

Adult Social Care Scrutiny Commission Report

Proposal to end the
Sheltered Housing Support Funding
to Registered Social Landlords

Date: 4th December 2018
Lead Assistant Mayor: Cllr Vi Dempster
Lead Strategic Director: Steven Forbes

Useful information

- Ward(s) affected: All
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- Report version number: 5

1. Purpose

- 1.1 To provide the Adult Social Care Scrutiny Commission with an overview of the consultation exercise which seeks to end the funding to 6 Registered Social Landlords (RSL's) for the provision of non-statutory low level support with effect 31.3.2019.
- 1.2 A formal 12-week consultation exercise was undertaken with the RSL's and their tenants, and the outcome of the consultation is detailed at paragraph 4.7 and Appendix 1.
- 1.3 Ending the provision will deliver savings of £266,000, which will contribute to the Adult Social Care Spending Review Programme 4 (2019/20) totalling £5.5m.

2. Summary

- 2.1 Adult Social Care (ASC) provides funding to 6 RSL's to provide low level support for up to 676 tenants living at 31 sheltered housing schemes across the city. The support includes helping individuals manage their finances, paperwork, arranging appointments and assisting with any language barriers.
- 2.2 Discussions took place with the RSL's (who are all national organisations) prior to the commencement of the formal consultation. They confirmed that other local authorities had cut the monies for these services a number of years ago and they were not surprised the City Council was proposing to withdraw the funding.
- 2.3 A number already have an alternative approach that could be deployed. They also agreed to work with the Council to support the consultation exercise and to set out their approach to their tenants, should the funding end.
- 2.4 The Executive gave approval on the 5th July 2018 to commence a 12-week formal consultation exercise with the 6 RSL's and their tenants. The consultation ran from 16th July to 19th October 2018, and the findings are detailed at paragraph 4.7 and Appendix 1.
- 2.5 An Equality Impact Assessment has been completed, which is detailed at Appendix 2.

3. Recommendation

- 3.1 The Adult Social Care Scrutiny Commission is recommended to:

a) note the outcome of consultation exercise as summarised in section 4.7 of the report and Appendix 1 and to provide feedback

4. Main Report

- 4.1 Adult Social Care (ASC) is required to contribute to the Spending Review Programme 4 for 2019/20, totalling £5.5m.
- 4.2 ASC provides funding to six Registered Social Landlords (RSL's) to provide support for up to 676 tenants at 31 sheltered housing schemes across the city. The support is to provide low level assistance to support independence.
- 4.3 The Executive agreed that a 12-week formal public consultation exercise was undertaken from 16th July to 19th October 2018.
- 4.4 The RSL's provided a supportive presence during the consultation meetings with tenants and their input helped to reduce service user's anxieties about the Council removing the funding and to explain what approaches they could deploy if the funding was to be withdrawn.
- 4.5 The RSL's are broadly supportive of the proposal and would seek to work with the Council to mitigate any negative impact on tenants, if the proposal to cut the funding was agreed. The RSL's will consult separately with their tenants on future models of support in their housing schemes.
- 4.6 All tenants were invited to meetings and representatives from the RSL's were present to offer reassurance to tenants. A total of 13 meetings were held meeting with 95 tenants attending, which took place between August and September 2018.
- 4.7 In total there were 302 responses to the consultation exercise and broadly their concerns include:
- the loss of funding would have a negative impact on the service and health of service users
 - the service helps avoid isolation
 - the service helps with maintaining a healthy lifestyle and independence
 - how important it is to them that this continues
 - the most vulnerable and older people are being targeted by council cuts
 - service users currently support each other
 - the loss of support will affect people's ability to communicate due to language barrier
- 4.8 However, during the consultation meetings tenants were reassured by the approach their RSL's would take if the funding was withdrawn. This included options for the service continuing at no additional cost to tenants or a charge being levied by the RSL. PA Housing were not able to provide a detailed response to their tenants, because they are still looking at the options.
- 4.9 An Equality Impact Assessment (EIA) of the proposal has been carried out and is attached at Appendix 2.

4.10 ASC does not provide funding to the Council's 14 sheltered housing schemes. The Sheltered Housing Officers employed by the Council provide low level support and these are funded from the rents paid by tenants.

5. Financial, legal and other implications

Financial implications

5.1 If implemented this proposal would contribute £266k pa towards the £5.5m spending review four savings target for ASC from 2019/20.

Martin Judson, Head of Finance

Legal implications

5.2 A full public consultation process has been undertaken and a detailed summary of responses is provided in the appendix (1) which accounts for the range of consultation responses received. This enables the outcome of the consultation to be conscientiously considered along with the assessment of the equality issues before the decision is taken. The report includes the reasons for justifying a recommendation to end the funding of this service and sets out alternative options put forward by the RSLs providers.

Jenis Taylor, Principal Solicitor (Commercial) 0116 454 1405

Climate Change and Carbon Reduction implications

5.3 There are no significant climate change implications associated with this report.

Aidan Davis, Sustainability Officer, Ext 37 2284

Equalities Implications

5.4 Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

5.5 Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

- 5.6 The proposals to cease funding have the potential for a disproportionate negative impact in relation to the protected characteristics of age, disability and race (particularly in relation to support with language needs). An EIA has been undertaken to explore the potential impacts and to identify ways in which disproportionate negative impacts on particular protected characteristics can be mitigated. Decision makers should take into account the findings of the EIA and the consultation findings in making a decision and make an assessment as to whether the mitigating actions are sufficient to reduce or remove any disproportionate negative impact in relation to a protected characteristic/s.
- 5.7 The key risk is that PA Housing, who receive a significant proportion of the current funding and have the largest proportion of schemes (23 out of 31 schemes), have communicated that they would not be able to continue with the service, should the funding end and have identified 3 options (one of which is to remove the support completely) and therefore, alternative mitigations, such as sign posting clear referral pathways to other organisations and linking with other RSLs to share learning, are required to ensure that service users receive appropriate support.
- 5.8 In addition, at this stage further detail is required in relation to the impacts of the option to charge residents in order to retain the support. At this stage, RSLs have not provided information on what the charges would be and, therefore, further work must be undertaken to assess this impact, although RSLs have stated that they have managed withdrawal of funding effectively elsewhere.
- 5.9 These considerations, and those highlighted in the Equality Impact Assessment should inform the executive's final decision on whether to agree to end the funding of the Sheltered Housing Support Service to the 6 RSLs on 31st March 2019. In the event that the decision is made to withdraw the funding, further actions to support in mitigating the disproportionate impacts have been identified as part of the action plan at the end of the Equality Impact Assessment.

Hannah Watkins, Equalities Manager ext 37 5811

6. Scrutiny Involvement

- 6.1 The Adult Social Care Scrutiny Commission are aware of the Spending Review 4 programme.

7. Summary of appendices

Appendix 1: Consultation Report

Appendix 2: Equality Impact Assessment

8. Is this a private report: No

9. Is this a key decision: No

Appendix 1

Consultation Report – Sheltered Housing Support Service

1 Purpose of the consultation

- 1.1 The purpose is to consult and hear the view of residents living in six Registered Social RSL's (RSL) sheltered housing schemes on ending the funding of the sheltered housing support service.
- 1.2 Leicester City Council funds six RSL's to provide sheltered housing support services to their residents living in 31 non-council sheltered housing schemes. These service support people who, in most cases, do not meet the council's threshold for care and support. The sheltered housing support service is not something the Council is required to fund by law.
- 1.3 The Council has to spend a lot of money on people who do meet the threshold for care and numbers needing care are increasing as well as the cost of that is going up. However, the money we get from government is reducing so we have look at reducing the amount we spend on other services such as the sheltered housing support service.
- 1.4 Adult Social Care carried out a consultation from Monday 30th July 2018 to Friday 19 October 2018 on a proposal to end the contract with funding to the Sheltered Housing Support Service.

