care given and the outcomes achieved. This will help improve quality in the market

Expand box as required*Evidence:**

Cohabiting	8
Divorced	34
Married	299
Not Recorded	320
Other	15
Separated	9
Single	106
Unknown	99
Widowed	291
Grand Total	1181

**Expand box as required*

Sources used:

AIS Homecare Services data as at 6th June 2016

**Expand box as required*

Pregnancy, maternity and paternity: Consider those who are pregnant and those who are undertaking maternity or paternity leave

Please tick (✓)
the relevant box:

Positive

✓

Overall impact:

The new service will continue to operate in the same way offering care to all who are eligible regardless of whether they are pregnant or on maternity/paternity leave.

Neutral

Negative

The introduction of the new homecare framework is likely to have a positive impact on all service users. The framework will ensure homecare is procured and evaluated in the same way to provide excellent quality homecare to Havering residents. The framework will allow greater flexibility for the Provider and the Council. It will provide opportunities for new homecare providers to access the local market, making the market more diverse, competitive and enhancing choice for all service users.

Providers that are not performing to the required standards or who no longer meet the quality requirements can be excluded from the AHF.

With the introduction of the AHF we will also introduce a new way of collecting feedback from homecare users to better understand the quality of the care given and the outcomes achieved. This will help improve quality in the market.

**Expand box as required*

Evidence:

There is insufficient data on pregnancy, maternity and paternity of homecare users at national or local level. As the majority of homecare users are over 65 this cohort is likely to be small.

**Expand box as required*

Sources used:	<i>*Expand box as required</i>
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Socio-economic status: Consider those who are from low income or financially excluded backgrounds		
Please tick (✓) the relevant box:		Overall impact: We do not hold data on the socio-economic status of service users. The new service will be available to all those with an assessed care need following a financial assessment. This will ensure that those on low income will contribute less or even nothing towards the cost of care compared to those with a higher income. The introduction of the new homecare framework is likely to have a positive impact for service users. The framework will ensure homecare is procured and evaluated in the same way to provide excellent quality homecare to Havering residents. The framework will allow greater flexibility for the Provider and the Council. It will provide opportunities for new homecare providers to access the local market, making the market more diverse, competitive and enhancing choice for all service users. Providers that are not performing to the required standards or who no longer meet the quality requirements can be excluded from the AHF With the introduction of the AHF we will also introduce a new way of collecting feedback from homecare users to better understand the quality of the care given and the outcomes achieved. This will help improve quality in the market.
Positive	<input checked="" type="checkbox"/>	
Neutral	<input type="checkbox"/>	
Negative	<input type="checkbox"/>	
<i>*Expand box as required</i>		
Evidence: Approximately 71% of Havering's 'working age' (16-74) population were classified as economically active in the 2011 Census. This is similar to the national and regional picture. We do not hold data on the socio-economic status of homecare service users.		
<i>*Expand box as required</i>		

Sources used:

Havering JSNA – Demographic update

**Expand box as required*

Action Plan

In this section you should list the specific actions that set out how you will address any negative equality impacts you have identified in this assessment.

Protected characteristic	Identified negative impact	Action taken to mitigate impact*	Outcomes and monitoring**	Timescale	Lead officer

* You should include details of any future consultations you will undertake to mitigate negative impacts

** Monitoring: You should state how the negative impact will be monitored; how regularly it will be monitored; and who will be monitoring it (if this is different from the lead officer).

Review

In this section you should identify how frequently the EIA will be reviewed; the date for next review; and who will be reviewing it.