

Equality Analysis Form

By completing this form you will provide evidence of how your service is helping to meet Stroud District Council's General Equality duty:

The Equality Act 2010 states that:

*A public authority must, in the exercise of its functions, have **due regard** to the need to:*

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010;*
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*

The protected characteristics are listed in Question 9

Stroud District Equality data can be found at: <https://www.stroud.gov.uk/council-and-democracy/corporate-plans-and-policies/equality-diversity-and-inclusion/equality-impact-assessments>

Please see Appendix 1 for a good example of a completed EIA.

[Guidance available on the HUB](#)

1. Persons responsible for this assessment:

| | |
|-----------------------------|-------------------------------------|
| Name(s): Paul Harrison | Telephone: 01453 766321 |
| | E-Mail: paul.harrison@stroud.gov.uk |
| Service: Community Services | Date of Assessment: 21.08.2023 |

2. Name of the policy, service, strategy, procedure or function:

New digitally enabled Careline System

Is this new or an existing one? New

3. Briefly describe its aims and objectives

The aim of this report is:

1. To recommend the replacement of our current analogue Careline equipment for a fully digital solution in preparation for the withdrawal of the Public Switched Telephone Network (PSTN) by December 2025.

The Careline service is Stroud District Council's monitored community alarm service that helps provide residents in our communities the support to lead an independent lifestyle within their own homes for longer. The service is an effective way of getting help through a telephone landline quickly and efficiently 24 hours a day, 365 days a year. Across the

district there are approximately 1300 vulnerable people who use our Careline service.

2. To recommend the procurement of a new Careline monitoring contract which supports the new digital solution and provides a first class, customer focused service.

4. Are there external considerations? (Legislation / government directive, etc)

Full digital switchover is due to be completed by December 2025. At this point, the current analogue telephone system will be withdrawn.

5. Who is intended to benefit from it and in what way?

The New digital enabled Careline System will benefit our current Careline users of which there are currently approximately 1300 in the Stroud District. Users include anybody with a need for around the clock security, reassurance, independence, and peace of mind and will typically include:

1. People with a long-term medical condition
2. People with a disability
3. People with a vulnerability
4. Victims of domestic abuse / violence

6. What outcomes are expected?

Key outcomes include:

1. Our Careline equipment will be fully operational in preparation for the full digital switchover in December 2025.
2. Continuation of the Careline service delivery without disruption to existing users.
3. An updated and improved service can be used to attract increased custom and secure additional income for the Authority.

7. What evidence has been used for this assessment?: (eg Research, previous consultations, Inform (MAIDEN); Google assessments carried out by other Authorities)

Through our district partners, guidance has been sought from the TEC Services Association (TSA), the industry and advisory body for technology enable care (TEC) in the UK. Although connecting analogue alarms directly to a router may work on tests there is a massive risk that they will not work every time. The tones from an analogue alarm will change and not be picked up correctly by the monitoring centre putting our vulnerable residents at risk. In addition, a power outage will mean the alarm will fail as there would be no battery back up on the router.

8. Has any consultation been carried out? See list of possible consultees

1. Consultation began in December 2022 when officers from our district partners made up of the Publica Group on behalf of Forest of Dean and Cotswold District Councils, Cheltenham Borough Council and Stroud District Council submitted a joint bid to the Gloucestershire County Council Disabled Facility Grant for funding to replace the

current analogue equipment.

2. Consultation with our current Careline equipment supplier (Tunstall) on 9th February 2023 and 3rd May 2023.
3. Consultation with equipment supplier, Chiptech on 6th July 2023.
4. A project group consisting of a number of Council officers from various teams including Community Services, Tenant Services, Customer Services, Corporate Policy & Governance and Information & Communication Technology has been put together and had their first meeting on 18th July 2023.

9. Could a particular group be affected differently in either a negative or positive way?

(Negative – it could disadvantage and therefore potentially not meet the General Equality duty;

Positive – it could benefit and help meet the General Equality duty;

Neutral – neither positive nor negative impact / Not sure)

| Protected Group | Type of impact, reason and any evidence (from Q7 & 8) |
|-------------------|---|
| Age | <p>Based on the 2021 census, the district has a population of circa 121,103 people which is broken down as follows:</p> <ul style="list-style-type: none"> • Aged 0-4 - 5,643 • Aged 5-19 20,200 • Aged 20 to 64 – 67,030 • Aged 65+ - 28,230 <p>Positive Impact - We currently have approximately 1300 Careline users within the district and they mainly fall in the following age categories:</p> <ul style="list-style-type: none"> • Aged 20 to 64 • Aged 65+ <p>With an updated and improved system, we have the opportunity to help support more of the population that falls within these categories.</p> <p>In addition to the Careline service, the Neighbourhood Wardens who install the equipment are trained on how to identify vulnerabilities which some users may have. These vulnerabilities may include mental health, drug & alcohol dependencies, and debt. Wardens can refer or signpost to local supporting agencies to ensure help is available for users.</p> |
| Disability | <p>Based on 2021 census, the district has a population of circa 121,100 people which is broken down as follows:</p> |