2 Consultation methods

- 2.1 A number of methods were used for this consultation. These included:
- an online survey that allowed using the council's Consultation Hub, residents, families, carers, the RSL's and other stakeholders to give us their views on the proposal
 - a printed consultation form, which was distributed via the RSL's to every resident
 - posters advertising the consultation
 - consultation meetings at 13 sheltered housing locations accommodations
- 2.2 Service user consultation meetings were held on the following dates in the following locations:

Date of meeting	Location
09/08/2018	Nottingham Community RSL's - John Woolman House
16/08/2018	Anchor RSL's - Sandyhurst
20/08/2018	PA Housing residents – Leicester City Council meeting rooms
21/08/2018	PA Housing at Azad House but included residents from Belgrave Rehabs, The Beeches, Sabartmati House and Mahatma Gandhi House
23/08/2018	PA Housing residents – Leicester City Council meeting rooms
24/08/2018	PA Housing - Mahatma Gandhi House, 61 Dorset Street,
29/08/2018	PA Housing at the Hawthorns but invite also included residents from Arbour Court, Knighton Drive, The Old Vicarage, New Close & St Albans Road
31/08/2018	PA Housing at The Banks but invite also included residents from Milton House, Beaumont Lodge, The Banks, Glenrothes Close
05/09/2018	Hanover Housing Consultation session St Mary's Church Hall, Humberstone
05/09/2018	Nottingham Community RSL's - John Woolman House
07/09/2018	Riverside RSL's - Vernon House
07/09/2018	Riverside RSL's - The Quadrant
13/09/2018	Belgrave Neighbourhood Cooperative - Loughborough Cottages

- 2.3 At each meeting officers used a script to explain the purpose of the consultation and sought people's views on the proposal. At the meetings officers from each RSL were also present to advise what may or could happen if the funding was to end.
- 2.4 Attendees expressed their concerns about the loss of funding and the impact that would have. Their concerns are similar to the comments captured in the online survey (see section 3 below) and are summarised as follows:
- concern of impact on residents as they rarely leave their houses and need help with many tasks.
 - support workers are very helpful in navigating ASC and signposting the various services (AT given as example) on offer to help them remain independent.
 - small cost increases will lead to financial hardships.
 - elderly people are the easiest target for cuts.
 - residents were very clear about the value of the support and how important it is to them that this continues.
 - residents voiced a cumulative concern that there is disproportionate impact of funding cuts on older people.
 - residents valued the wellbeing support as a way of helping them stay independent.
 - residents feel the council could cut elsewhere rather than the current service.
 - residents feel the most vulnerable are being targeted.
 - helps with healthy life style and independence having staff onsite to offer advice and guidance and manage any worries & fears.
 - negative impact on the service users finances and rent.
 - suggests scheme managers hours to be reduced.
 - require support for communication due to language barrier
 - suggests the cuts are too severe
 - suggest the council use volunteers or work placements to support service users
 - require support to manage letters and correspondence and appointments/repairs.
 - helps avoid isolation.
 - cutting funding will cost ASC more money.
 - residents would require additional support via ASC assessment
 - suggest the RSL's pay more financially to reduce cost for service users.
 - suggests the residents continue to be supported by the RSL's
 - suggests the ASC explore alternative funding.
 - require support to manage letters and correspondence and appointments/repairs
- 2.5 Representatives from the RSL's indicated their organisations approach to what would happen if the funding was withdrawn, although they will have to formally consult if the proposal is agreed, as follows.
- Hanover confirmed there would be an additional amount to pay per month if the proposal goes ahead. In addition, Hanover and Anchor are likely to merge
 - NCHA advised that if the proposal was to go ahead, then the residents would see no difference. NCHA have made it very clear that regardless of whether the council makes the decision to end the funding or not, nothing will change for the residents, they are well prepared to make the internal changes to absorb the costs of the support service.
 - Riverside has devised an offer that spreads the costs of a new retirement living coordinator post across five schemes (which would include Vernon House and the Quadrant). This would secure additional housing related support for the residents.

There could be a rise in core rent and the weekly top up residents pay but Riverside could not provide exact details for residents at this point. The rent caps that RSL's are privy too would cap this increase as rents are decreasing in real terms for the next few years to bring them in line with Local Authority rents.

The proposal to reconfigure the support across the five schemes and 300+ residents would also minimise the financial impact to residents in the two affected Riverside schemes.

Riverside advised residents they were well prepared should the decision be taken to end the ASC funding. This provided reassurance to the residents that some form of support would continue.

- PA's response is unclear at the moment though they seem to be considering three options, which are likely to form part of PA's own consultation with residents, if the decision to end ILS funding is taken. These are not necessarily either/or options but could be done as a combination. These are:
 1. Residents pay for the support.
 2. Assistive technologies such as the pull cord is extended to the communal areas and continues for residents within their own units. PA were clear that they recognised the value of this and the 24-hr coverage and the peace of mind it provides.
 3. The support ends and there is just a floating tenancy officer in place who offers support with tenancy based issues.
- PA were positive about the approach the council have taken in regard to this proposal and used that to reinforce the message that the views of residents are important to the council.
- PA also talked about putting a computer in the communal area for residents to access for IAG.

2.6 Detailed notes were taken at each meeting and are attached in annex a for information

3. Online Survey response

A total of 207 responses were received via the online Consultation Hub. The breakdown of the respondents is outline in below (table 1):

Category	No	%
Living in one of the 31 schemes in the ILS sheltered housing support service	140	68%
Completing the survey on behalf of a person who currently lives in one of the 31 schemes	39	19%
Completing this survey as a representative of one of the 6 RSL's	7	3%
Completing this survey as a representative of another organisation	3	1%
A member of the public	7	3%
Not Answered	11	6%

3.1 Demographics

The main demographic characteristics of respondents were as follows:

Category		No	Percent
Age	66 years +	151	73%
	56 to 65 years	36	17%
	No response		
Gender	Male	71	34%
	Female	130	63%
	No response	6	3%
Ethnicity	White British	75	36%
	Asian or Asian British	86	42%
Religion	Hindu	66	32%
	Christians	62	30%
	Muslim	28	14%
Disability		99	48%
Sexual Orientation	Heterosexual	154	69%
	Prefer not to say / Not answered	45	22%

3.2 Survey findings

3.2.1 Respondents were asked a series of questions on what affect the withdrawal of funding would have on them, whether they had different suggestions how residents could be supported without the funding and finally any other comments on the proposals.

3.2.2 Summarised below are the responses to these questions:

Q1. What affect, if any, would the change in funding have on you?¹

Category	Number of comments
No comments/don't know	60
Helps with healthy Life style and independence having staff onsite to offer advice and guidance and manage any worries & fears	77
Negative impact on health and wellbeing	26
Negative impact on the service users finances and rent	15
Require support to manage letters and correspondence and appointments/repairs	22
Helps avoid isolation	19
Require support for communication due to language barrier	25
The proposal will impact on losing staff	9
Suggest the current funding is not shared equally between schemes	7
Suggests scheme managers hours to be reduced	6
Suggests the cuts are to severe	6
Other negative impact	3
Total	275

3.2.3 This shows that in the region of a third didn't respond. A range of comments have been made by the respondents, which have been broadly grouped together. These express concerns

¹ The total number of comments is not the same as the total number of respondents because some respondents either made no comment or more than one comment

around the loss of the service, the impact that may have upon them. People believe that it could also lead to greater isolation affecting their health and wellbeing.

Q2. Do you have any suggestions on how residents could be supported?²

Category	Number of comment
No comment/ I don't know	87
Continue to fund the service	40
Other	15
Suggests residents support each other	12
Suggests the council explore alternative funding or source volunteers	16
Suggests the changes will impact on poverty and hardship for residents	6
Suggest the impact will affect all schemes	5
Suggests family and friends to offer more support	4
Require support to manage letters and correspondence and appointments/repairs	7
Prevents isolation	6
Suggests the residents continue to be supported by the RSL's	9
Suggest the RSL's pay more financially to reduce cost for service users.	5
Suggests the proposal will cost ASC more	3
Suggests the government use lottery funding	2
Reduce staff hours to fund the service	11
Require support for communication due to language barrier	4
Total	232

Q3. Do you have any final comments?

Category	Number of people who have made comment
No comment/ I don't know	97
Suggests support workers are required to keep residents independent	37
Require support for communication due to language barrier	13
Continue to fund the service	37
Other	12
Suggests the cuts are severe and will have a negative impact to the scheme/health	34
Removing staff from schemes will lead to bullying	1
Prevents isolation	2
Having no staff will leave residents vulnerable	8
Prevents antisocial behaviour	4
Total	245

² The total number of comments is not the same as the total number of respondents because some respondents either made no comment or more than one comment

Appendix 2**Equality Impact Assessment (EIA) Template: Service Reviews/Service Changes**

Title of spending review/service change/proposal	Independent Living Support (ILS) Sheltered Housing Service	
Name of division/service	Strategic commissioning	
Name of lead officer completing this assessment	Michelle Larke	
Date EIA assessment completed	19 October 2018	
Decision maker	e.g. City Mayor/Assistant Mayor/Director	
Date decision taken		
EIA sign off on completion:	Signature	Date
Lead officer	M Larke	19 October 2018
Equalities officer	Hannah Watkins	24 October 2018
Divisional director	Tracie Rees	24 October 2018

Please ensure the following:

- (a) That the document is understandable to a reader who has not read any other documents and explains (on its own) how the Public-Sector Equality Duty is met. This does not need to be lengthy but must be complete.
- (b) That available support information and data is identified and where it can be found. Also be clear about highlighting gaps in existing data or evidence that you hold, and how you have sought to address these knowledge gaps.
- (c) That the equality impacts are capable of aggregation with those of other EIAs to identify the cumulative impact of all service changes made by the council on different groups of people.

1. Setting the context

Describe the proposal, the reasons it is being made, and the intended change or outcome. Will current service users' needs continue to be met?

The Independent Living Support (ILS) Service for sheltered housing has been funded for a number of years (since at least 2003). Over this term this service has not significantly changed in form or function, though the funding has reduced over the years. The current contract is for

six Registered Social Landlords (RSLs) to provide sheltered support at 31 schemes across the city. This was awarded in October 2016 and should have run until 31 March 2020.

1. Anchor Trust: 1 scheme
2. Pinnacle PSG (Belgrave Neighbourhood Cooperative): 1 scheme
3. Riverside Housing Association: 2 schemes
4. Hanover Housing Association: 1 scheme
5. Nottingham Community Housing Association: 3 schemes
6. PA Housing: 23 schemes

Due to the significant financial constraints that the council is facing, this year the service is in scope for review, as part of the larger, strategic review of all the ILS services (with the exception of the small community alarms contract). The proposal being considered is the approval to engage with the Registered Social RSLs (RSLs) ³who receive Adult Social Care (ASC) funding to provide low level support for their tenants. This engagement will inform the future funding options with effect from 31.3.2019, in order to deliver budget savings. This proposal addresses the option that the funding attached to this service will be withdrawn.

There are specific reasons for this. These contracts were first introduced nearly 20 years ago as part of the Supporting People Programme, at the time the council received a ring-fenced grant. However, over the years the government has reduced and ended the grant and the payments now form part of the Adult Social Care budget. This is not a service that Adult Social Care is required to fund. Additionally, a benchmarking exercise undertaken with other Local Authorities found that this provision is not something that Adult Social Care is funding elsewhere.

The service itself supports individual tenants to develop and/or maintain skills. This includes being able to manage the practical aspects of daily life and in keeping a home; support with social contact and stimulation; basic life skills; support that could help to prevent any deterioration of their circumstances; and support and help to maintain health and wellbeing.

A comprehensive review of the service and an in-depth analysis of the data shows that the low-level assistance is well utilised by the residents in the schemes and contributes to preventing or delaying individuals from needing an Adult Social Care funded package of care. At the end of December 2017 there were 676 residents within the service, not all of these residents accessed support – according to data supplied by the RSLs 564 people were being supported (again this was correct at the end of December 2017). Through this EIA work has been done to understand and establish what other options could be accessed should this service be withdrawn for the residents of those schemes.

A summary of the work that has been done to ascertain this is given below:

³ referred to as the RSLs throughout this report

The council has undertaken a period of engagement with the RSLs to understand the impact on Adult Social Care and the residents if the funding was ended. This has sought to determine whether there are other options for continuing the support that these tenants currently can receive. The RSLs had some good ideas about the options open to them and all agreed to work with the council to think about putting those different models into place. This included: looking at how to continue housing management support perhaps through the rent system and perhaps by using volunteers or by seeing where there are opportunities for residents to support one another, such as via a good neighbour initiative. These conversations are ongoing.

Adult Social Care has also undertaken a twelve-week consultation on the proposal to end this funding, through the consultation Adult Social Care has talked to the residents alongside the RSLs. This has seen us carry out 13 meetings in partnership with the RSLs at the schemes themselves to enable as many residents as possible to attend. This has helped ensure that wherever options to continue the support exist, that message is given to residents to reduce and alleviate any subsequent anxiety or concern. Now more is known about those options, through consultation, further work has been done through this EIA to establish any equalities implications of those options. This has been listed as an action for officers to undertake.

Consideration has also been given, as a consequence of this report, to the range of services that could provide additional assistance to these residents as required and appropriate. The sheltered support service was designed as a non-statutory intervention within an accommodation-based setting. Provided as a core offer, the aim of the service was to offer vulnerable adults, including older people, support to maintain and /or develop skills that could empower them in their every-day lives to manage all practical aspects of daily living to include: setting up and maintaining the home to achieve resettlement and help to maintain positive health and well-being. Whilst some of the services reflected below are aimed at specific cohorts, such as carers or people with dementia, there are services, such as Age UK that would provide more general services to support health and wellbeing. The role of the Citizens Advice Bureau could also be important to provide advice around managing practical aspects of daily life, such as budgeting and personal finance.

These services are listed below.

- [Age UK](#)
- [Citizens Advice Bureau](#)
- [Independent Age](#)
- [Leicester Community Projects Trust](#)
 - Physical disabilities, older people and NHS complaints
- [CLASP The Carers' Centre](#)
- [LAMP - mental health in Leicester, Leicestershire and Rutland](#)
- Leicester City Council's corporate Information, Advice and Guidance offer (will be announced during the Autumn 18)
- [Alzheimer's Society: Dementia Support Service](#)
- Adult Social Care's front door for issues regarding social care and health: 0116 454 1004 (Mon - Fri 8am - 6pm). Emergency Team (out of hours only 5pm - 8.30am): 0116 255 1606.

2. Equality implications/obligations

Which aims of the Public-Sector Equality Duty (PSED) are likely be relevant to the proposal? In this question, consider both the current service and the proposed changes.

Is this a relevant consideration? What issues could arise?

Eliminate unlawful discrimination, harassment and victimisation

How does the proposal/service ensure that there is no barrier or disproportionate impact for anyone with a particular protected characteristic

By nature of the provision and service model this is a service that supports some of the most vulnerable, potentially older and frail, including those that may fall within one or more of the nine protected characteristics.

The RSLs of these schemes each operate their own access policy for admission, normally this is 55+. The council's service specification outlines the eligibility criteria for providing support, i.e. users must be a Leicester city resident; and have additional needs as a result of one or more condition; or have to be 65 years plus and either in receipt of, or eligible to receive a means tested benefit.

The proposal to end the funding the six RSLs receive may impact on the service that they are subsequently able to provide. However, this would not adversely or disproportionately impact on the council's ability to meet this aspect of our public-sector equality duty (PSED).

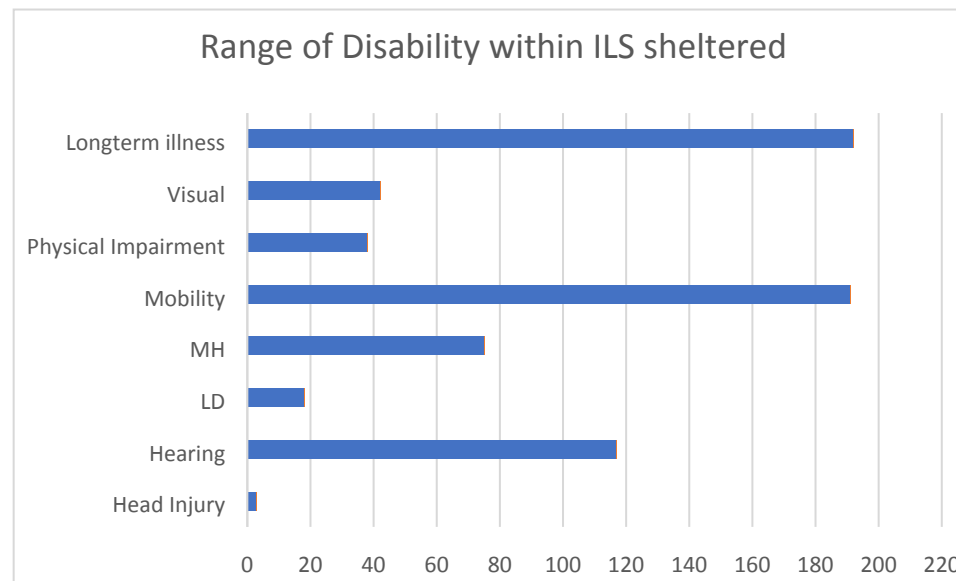
The rationale for this is that whilst this is a service that supports some of our most vulnerable citizens, we have taken steps through a comprehensive engagement phase, to think through how that support could be continued to meet the needs of this group. We have been reassured through this exercise that the RSL will support us to implement alternative models to continue some of the support, and all have committed to try and do this.