| | |
|----------------------------------|--|
| | <ul style="list-style-type: none"> • Disabled and limited a lot – 5.8% • Disabled and limited a little – 10.3% • Not disabled – 83.9% <p>Positive Impact - We currently have approximately 1300 Careline users within the district and they mainly fall in the following disability categories:</p> <ul style="list-style-type: none"> • Disabled and limited a lot • Disabled and limited a little • Not disabled <p>With an updated and improved system, we have the opportunity to help support more of the population that falls within these categories and help them to live independently for longer within their own homes with reduced fear for their safety and wellbeing.</p> |
| Gender Re-assignment | <p>Neutral impact – Currently there will be no change the provision of services within this group. Our Careline service is available to anyone, and further consultation will be required to assess future provision and therefore the impact is neutral at this time.</p> |
| Pregnancy & Maternity | <p>Neutral impact – Currently there will be no change the provision of services within this group. Our Careline service is available to anyone, and further consultation will be required to assess future provision and therefore the impact is neutral at this time.</p> |
| Race | <p>Based on the 2021 census, the district has a population of circa 121,100 people which is broken down as follows:</p> <ul style="list-style-type: none"> • Asian, Asian British or Asian Welsh - 1.0% • Black, Black British, Black Welsh, - 0.4% • Caribbean or African Mixed or Multiple ethnic groups - 1.8% • White - 96.4% • Other ethnic groups -0.4% <p>Neutral impact – Currently there will be no change the provision of services within this group. Our Careline service is available to anyone, and further consultation will be required to assess future provision and therefore the impact is neutral at this time.</p> |
| Religion – Belief | <p>Based on the 2021 census, the district has a population of circa 121,100 people which is broken down as follows:</p> <ul style="list-style-type: none"> • No religion 41.1% • Christian 47.5% • No Answered 6.5% |

| | |
|---|---|
| | <p>Neutral impact – Currently there will be no change the provision of services within this group. Our Careline service is available to anyone, and further consultation will be required to assess future provision and therefore the impact is neutral at this time.</p> |
| Sex | <p>Based on the 2021 census, the district has a population of circa 121,100 people which is broken down as follows:</p> <ul style="list-style-type: none"> • Male - 59,200 - 48.9% • Female - 61,900 - 51.1% <p>Neutral impact – Currently there will be no change the provision of services within this group. Our Careline service is available to anyone, and further consultation will be required to assess future provision and therefore the impact is neutral at this time.</p> |
| Sexual Orientation | <p>Neutral impact – Currently there will be no change the provision of services within this group. Our Careline service is available to anyone, and further consultation will be required to assess future provision and therefore the impact is neutral at this time.</p> |
| Marriage & Civil Partnerships (part (a) of duty only) | <p>Neutral impact – Currently there will be no change the provision of services within this group. Our Careline service is available to anyone, and further consultation will be required to assess future provision and therefore the impact is neutral at this time.</p> |
| Rural considerations: le Access to services; transport; education; employment; broadband; | <p>Positive impact - We currently have approximately 1300 Careline users within the district and many live in rural areas. A fully digital solution will end digital isolation for many who are hindered by poor coverage and lack of WiFi.</p> <p>With an updated and improved system, we have the opportunity to help support more of the population that live within the rural areas of the Stroud district.</p> <p>Careline equipment is installed by our Neighbourhood Wardens who will now have the opportunity to access a greater number of users (new and existing) who live in the rural areas of the district.</p> <p>Wardens can identify vulnerabilities which some users may have including mental health, drug & alcohol dependencies and debt. Wardens can refer or signpost to local supporting agencies to ensure help is available for users ensuring that they are not excluded from provisions and services due to their rural location.</p> |

10. If you have identified a negative impact in question 9, what actions have you undertaken or do you plan to undertake to lessen or negate this impact?


Please transfer any actions to your Service Action plan on Excelsis.

| Action(s): | Lead officer | Resource | Timescale |
|------------|--------------|----------|-----------|
| N/A | N/A | N/A | N/A |
| | | | |
| | | | |

Declaration

I/We are satisfied that an Impact Assessment has been carried out on this policy, service, strategy, procedure or function * (delete those which do not apply) and where a negative impact has been identified, actions have been developed to lessen or negate this impact.

We understand that the Equality Impact Assessment is required by the District Council and that we take responsibility for the completion and quality of this assessment

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|--|------------------|
| Completed by: Paul Harrison | Date: 18.08.2023 |
| Role: Senior Community Services Officer | |
| Countersigned by Head of Service/Director: | Date: 12.09.2023 |
|  | |

Date for Review: Please forward an electronic copy to eka.nowakowska@stroud.gov.uk