This is focussed primarily on minimising any disadvantages suffered by these residents arising from their protected characteristics, in this case, predominantly age and, in some instances, disability and/or race.

This is further bolstered by the acknowledgement that it could be harder for this group to access similar support, should this service be withdrawn.

	<p>The consultation phase, will be done in collaboration with the six RSLs. Whilst we are consulting on removing the funding, the RSLs will be offering their own advice to their residents about the ideas they have to continue the support, in one form or another.</p> <p>RSLs, whether carrying out public functions or not, are bound by the anti-discrimination provisions of the Equality Act 2010. RSLs are subject to the PSED when carrying out some of its functions as a social landlord. This gives added reassurance that they will continue to take their equalities obligations seriously. An action has been identified for officers to offer further support to the RSLs regarding the PSED if they feel they need it.</p>
<p>Advance equality of opportunity between different groups How does the proposal/service ensure that its intended outcomes promote equality of opportunity for users? Identify inequalities faced by those with specific protected characteristic(s).</p>	<p>The demographic data for the 31 schemes shows that some schemes are predominantly white (white British/European/Irish or other) residents, others predominantly Asian/Asian British (Bangladeshi, Indian, Pakistani or other). Whereas others have a more balanced ethnic mix of residents. According to the data supplied by the RSLs, of the 31 schemes some analysis has been done to see what the balance is in terms of ethnic diversity.</p> <ul style="list-style-type: none"> • 19% (6) of schemes are predominantly Asian/Asian British (Bangladeshi, Indian, Pakistani or other). • 39% (12) of schemes are mixed (people predominantly identifying as either Asian/Asian British (Bangladeshi, Indian, Pakistani or other)) or white/white British/ white European/ white Irish/ white other or other ethnic backgrounds including Black/Black British and Chinese); and • 42% (13) are predominantly white British/ white European/ white Irish/ white other.

There is also a range of disability recorded⁴. Across all 676 residents, the RSLs, through the quarterly monitoring returns, have told us that residents have the following disabilities.



We also know from the returns that residents identify with a range of religious and belief systems. The main religion recorded is Christian (55%), followed by Hindu (24%) and Muslim (11%). The rest are made up by other religions/belief systems including Atheist, Sikh, Jain, Jewish and Buddhist.

The data indicates that services are culturally competent (and meet cultural and religious needs) and ensure a level of equality of opportunity in terms of access and provision of services. The one exception could be registered in terms of sexual orientation. The overwhelming majority of residents identify as straight/heterosexual (94%). Just 2 residents

⁴ Caveats must be applied to this data – this is data supplied through the performance monitoring of the current ILS sheltered housing contracts. LCC does not hold data on individual service users, unless they are known to ASC (only 13% are known to ASC). Caution must be used in using the disability data as we know residents may identify with one or more disability and this will be reflected in the data RSLs have provided.

	<p>identified as gay males and 5% chose the option 'prefer not to say'. According to the Joint Strategic Needs Assessment 2016, Leicester's lesbian, gay, bisexual and trans (LGBT) communities is estimated to be around 4% so this might indicate some further work to do to ensure that all schemes are welcoming and accessible regardless of sexual orientation.</p> <p>The proposal to end the funding could impact on the ability of some of the older people and in some instances those with the protected characteristics of disability and/or race, to continue to have the opportunity to access some of the provision that this funding provides. However, the RSLs have all indicated how important they feel some of the activities are (that may have been funded or facilitated by support staff funded by the ASC monies), so they have committed to continue the support, if the decision is made to withdraw the funding. However, given that our contractual relationship will end there is no option for council officers to monitor this.</p>
<p>Foster good relations between different groups Does the service contribute to good relations or to broader community cohesion objectives? How does it achieve this aim?</p>	<p>By the nature of this service, the sheltered schemes provide good opportunities for social integration and community cohesion. The services offered in sheltered schemes, coupled with the accommodation, are aimed at enabling older people to remain as independent as possible. Sheltered housing enables older people to continue to live in the community, and for a cohort of older people sheltered housing is a welcome alternative to residential care. Assistive technology and onsite support can provide the reassurance and assistance for people to continue to live well and independently.</p> <p>The outcomes in place for the service work together to support this, specifically the two outcomes below which relate to encouraging residents to access their community and develop social contacts. The RSLs told us that they met the targets in place for achieving these outcomes which indicates that residents are supported to get to know one another and to experience opportunities available in their local community. This would support community cohesion objectives.</p>

	<ol style="list-style-type: none"> 1. Number of individuals able to access universal facilities and services in their community; and 2. Increase an individual's social contact with others who share similar interests either one to one or in small groups (networks) for peer support. <p>Mitigating actions have been identified to minimise the impact on the council's ability to meet this aspect of its public-sector equality duty based on an understanding that the services funded had an element of encouraging people from a protected group to participate in community life. The work we have done through engagement and through consultation, has been about working with the RSLs to think through how the support could continue, in one form or another to ensure this aspect of provision is not lost or displaced. It is worth reiterating here that we are therefore reliant on the RSLs to continue the offer of support, but that this is done recognising their vested interest and own responsibilities through the PSED (where applicable).</p>
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3. Who is affected?

Outline who could be affected, and how they could be affected by the proposal/service change. Include current service users and those who could benefit from but do not currently access the service.

Service operation and links to other services

Sheltered housing is not just the bricks and mortar. The services offered in sheltered schemes, coupled with the accommodation, are aimed at enabling older people to remain as independent as possible. The accommodation, whilst rented, is the resident's own. Sheltered housing is living in the community and should not be confused with residential care. Older people require the same options and range of housing enjoyed by younger generations. Sheltered housing often fulfils this need by offering high quality accommodation with access to support services onsite which helps people remain independent and in their own home for longer.

The future of housing for older people is a national issue and the government is committed to a better housing offer for our older generations. This is reflected in the current national context, where we find ourselves working at a time of significant changes for the supported housing sector. Last year the government [published proposals](#) on new ways of funding supported housing. These models included a proposal to introduce a 'Sheltered Rent' for sheltered and extra care housing. However, after a lengthy period of consultation

with the sector, the government have recently announced (9 August 2018) that supported housing will remain in the welfare system and will continue to be paid by housing benefit (Ministry of Housing, Communities and Local Government and Department for Work and Pensions 2018).

Now that the government has confirmed that funding for sheltered housing will remain within housing benefit, this means residents will claim housing benefit as usual, with their rent normally being paid directly to their RSL. This represents good news for the sector which has been cautiously anticipating how the new funding mechanisms would work.

Impact of funding cuts to the continuation of the service

As most of the RSLs involved have been through a similar process elsewhere they have strategies that can be deployed if the council removes the funding to mitigate the impact. Each RSL has confirmed this and is prepared to work with the council to look at what those options might be for the schemes affected.

Statistics for Leicester City for older people

The Joint Strategic Needs Assessment (JSNA) data for Leicester compiled in 2016 suggests we have an increasing and ageing population. The data also recognises the numbers of older people who we know are living in the city and who may be at risk due to long term conditions or their increasing frailty and vulnerability to continue living alone. Older people 65+ make up 11% of the population in Leicester, compared to 63% of those of working age. By 2038 the population 65+ will have increased to 16%. We also know that Leicester is an unhealthy city and one that is culturally diverse so our ability to provide services that support older people to maintain their health, wellbeing and independence is vital. This aspect of early intervention and prevention to support continued independence and well-being also supports the principles of the Care Act 2014.

The needs of older people

In terms of need, we also know from JSNA analysis that people aged 65+ will have primary support needs which centre around their mobility, mental health and memory and cognition. This chimes with what we know about those living in the ILS sheltered accommodation. However, this service may be inappropriate to deal with those issues as it is configured to offer low level support which would not be equipped to support people with increasingly complex needs. However, for those that do meet the threshold for Adult Social Care (and at present this is about 13% of the residents in these schemes) care and support packages can be put in place, alongside the low-level support service provided through this contract. Whilst the proposal to withdraw the funding for the support is still being considered, the option to be assessed for Adult Social Care would not change.

It is also worth stating here that a lot of these schemes (93%), due to the increasing frailty and some of the ongoing language and cultural issues relating to the ethnicity of the residents, attracts a higher level of housing benefit. This aspect of the housing benefit payment is called intensive housing management and is reflected through housing benefit for schemes that house vulnerable people, which includes older people. This aspect of rent can be used to provide housing related support – such as help to maintain tenancies and for other issues such as managing money and advice around benefits and might be used to fund housing officer roles. The majority of the schemes (29 out of the 31)

attract this sort of additional payment. This would ensure that people could continue to receive some form of housing related support to maintain their tenancies, even if the proposal to withdraw the funding which pays for the wellbeing support is ended.

4. Information used to inform the equality impact assessment

What **data, research, or trend analysis** have you used? Describe how you have got your information and what it tells you. Are there any gaps or limitations in the information you currently hold, and how you have sought to address this, e.g. proxy data, national trends, etc.

The data and research used to inform the EIA has been cited in 'Section 3 – Who is affected?', along with a narrative about what the data tells us.

- Joint Strategic Needs Assessment (JSNA) data for Leicester 2016
- Public Social Exclusion (PSE) research and statistics
- Data that shows projections of older people for Leicester.
- Monitoring information and information collected via the engagement meetings with the six RSLs.
- Previous evaluation and review information completed by council officers during the last review completed 2016
- Performance Management returns (2017/18) completed quarterly by the six RSLs in relation to the service they provide under the ILS sheltered housing contract.
- The responses from the formal public consultation that ran 30 July to 19 October 2018 and the notes from the 13 service user meetings that were held with residents affected in the 31 schemes.

5. Consultation

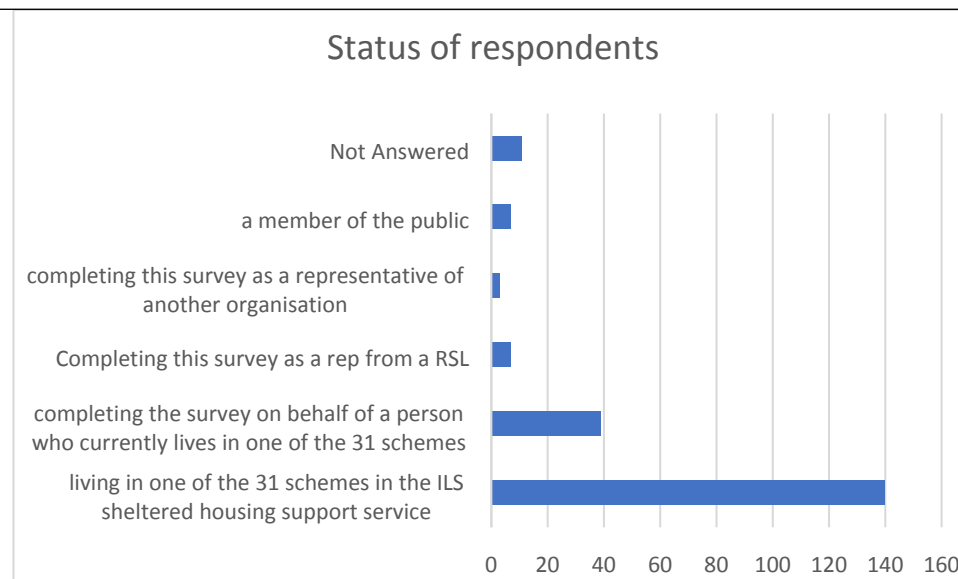
What **consultation** have you undertaken about the proposal with current service users, potential users and other stakeholders? What did they say about:

- What is important to them regarding the current service?
- How does (or could) the service meet their needs?
- How will they be affected by the proposal? What potential impacts did they identify because of their protected characteristic(s)?
- Did they identify any potential barriers they may face in accessing services/other opportunities that meet their needs?

Formal consultation began on Monday 30 July for 12 weeks. The outcomes of this consultation will provide additional evidence to support this EIA.

Key aspects of our methodology:

1. Council officers worked closely with the six RSLs to ensure the consultation resident meetings were accessible. In total we met with 95 residents at 13 meetings which were held in the day rooms of schemes affected across the city.
2. We asked RSLs to be present and to ensure they felt prepared we shared the consultation materials with them before the start of the formal consultation asking for their comments. This worked well for the consultation meetings as it ensured the RSLs took the opportunity to share with residents, their own plans for mitigating against the loss of funding, should that decision be made. This helped to reduce the stress and anxiety of the council's proposals as in most cases the RSL had well developed plans in place to continue support. It is worth adding that where council officers found that was not the case, attempts were made to connect RSLs so that they could learn from one another's models and plans.
3. We took the advice of the RSLs and where they advised there were the potential for language barriers, we booked interpreters. We took the decision therefore not to translate consultation materials. The feedback from one housing association has however suggested that in the future we should carefully consider having surveys translated too as not all of the residents attended the face the face meetings and this has had a considerable impact on their staff who have needed to support residents (predominantly in the six Asian Elder schemes) to respond. This did not, in this instance, have an impact on the response rate from these schemes in comparison to those where language barriers were not identified as a potential issue, however, the feedback has been noted in terms of the impact relating to the capacity of RSL staff.
4. Given that these residents are older, again we took the advice of the RSL and had enough copies (700) of consultation materials printed. These were delivered to the schemes by officers with pre-paid envelopes. The RSL supported the consultation by writing a covering letter to each tenant affected, explaining the consultation questionnaire and why it was important to respond. This has helped ensure a robust response to this consultation which has been analysed carefully as part of this overall impact assessment.
5. Council officers used a poster to help advertise the consultation in each of the schemes affected. Families, carers and RSL staff were also encouraged to respond to the proposals.
6. The methodology used has prompted a positive response from the six RSLs who welcomed the approach from the council in terms of visiting the schemes themselves and running so many meetings for residents to attend.
7. As part of the 13 consultation resident meetings we engaged with 111 people which were made up with a mixture of housing association staff (16) and (95) residents.
8. As part of the main consultation we received 207 responses. The following breakdown provides a snapshot of which group they told us they were from.



- 39 respondents told us they were completing the survey on behalf of someone, however, when those responses were analysed only five were from people who identified themselves as a carer or family member. Two respondents told us of their concern for elderly parents with a diagnosis of dementia. These respondents told us that the proposal could mean that the burden of care would need to shift back to ASC as the small amount of support helps to keep their relatives safe. Arguably the low-level wellbeing support would not be appropriate to support someone long term with an advanced stage of dementia as more specialist care might eventually be required. Another respondent told us about their concern for parents who did not understand English. In that case the support worker was a speaker of Gujarati and provided an essential service to support those residents book essential appointments and repairs. In this instance the Housing Association might be able to use a good neighbour initiative or a volunteer to support residents with these everyday tasks as a way of mitigating the loss of a paid support worker, if the decision was taken to remove the funding. In addition, housing officers are able to provide support in arranging repairs as part of their remit and with regard to booking appointments, those which are essential for example, GP appointments there is a duty on health and social care providers to ensure that peoples' communication needs are taken into account whether in relation to language needs or arising from a disability (The Equality 2010 and the Accessible Information Standard). The other two responses told us they were either unhappy with the provision of the support or the trend of cuts that they have seen over the years in the scheme where their family member lives.

9. Analysing the demographic information of those who responded (and we have been unable to extrapolate the demographics for the different groups) we are able to determine the following:

- The majority of respondents were white: British (36%) and Asian or Asian British: Indian (42%).

- In terms of sex respondents more Women (63%) responded than Men (34%)
- No one told us that their gender identity was different to their assigned gender at birth though some chose not to answer the question.
- The main religion that respondents identified with was Hindu (32%) and Christian (30%).
- The vast majority of respondents were 66+ (73%) though a proportion were in the age range 56 -65 (17%).
- The vast majority of respondents described themselves as heterosexual/straight (74%). 22% chose not to answer or told us they preferred not to say.
- In terms of disability, just under half answered that they had some form of disability (48%). Of those that confirmed they had some form of disability, the options which received the most responses, in prevalence order were:
 - A long-standing illness or health condition: 24%
 - A physical impairment or mobility issue: 21%
 - Mental Health difficulty: 14%
 - Deaf or hearing impairment:13%
 - Blind or visual impairment: 6%
 - Not answered: 33%

Consultation findings:

1. What is important to them regarding the current service?

- Analysing the comments made through the focus group meetings and the responses from the consultation surveys it is clear that residents are concerned about losing the funding for their support service; they were also clear about the value they derived from that service. Where there were clear plans in place from the RSL to mitigate against the impact of losing funding, should the decision be made, residents felt reassured.
- Residents from across the schemes also voiced a cumulative concern that there is disproportionate impact of funding cuts on older people.
- Although the residents accepted the difficulties ASC and the council face, there was unanimous concern about the proposal and what that would mean for their support and how those needs would be met in the future when they might need it the most. The five responses from relatives and/or unpaid carers echoed this view, particularly the two respondents who told us their family member was living with a diagnosis of dementia.

- The sense given by the residents was that they felt resigned to the funding being withdrawn, despite the reassurances of officers that no decision had yet been made.

2. How does (or could) the service meet their needs?

- The main comment in terms of how the service met their needs currently was that they valued the wellbeing support as a way of helping residents remain independent.
- The support, residents felt, was essential to reduce isolation and loneliness, residents described it as a lifeline in terms of supporting their ability to participate in the community of the scheme/s.
- Residents felt that the support helped to keep them happy and healthy, by connecting them with others and helping them stay safe.
- A key theme emerging has been the support with communication that could be negatively affected for a good proportion of the residents within the schemes where the majority of residents may not speak English or where English is a second language. There are six Asian Elder schemes where the main language spoken is Gujarati. From our performance data and from advice from the RSL we believe this could affect 147 residents across the six schemes where the predominant language is not English (this equates to 22% of the total number of residents across the 31 schemes though officers believe the figure could be higher).

3. How will they be affected by the proposal? What potential impacts did they identify because of their protected characteristic(s)?

- The main question asked residents to describe how they would be affected by the proposal. The answers to this question have been analysed and the emerging themes given below:

Q1. What affect, if any, would the change in funding have on you / residents?

Category	Number of responses	Mitigating action
Helps with maintaining a healthy life style & independence. Having staff onsite to offer advice and guidance and manage any worries & fears is important to me	76	For most residents, if not all, the support will continue in some form through the various models that RSLs will put in place, if the decision to withdraw the funding is taken. Officers have, through a robust engagement and consultation process, been reassured of the commitment from RSLs to do this.
I require support to manage letters and correspondence and to book appointments and/or repairs.	15	
There will be a negative impact on residents' health and wellbeing	25	
There will be a negative impact on the residents' finances and rent	15	Any proposals which include a cost to residents will be consulted on separately by the RSLs. Three RSLs are currently considering this as an

		<p>option and all three have indicated their intention to consult residents on any proposal to increase costs to fund wellbeing support, should the decision to withdraw ASC monies be taken. If the decision is made to withdraw the funding, feedback on the outcomes of consultation will be fed back to the RSLs with the intention of confirming and consolidating with them what equalities issues have been discussed to date and how they may be mitigated in order to ensure a robust approach to reducing or removing any disproportionate negative impact arising from a decision to withdraw funding, should this occur.</p>
I require additional support for communication – this may be due to a language barrier or because of an illness.	23	<p>RSLs told us they are committed to continuing support and also to look at different options including volunteer roles within schemes, good neighbour initiatives and also extending assistive tech to communal areas. However, this will be a key risk for residents if no other form of support with communication issues are provided by the RSLs. This has been flagged for consideration in the final consultation findings report and officers have an action to explore this with the RSLs.</p> <p>In terms of access to services, there is a duty under the Equality Act 2010 for service providers to promote equality of opportunity by removing barriers to access, this includes provision of interpretation and translation services for those who require it to access essential information and support. In addition, the accessible information standard aims to make sure that people who have a disability, impairment or sensory loss get information that they can access and understand, and any communication support that they need from health and care services. This means that, in those circumstances where it is vital to remove</p>
Helps avoid isolation and loneliness	19	

		<p>the barriers to communication to be able to access essential services, there is provision available elsewhere.</p> <p>In addition, in some circumstances, housing officers may be able to provide support. For example, via the consultation concerns were raised about being able to ask for repairs. The housing officer would be able to support this type of request.</p>
The proposal will mean losing staff or reducing the hours of support they provide	15	RSLs have indicated that they are committed to trying to create posts to absorb existing staff. This may mean a change to job role but it does mean that some staff could be redeployed in housing officer type roles where appropriate. At least two RSLs indicated they had viable models which would do just that.
Suggests the current funding is not shared equally between schemes or the cuts are too severe	13	This will be fed back to RSLs in terms of equitability. In terms of the cuts being too severe this will be fed back to key decision makers as a consideration in terms of this proposal.
Other negative impact	3	Comments were around children's services which was not applicable in this context and two comments were given in relation to unsuitable placements into sheltered schemes.
No comments/I don't know	60	N/A
Total	264	

4. Did they identify any potential barriers they may face in accessing services/other opportunities that meet their needs?

By analysing the responses from the focus group meetings and the consultation responses the emerging barriers were:

- Some residents struggle to leave the scheme and there are others who need help with everyday tasks. Those residents, who were described in the focus groups as some of the most vulnerable, may be unable to access other services without the support in place that ASC currently funds.
- Support workers are very helpful in navigating ASC and signposting to the various services on offer to help them remain independent. This would be left to families and/or other more able residents if the funding for the support is withdrawn. If residents do not have access to these sorts of networks this could equate to a barrier for them accessing alternative services and support. The difficulty of accessing social care in itself was seen as a barrier.
- If there is an expectation that costs for keeping some form of support are reflected in rent increases or by paying for support, then just a small cost increase could lead to some residents experiencing financial difficulty. Poverty and/or hardship could form a barrier to alternative services as residents could either refuse to pay or find they do not have the financial means to do so.
- Some residents require support for communication due to language barriers – this would exist as a barrier for those residents who may feel less confident accessing services/other opportunities that could meet their needs. This could also have an impact on any unpaid carers supporting the person which could include friends, family and other residents.
- Residents suggested that they would need additional support from somewhere and felt that this could impact on ASC. We know that most residents in these schemes do not meet the threshold for care and support so this could form a barrier to accessing alternative support if ASC is relied upon as the main alternative.

Summary of findings:

Although residents raised valid concerns about the impact of the proposal, the robust consultation process enabled council officers to understand how residents in these schemes would be supported, should the decision to withdraw funding be taken. All six RSLs were prepared for these conversations and the majority demonstrated well developed ideas for continuing the support, should ASC funding be withdrawn. Some of the proposals may require residents to pay for support in the future but council officers were reassured that residents would be fully consulted on those proposals in terms of what it would equate to in additional cost. Other forms of support, such as volunteer roles and good neighbour initiatives would be considered at the same time and this would help mitigate against some of the impact residents raised around loneliness and isolation. In relation to this latter point, what was clear to officers was the vibrant communities that existed within the schemes and the support that residents gave to one another.

1. NCHA confirmed residents would see no difference – costs for the wellbeing support workers would be absorbed into their existing budgets and staff would continue in their existing roles.
2. Hanover indicated that there could be a cost for continuing support would likely need to be passed on to residents. However; their senior manager (not at the meeting) would need to confirm. They indicated that this would equate to a nominal additional charge each week. Residents were pragmatic about the principle of having to pay.
3. Anchor confirmed likewise that there would be an additional charge which would likely be reflected in an increase in their service charge. Anchor will consult if required once the outcomes of the consultation are known.
4. Riverside have devised an offer that would bring the two schemes in Leicester in line with other areas operating on the same basis (i.e. without ASC funding). The cost of a new post would be spread across five schemes in total (including the two Leicester schemes)

making it viable and sustainable for the long term. This would secure some ongoing support for the residents if ASC funding is withdrawn.

5. PA are considering three options. These were presented not necessarily as either/or options but could be done as a combination, they are: residents pay, the support ends and there is just access to a floating tenancy officer in place who offers support with tenancy-based issues and the assistive tech (pull cords and access to a computer) is extended to communal areas. Work has been done by officers to connect PA with another housing association to learn from their approach. PA receive the bulk of the funding and consequently support most residents affected by the proposal.
6. Pinnacle PSG discussed an additional charge with residents. Residents indicated that they would be broadly supportive of this approach but wanted to understand how much it would cost. Pinnacle agreed to share details of this in a separate meeting with residents once more was known about the outcomes of the consultation.

6. Potential equality Impact

Based on your understanding of the service area, any specific evidence you may have on service users and potential service users, and the findings of any consultation you have undertaken, use the table below to explain which individuals or community groups are likely to be affected by the proposal because of their protected characteristic(s). Describe what the impact is likely to be, how significant that impact is for individual or group well-being, and what mitigating actions can be taken to reduce or remove negative impacts.

Looking at potential impacts from a different perspective, this section also asks you to consider whether any other particular groups, especially vulnerable groups, are likely to be affected by the proposal. List the relevant that may be affected, along with their likely impact, potential risks and mitigating actions that would reduce or remove any negative impacts. These groups do not have to be defined by their protected characteristic(s).

Protected characteristics	Impact of proposal: Describe the likely impact of the proposal on people because of their protected characteristic and how they may be affected. Why is this protected characteristic relevant to the proposal? How does the protected characteristic determine/shape the potential impact of the proposal?	Risk of negative impact: How likely is it that people with this protected characteristic will be negatively affected? How great will that impact be on their well-being? What will determine who will be negatively affected?	Mitigating actions: For negative impacts, what mitigating actions can be taken to reduce or remove this impact? These should be included in the action plan at the end of this EIA.

Age⁵	The data submitted as part of the full year evaluation shows that the average age living in the sheltered schemes is 55+	Older adults would be most affected. The impact would be negative for this group of older people who are the main group living in the ILS sheltered schemes should the wellbeing element no longer be provided.	<p>That we capitalise on the opportunities that could exist for continuing this support. Joining the dots with other services so that referral pathways are well established and publicised.</p> <p>We ensure that as part of the consultation we provide adequate signposting to the referral pathways that exist to support older people. It could also include referral information to our new Information, Advice and Guidance corporate offer. In addition, there are a range of organisations that can provide support. These organisations are described in more detail in the first section of this EIA.</p> <p>Some RSLs also plan to explore opportunities for volunteers and good neighbour schemes to address some of the concerns raised in relation to isolation and loneliness.</p>
Disability⁶	Using data collected end of December 2017 there are a range of needs being recorded within schemes. Mobility and long-term illness/condition are two most recorded disabilities (with 28% of	The range of disability suggests that this is a vulnerable group, with increasing needs which could be adversely impacted by the council's decision to withdraw funding. There is a higher proportion of residents	The city has commissioned a corporate Information, Advice and Guidance (IAG) offer which should signpost and help people connect with the right support available.

⁵ Age: Indicate which age group is most affected, either specify general age group - children, young people working age people or older people or specific age bands

⁶ Disability: if specific impairments are affected by the proposal, specify which these are. Our standard categories are on our equality monitoring form – physical impairment, sensory impairment, mental health condition, learning disability, long standing illness or health condition.

	<p>residents declaring either a mobility impairment or long-term condition). Hearing (17%) and Mental Health (11%) are next. There are other impairments affected too, including learning disability and physical and sensory impairment.</p>	<p>who declare a disability in comparison to the general population of Leicester.</p>	<p>There are other services available which could support these service users. These tend to be more specialist services, such as dementia support and services provided by Age UK in the city.</p> <p>For those able to pay, there could be the option to pay for the support currently provided by the RSLs. However, consultation has identified that there could be adverse impact if residents are expected to pay. The impacts of any proposal to charge would need to be explored should this be identified as an option.</p> <p>Work will be done to help the RSLs think about the options open to them to continue some form of low level support for the residents of these schemes. Whilst that may vary between RSLs, all have told us they have managed to mitigate the impact of the loss of this funding for schemes they operate in other areas of the country.</p>
<p>Gender Reassignment⁷</p>	<p>No impact identified at this stage. From the equalities monitoring that</p>	<p>N/A</p>	<p>N/A</p>

⁷ Gender reassignment: indicate whether the proposal has potential impact on trans men or trans women, and if so, which group is affected.

	forms part of our performance monitoring it is impossible to know if any resident is protected in relation to gender reassignment as we do not ask about gender identity, however there is reason why the proposal should impact specifically in relation to this protected characteristic and no potential impacts were raised via the consultation or engagement sessions		
Marriage and Civil Partnership	No impact identified at this stage.	N/A	N/A
Pregnancy and Maternity	No impact identified at this stage.	N/A	N/A
Race⁸	Recorded ethnicity is mainly white British (approximately 61% of all residents identify as this group). 34% identify as Asian/Asian British, 4% as Black/Black British and 1% as Chinese or other (Gypsy, Romany, Irish Traveller).	White British would be the group most likely to be affected. However, there would be impact across most ethnic groups if this service had to change the way it delivers support as a result of the loss of funding the council provides. In particular, there would be implications in terms of the informal support that has been provided to meet peoples' language/ communication needs (The RSL has advised that this is most likely to affect Asian/Asian British and Polish	There are other services available which could potentially be engaged to support these service users, where appropriate (see full list in section one). These services are designed to ensure they are accessible and culturally appropriate. There could be options that the RSLs take to continue some form of low level support. This would help to mitigate the impact that would be felt from withdrawing the funding that currently pays for the ILS sheltered support service.

⁸ Race: given the city's racial diversity it is useful that we collect information on which racial groups are affected by the proposal. Our equalities monitoring form follows ONS general census categories and uses broad categories in the first instance with the opportunity to identify more specific racial groups such as Gypsies/Travellers. Use the most relevant classification for the proposal.

		<p>residents. In addition, there were several concerns raised as part of the consultation regarding the need for support with English language from residents whose main language was Gujarati).</p>	<p>Further conversations need to be had with RSLs re the approach they will take to supporting residents whose main language is not English if the funding is withdrawn and the current support has to end.</p> <p>The Council and other organisations with responsibility for public functions do have a duty under the Equality Act 2010 to ensure that these residents are able to access services regardless of their protected characteristics/s and so this will be mitigated to some degree for those accessing specific services, however further consideration will need to be paid to language needs as part of the decision making process and further work with the RSLs if the funding is withdrawn.</p>
<p>Religion or Belief⁹</p>	<p>Although current residents do identify with different faiths or belief systems there is no impact identified at this stage. Residents did not raise their religious or belief requirements as something which would be impacted by the proposals during the consultation.</p>	<p>N/A</p>	<p>N/A</p>

⁹ Religion or Belief: If specific religious or faith groups are affected by the proposal, our equalities monitoring form sets out categories reflective of the city's population. Given the diversity of the city there is always scope to include any group that is not listed.

Sex¹⁰	The sheltered schemes have a mix of male and female residents which is broadly equal.	Both men and women could be impacted. The proposal will impact both male and female residents and there is no disproportionate impact identified arising from this protected characteristic.	There are services available – see above for advice on those. It may also transpire that the RSLs find ways of continuing this support in one form or another, for the residents of these schemes.
Sexual Orientation¹¹	In terms of sexual orientation, the majority of people identified as heterosexual (94%) with a small number identifying as gay males (two people) This suggests that the RSLs could do more to connect with diverse groups and communities. An action has been identified to feed this back. However, for the purposes of this EIA there would be no disproportionate adverse impact felt by people with this protected characteristic.	N/A	N/A
<p>Summarise why the protected characteristics you have commented on, are relevant to the proposal?</p> <p>The key protected characteristics which would be affected by decommissioning this service are based on the data that has been gathered through the process of completing this EIA. The characteristics most at risk of being negatively affected are: age, disability and race. We know from intelligence and research that our older population are more at risk of isolation and ill health and this proposal could cause anxiety and distress which we need to ensure it mitigated as best we can by working with the RSLs and other services.</p> <p>Summarise why the protected characteristics you have not commented on, are not relevant to the proposal?</p>			

¹⁰ Sex: Indicate whether this has potential impact on either males or females

¹¹ Sexual Orientation: It is important to remember when considering the potential impact of the proposal on LGBT communities, that they are each separate communities with differing needs. Lesbian, gay, bisexual and transgender people should be considered separately and not as one group. The gender reassignment category above considers the needs of trans men and trans women.

Other protected characteristics would not be adversely impacted by the decommissioning of this service either because they are not relevant to the proposal, for example pregnancy and maternity is not likely to be relevant due to the age those who currently benefit from the support and no tenants raised concerns about the ability of the scheme to meet their religious or belief requirements if the funding were to cease. There are some characteristics where we have no data to ascertain the impact (sexual orientation, gender reassignment). However, as this has not been raised as an issue through formal consultation, there is no anticipated impact. In addition, as the RSLs have identified mitigating actions which would largely be beneficial across all protected characteristics it is not deemed to be likely that there will be a disproportionate impact. In addition to this, it is in RSLs best interests to meet the needs of tenants regardless of protected characteristic/s and they have indicated their commitment to this and to meet the general aims of the public sector equality duty regardless of the proposal at cease funding.

Other groups	Impact of proposal: Describe the likely impact of the proposal on children in poverty or any other people who we consider to be vulnerable. List any vulnerable groups likely to be affected. Will their needs continue to be met? What issues will affect their take up of services/other opportunities that meet their needs/address inequalities they face?	Risk of negative impact: How likely is it that this group of people will be negatively affected? How great will that impact be on their well-being? What will determine who will be negatively affected?	Mitigating actions: For negative impacts, what mitigating actions can be taken to reduce or remove this impact for this vulnerable group of people? These should be included in the action plan at the end of this EIA.
Children in poverty	N/A		
Other vulnerable groups	Unpaid Carers/families	It could be that without the wellbeing support there could be an extra burden placed on families and unpaid carers. However, at this stage, we have no data to suggest whether this would be negative in its effects or not.	Our ASC principles are moving towards adopting an asset-based approach – taking account of the role families and neighbours play in the support of vulnerable people. Where there was disproportionate impact we would offer a carer’s assessment to determine what support might be needed to help carers continue in their caring role. However, there needs to be an action to understand and ascertain what impact, negative or otherwise might be felt by unpaid carers as a result of

			this proposal. This has been added to the action plan. It is anticipated that any impact will be minimal as the majority of RSLs are maintaining some form of support.
Other (describe)	N/A		
<p>7. Other sources of potential negative impacts</p> <p>Are there any other potential negative impacts external to the service that could further disadvantage service users over the next three years that should be considered? For example, these could include: other proposed changes to council services that would affect the same group of service users; Government policies or proposed changes to current provision by public agencies (such as new benefit arrangements) that would negatively affect residents; external economic impacts such as an economic downturn.</p> <p>We will need to navigate and anticipate as best we can, the impact of the funding changes that will affect the supported housing sector. The government has confirmed that the costs of sheltered housing will remain in the welfare budget.</p>			
<p>8. Human Rights Implications</p> <p>Are there any human rights implications which need to be considered (please see the list at the end of the template), if so please complete the Human Rights Template and list the main implications below:</p> <p>Work has been done to establish what implications, if any, could be felt in relation to this group of residents being able to maintain their tenancies. We have sought to understand whether, through the engagement phase with the RSL, the withdrawal of this service would put residents at increased risk of tenancy failure. Tenancies are not connected to the provision of this service. The tenancies residents hold are with the RSL and the level of intensive housing management most schemes attract through the housing benefit system, is an enhanced payment designed to ensure that vulnerable people can maintain their tenancies.</p> <p>Schemes that do not attract this enhanced payment (two of the 31) have been advised that they can submit the evidence required to qualify for this additional payment.</p>			
<p>9. Monitoring Impact</p> <p>You will need to ensure that monitoring systems are established to check for impact on the protected characteristics and human rights after the decision has been implemented. Describe the systems which are set up to:</p> <ul style="list-style-type: none"> ▪ monitor impact (positive and negative, intended and unintended) for different groups ▪ monitor barriers for different groups ▪ enable open feedback and suggestions from different communities ▪ ensure that the EIA action plan (below) is delivered. 			

- Ensure we work alongside the RSLs to think about how this support can continue without ASC monies. This will be led by the RSL but there is work that council officers can do to support this process – for example, connecting RSLs together where there is an opportunity for one to learn from another. This work has actively been undertaken by officers during the consultation phase.
- There will be further work that will be done by officers leading up to and beyond the decision being made. This will see officers produce a mini report that captures important messages from the consultation and supports any signposting activity that will need to happen if funding is withdrawn. This is detailed as an action below for officers to undertake.

10. EIA action plan

Please list all the equality objectives, actions and targets that result from this Assessment (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

Equality Outcome	Action	Officer Responsible	Completion date
Understanding the impact of decommissioning this service on scheme residents	<ul style="list-style-type: none"> • Request information about the risks to residents through the engagement phase • Ensure language and access needs are fully considered as part of this review. 	Michelle Larke	Engagement phase runs through June.
Undertake meaningful public consultation around the decommissioning of this service	<ul style="list-style-type: none"> • Consultation planned to start on 30 July – this will run as a public consultation for a full 12 weeks. • Ensure language and access needs of residents are fully considered as part of the consultation. This could be undertaking more service user consultation within the schemes themselves with RSLs advising of and where needed, supporting any cultural needs. • Ensure the impact around unpaid carers and families is better understood because of this proposal. 	Michelle Larke/Ehsan Parvez	Friday 19 October: End of consultation

	<ul style="list-style-type: none"> Once more is known about the alternative models that RSLs will implement i.e. reducing service levels, charging residents or using rents, this EIA will further consider the equalities implications of those alternative models. 		
Ensure effective referral pathways are put in place across relevant services.	<ul style="list-style-type: none"> Carry out the necessary work to join the dots to ensure established referral pathways are put in place. Officers to review the work done by Contact and Response Officers regarding the asset mapping to ensure any links to services can be made. This work to be included in the action below, where officers have committed to a 'mini' report. 	Michelle Larke/Ehsan Parvez	<p>Ongoing - up to December 18 – as per when decisions are communicated regarding this service.</p> <p>This connects to the action below re making sure we take every opportunity to support the RSLs and their tenants, should the funding be withdrawn.</p>
Ensure key messages arising from the consultation and EIA exercise are communicated to the RSLs	<ul style="list-style-type: none"> Once decisions are made – officers to produce a mini report which details the findings, including anything relevant from the consultation process. This will include key messages around: <ul style="list-style-type: none"> ensuring schemes are welcoming to everyone, regardless of sexual orientation etc; and providing advice re signposting unpaid carers to further support (this could be to signpost to ASC 	Ehsan Parvez	December 2018 (when decisions regarding this service are communicated)

	<p>for a carer's assessment if carer strain is noticed).</p> <ul style="list-style-type: none">○ Understand the provisions that will be put in place to ensure that residents are supported with any language barriers.		
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Human Rights Articles:

Part 1: The Convention Rights and Freedoms

- Article 2:** Right to Life
- Article 3:** Right not to be tortured or treated in an inhuman or degrading way
- Article 4:** Right not to be subjected to slavery/forced labour
- Article 5:** Right to liberty and security
- Article 6:** Right to a fair trial
- Article 7:** No punishment without law
- Article 8:** Right to respect for private and family life
- Article 9:** Right to freedom of thought, conscience and religion
- Article 10:** Right to freedom of expression
- Article 11:** Right to freedom of assembly and association
- Article 12:** Right to marry
- Article 14:** Right not to be discriminated against

Part 2: First Protocol

- Article 1:** Protection of property/peaceful enjoyment
- Article 2:** Right to education
- Article 3:** Right to free elections